

CAVAL Reference Interest Group Forum August 2011: Rethinking Reference Services in a Mobile World

Date & Time	Friday 26 th August 2011	1.15 for 1.30pm start
Venue	TD 121 Swinburne University – Hawthorn Campus Campus map: http://www.swinburne.edu.au/campuses/hawthorn/documents/hawthorn.pdf (Reference: F1, Building TD)	
RSVP	by Friday August 19 th 2011 http://www.caval.edu.au/CRIG_Forum_August2011.html	

Map and travel directions

By Public Transport:

The campus is approximately a one minute walk from Glenferrie station. Belgrave, Lilydale and Alamein train lines from the city travel to Glenferrie station in 10 minutes.

Tram No.16 Kew to St Kilda Beach stops on Glenferrie Road, where shops, food outlets and ATMs are also located.

Bus 624 Kew-Chadstone – Oakleigh via Carnegie, travels along Auburn Road, about a 10 minute walk to Campus.

By Car:

A multi deck car park is available:

Fees from 1st January 2011:

\$3.00 for up to 2 hours during the day

\$4.00 for up to 3 hours during the day

\$4.00 after 4pm

\$6.50 for full day (including evening)

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(Reference: B1, Building 19W)

4 Park Drive Bundoora
Victoria 3083 Australia
T +61 3 9459 2722
F +61 3 9459 2733
caval.edu.au



August 2011 Forum: Rethinking Reference Services in a Mobile World

This forum looks at how libraries continue to rethink how they provide point-of-need services given changing patterns of access to and use of information. We interpret the idea of a "mobile world" to encompass both new technologies and more general changes in flexible and timely use of our services.

Program

1.15pm **Arrival/Coffee**

1.30-1.45 **Welcome and Introduction**
Gary Pearce, Liaison Librarian (Media & Communication), RMIT University
and Chair of CRIG

1.45-2.15 **Mobile thinking: service improvements at academic libraries.**
Annie Yee, Liaison Librarian, RMIT University

I hope to summarise some of the interesting projects and services that have been successfully implemented by some of the American academic libraries visited under the CAUL Travelling Fellowship. Staying as close as possible to the topic, I will present my observations on text messaging as a growing medium for reference service, but will also touch on eReaders and other digital services or collections that were offered by these universities.

2.15-2.45 **Beyond the boundary of the library walls - dynamic Library support at Deakin**
Clare O'Dwyer, Manager, Library Services, Faculty of Business and Law

Deakin University Library has actively expanded the library support from the service desk in the library to working within faculties via a new service 'Librarian in Residence' and roving across the library. While a service desk remains an option, library staff are technology enabled to answer client queries anywhere and anytime on campus. The Liaison Librarians, Library Rovers and shelvers take mobile technology with them and can look up the catalogue, databases or services on the fly. Laptops, iPads and iPod Touch technology are being used to take the library with us.

2.45-3.15 **Tea and Coffee Break**

3.15-4.00 **Around the Traps (4 x 10 minute sessions)**



Online Reference Services @ La Trobe University - LibAnswers and LibChat

Fiona Salisbury, Learning and Research Services Manager, La Trobe University

Tech Zone @ Deakin Library

Colin Bates, Manager, Library Services. Faculty of Health. Deakin University

Monash University Library's Service Points Review

Clare Carlsson, Matheson Library Manager, Monash University

The new service desk at the Baillieu Library

Sabina Robertson, Arts Librarian, University of Melbourne

4.00-4.30 Tour of Swinburne Hawthorn Campus Library

The Speakers

Annie Yee

Liaison Librarian - RMIT University

Annie is a Liaison Librarian at the Business Library, RMIT City campus. Under the CAUL Travelling Fellowship 2011, Annie visited 8 academic libraries in the USA to investigate how these libraries have used mobile devices and technology to improve their services.

Clare O'Dwyer

Manager, Library Services – Faculty of Business and Law – Deakin University

With extensive multi national industry, government, legal and academic experience and in her current role as Manager, Faculty of Business and Law Library services at Deakin University, Clare O'Dwyer has provided research support across all business and law disciplines to academic staff, PhD students and other researchers. Her role at Deakin University also extends to the management of the Burwood campus library and over 60 staff. Clare O'Dwyer holds a recently completed Master of Business in Arts and Entertainment Management degree (Deakin University), Graduate Diploma in Business (RMIT) and Bachelor of Business (RMIT).