



Capabilities for the 21st Century Library: Part II

CAVAL Reference Interest Group Forum
August 2010

Date & Time Friday 27th August 2010 1.00 for 1.15pm start

Venue **RMIT, City Campus**
Swanston Street
Building 8, Level 5
124 La Trobe Street
Melbourne, Victoria 3000

<http://www.rmit.edu.au/research/lounge>

RSVP by Friday August 20th 2010
http://www.caval.edu.au/CRIG_Forum_Aug2010_RSVP.html

Program

- 1.00pm** **Welcome and Introduction**
Daryl Bailey, Australian Catholic University, and Chair of CRIG
- 1.15-1.45** **Proposing and Managing Change: How University of Canterbury's Project STAR will impact on liaison librarians**
Professor Sue McKnight, University of Canterbury
- 1.45-1.55** **Questions**
- 1.55-2.25** **Getting a Seat at the Table**
Lyn Bosanquet, Griffith University
- 2.25-2.35** **Questions**
- 2.35-3.15** Tea & coffee break
- 3.15-3.45** **Planning and partnerships for developing professional skills. The critical need for a teamwork approach by individuals, employers, educators and institutions.**
Margie Anderson, ALIA
- 3.45-3.55** **Questions**
- 4.00** **Tour of RMIT Library**

Transport

Map, travel options to RMIT Campus and parking:
<http://www.rmit.edu.au/browse:ID=cxlc0nabtrud>

The Speakers

Sue McKnight

Pro Vice-Chancellor, University of Canterbury NZ

Professor Sue McKnight is Pro Vice-Chancellor Learning Resources at the University of Canterbury where she is responsible for library services, information and communication technologies, and facilities management. Her major research interest is 'customer value discovery', especially as this relates to libraries and eLearning. Sue has published demonstrating the applied nature of her research, and the improvement in customer satisfaction when strategies to deliver the defined values are implemented.

She is a Fellow of both CILIP (UK) and the Australian Institute of Management. Sue was named a National Teaching Fellow in June 2008 by the Higher Education Academy (UK) and was named Manager of the Year by the Australian Library & Information Association in 1999.

Before joining University of Canterbury, she was Director of Libraries and Knowledge Resources at Nottingham Trent University in the United Kingdom. Prior to that Sue was Executive Director of Learning Services and University Librarian at Deakin University in Australia, and held senior posts at The University of Queensland Libraries. Sue also has special library and public library experience in Australia, as well as international consulting and facilitation experience.

She has been an active member of IFLA, chairing its Academic and Research Libraries Section from 2005-2009. She chaired the JISC eBooks Working Party and was Vice-Chair of the JISC National eBooks Observatory Project in the UK prior to leaving the UK. Sue has also been a member of the Pearson Education Strategic Advisory Board, Bloomsbury Academic Library Advisory Board, Desire2Learn User Board and WebCT Product Advisory Board.

In Australia, Sue has been active in the Australian Library & Information Association (and the former ACLIS and LAA) since 1981, including two terms as Victorian Branch President, President of the Geelong Regional Group and four years as Chair, Australian Council of Libraries and Information Services (Victoria), and a term as LAA national General Councillor.

Lyn Bosanquet

Director Information Services, Griffith University

Lyn Bosanquet was appointed Director, Information Services (Scholarly Information and Research) at Griffith University, Queensland in August 2009. Lyn has held various senior sales and marketing roles providing products and services to the information and library sectors. These roles have included National and Regional roles with Elsevier, the largest world wide STM publisher, Geac Computers, a supplier of high end application software, and Baker & Taylor, the largest US book distributor. Lyn moved into the Library space in 2005. She holds a B.A., Grad Dip in Library Science (KCAE) and an M.A. in Linguistics (USyd).

Margie Anderson

AALIA (CP)

ALIA Local Liaison Officer – Victoria

Teacher–Department of Library and Cultural Studies, Victoria University

After a career in public, special and school libraries, and time working with computer supply companies, it occurred to Margie that the most important thing she could do for the library and Information industry was to help ensure a strong supply of capable and knowledgeable information professionals. To this end, she now combines a number of roles in teaching and professional development aimed at assisting individuals and organisations to develop their skills sets. As ALIA Local Liaison Officer Margie gets to indulge her passion for watching changes in our industry and act as a navigational system, pointing members towards new practices, learning and networks.