CAVAL
Celebrating **40** Years!

PDIG Forum June 2018

FRONTLINE SERVICES

Responding to a changing landscape

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9.00am-4.30pm
June14
RMIT University,
Melbourne, Vic 3000

PRESENTATIONS
9.30 AM-12.45 PM

RMIT University, Building 80, Swanston Acadenic Building, 445 Swanston street, Level 4, Room 6

Julia Leong, Chair (PDIG) - Welcome, acknowledgement of country, CAVAL PDIG Competencies

Tony Davies, Deputy Director, Library Services and Katie Routley, Deputy Directory, Customer Service, Swinburne University of Technology - *Swinburne Library's new combined services model including student administration*

Ian Rossiter, Senior Coordinator, Co-curricular Services (Library), *La Trobe University - From Library Services to partnerships : the ASK La Trobe Help Zone*

Morning tea and Networking

Charles Barnett, Manager, Carlton & Brunswick Libraries RMIT University - *How AAL has altered frontline services: Using enterprise systems such as SMP and LiveChat and the learning curve for frontline Staff*

Kylie Tran, Senior Client Services Librarian & Andrea Hurt, Client Services Librarian, University of Melbourne - **Building digital capability in frontline services staff**

Belinda M L Sua. Client Services Team Leader, UNSW - Online Training Program (OTP): *Learning can be interesing and fun. It is just like the real thing for staff*

Wrap up, questions and discussion

WORKSHOPS
1.45 PM - 4.30 PM
Short break at 3.15pm

RMIT University, Swanston Library, Building 10, Level 6, 360 Swanston Street, Rooms 063-064 (Megaflex Rooms)

Workshop A: Death to the desk! How prepared are you for changing student expectations of library services? (30 mins)

Marcus Chester, Librarian, Collections & Facilities & Mayssa Matley, Librarian, Information Point, Monash University

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Workshop B: Frontline Services: Challenges, trends and capabilities (30 mins)

Sandra Woods, Manager, Library Programs & Karen Kealy, Associate Director, Information Services and Library Spaces, University of Melbourne

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Workshop C: Building reference capability through mentoring (30 mins)

Jane Halson & Marita Shelly, RMIT University

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Workshop D: Managing your privacy, identity and reputation online (60 mins) BYOD

Kylie Tran, Senior Client Services Librarian & Ashley Sutherland, Arts Librarian, University of Melbourne