



Communicating with Clients Using New Technologies: Reprise and Update

Who's using new technologies innovatively to communicate with our clients, and especially our *millennium students*? What best practice is emerging? How should we implement services effectively?

Back by popular demand, this seminar has a similar focus to the successful 2005 seminar, with updated information. The seminar doesn't require technical expertise and is designed for library staff in service areas who want to update their knowledge on how libraries can use technologies to enhance services to clients. An additional feature of this seminar will be the opportunity to participate in hands-on workshops or demonstration sessions. Participants are asked to nominate 2 of the 3 workshops, as shown in the program, when registering.

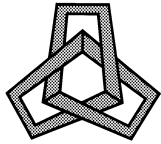
When: 10am – 3.45pm, Monday 28th August 2006

Where: Queensland University of Technology, Gardens Point Campus, Room V714. Lunch will be provided

Program outline:

9.35–9.55am	<i>Registration –Morning tea available</i>		
10.00–10.10	<i>Welcome</i> Alison Hunter, University of Southern Queensland		
10.10-10-35	<i>Overview on communicating with students</i> Andrew Bennett, University of Queensland		
10.35 - 11.10	<i>Using Blogs and Wikis to communicate with clients</i> Kate Watson, University of the Sunshine Coast & Chelsea Harper, Central Queensland University		
11.10-11.40	<i>Designing web pages for small screen devices - tips and challenges</i> Cathy Slaven, QUT		
11.40-12.15	<i>Podcasting: two perspectives</i> Anna Raunik State Library of Queensland & Crystal Plowman, University of New England Anna will focus on examples of innovation and good practice in libraries, with special reference to client experience. Crystal will discuss a current project: " <i>Equity issues and technical considerations: the podcast experience for special groups of clients</i> ", including remote and indigenous users and sight impaired clients.		
12.15-1.00	<i>Lunch (will be provided)</i>		
1.00-2 00	Workshop 1 Wikis, hands-on Participants will create edit and manage content on a practice wiki Facilitators: Peter Black Australian Catholic University & Dave Allen, State Library of Queensland (Limit of 20 people)	Workshop 2 Keeping Current with RSS Participants will create a free account with a web-based aggregator and learn how to: β Recognise and find feeds β Subscribe to individual feeds β Import reading lists of feeds Attendees will end up with a small "starter-kit" of feeds. Facilitator: Peta Hopkins, Bond University (Limit of 20 people)	Workshop 3 Demonstrations of: β Voice Over IP telephony Colin Bain, QUT β OCR to text Sarah Fredline, QUT β PDA applications Andrew Heath, University of Queensland
2.00-2.15	<i>Workshop break</i>		
2.15-3.15	Workshop 1 Wikis, hands-on (repeat of Workshop 1 above) (Limit of 20 people)	Workshop 2 Keeping Current with RSS (repeat of Workshop 2 above) (Limit of 20 people)	Workshop 3 (repeat of Workshop 3 above)
3.15-3.45	Panel discussion, Q & A		3.45pm Close

Registration required by 21st August. Book early as workshop numbers are limited.



Queensland University Libraries Office of Cooperation

REGISTRATION FORM

To Register: Email, fax or mail the completed Registration Form to

Kerrie McLaren, Queensland College of Art Library, South Bank Campus, Griffith University,
PO Box 3370, South Brisbane QLD 4101.

Fax: (07) 373 53133 Tel: (07) 373 53136 E-mail: K.McLaren@griffith.edu.au

Before: 21st August 2006

Office Use

Confirmed
Registered
Received

QULOC Seminar Title: Communicating with Clients Using New Technologies: Reprise and Update			
10am – 3.45pm, Monday 28 th August 2006, Room V714 QUT, Gardens Point			
Delegate's Personal details			
Title:	First name:	Last name:	
Preferred Name for Name Tag:			
E-mail:			
Address for Correspondence:			
Phone:	Fax:		
Please advise if you have any special requirements* e.g. dietary or access requirements:			
<i>*QULOC will endeavour to accommodate special requirements wherever possible</i>			
I wish to nominate for the following workshops but understand changes may be required due to limits on numbers:			
Workshop Time 1-2pm	Workshop 1 Wikis o	Workshop 2 RSS o	Workshop 3 Demonstrations o
Workshop Time 2.15-3.15pm	Workshop 1 Wikis o	Workshop 2 RSS o	Workshop 3 Demonstrations o
Registration type	Cost (Includes GST)		Amount paid
QULOC Institutional member	\$42.00		
Student	\$32.00		
Non-QULOC participant	\$52.00		
	TOTAL		TOTAL

Payment – Please make **cheques payable to Griffith University**. All fees include GST. An official Tax Invoice/Receipt will be issued.

Please send me an Invoice o Cheque Attached o Credit Card Payment o

Charge to my: <i>Visa</i> <i>Mastercard</i> <i>Bankcard</i> <i>American Express (circle one)</i>			
Card Number _____			
Name of Card Holder _____			Expiry date _____
Signature _____			Amount _____

Note: A \$50.00 cancellation fee applies to cancellations made up to 5 working days prior to the event. No refunds for cancellations made within 5 working days of the event. Registered participants, who are unable to attend, may send along a substitute without incurring additional charges.

Office Use: Speed Type	Class	Fund	Dept ID	Project / grant	Amount (GST excl)	Amount (GST inc)
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