

CAVAL

Collaborative  
Solutions

# TRAINING COURSE DIRECTORY 2006



CAVAL

# Welcome to CAVAL Training

## **“Specialised training for information professionals”**

We are pleased to present our 2006 training course directory and take great pride in the exciting range of specialised training opportunities available to fellow information professionals. CAVAL Training is a service of CAVAL Collaborative Solutions – a not-for-profit library consortium – and has been at the forefront in training Australasian library and information professionals for over 25 years. We trust that in this directory you will continue to find the courses you require to develop and grow in your professional practice over the next twelve months.

In 2005, as in past years, CAVAL Training conducted an extensive survey to identify training needs within libraries and the wider information sector. The findings of the survey have informed and guided the structure and content of the 2006 program and we thank everyone who contributed. In addition to updating a number of courses offered in previous years, we are proud to present an exciting range of new courses in 2006. First time offerings include courses on cultural awareness, legal research, managing technology projects, managing electronic journals and records and information management. Several courses will involve partnerships with industry to ensure that their content meets real-world needs.

## The 2006 Training Course Directory

The directory is your guide to over 70 courses and workshops offered by CAVAL Training in 2006. It includes course descriptions, learning outcomes and topics covered as well as information about our course leaders. Courses are listed alphabetically by the title of the course and a subject index is provided.

## Course details

For the latest course information including dates, locations, fees and associated discounts visit the CAVAL Training website at <http://training.caval.edu.au/pdt/> Search courses by keyword or browse the calendar by month.

## How to register

Register using the online form provided with each course description on the website. If you prefer, register by email. Send course details and your contact information to [training@caval.edu.au](mailto:training@caval.edu.au)

## Customised in-house training

Many of the courses in this directory may be customised and delivered in-house for specific organisations and groups. Please contact CAVAL Training if you would like to investigate in-house training for your organisation or group.

## Course leaders

CAVAL Training engages a diverse range of Australian and international experts to present unique training opportunities. Our course leaders are not only recognised experts in their respective fields but also highly experienced trainers and facilitators. Each year we use a mix of local, regional and international course leaders to respond to the changing needs and interests of the profession.

## Discounts and prepaid vouchers

- Member discounts – participants from CAVAL member organisations receive generous individual and group discounts on all training.
- Professional association discounts – current members of partner professional associations (e.g. ALIA) also receive significant discounts.
- Group training and consortia – CAVAL Training offers special group and consortium discounts on most courses and services. If your library or information service is not currently part of an existing consortium with access to discounted training, CAVAL Training may be able to facilitate the formation of such a group in your local region or information sector. Please contact [training@caval.edu.au](mailto:training@caval.edu.au) if you would like to investigate group training and consortium options.
- Training vouchers – prepaid training vouchers make budgeting for staff training easier to manage. Vouchers cost A\$110 (GST inclusive) and are valid for a period of 12 months. Purchase 10 or more vouchers and receive a 5% discount.

## Course materials and catering

Course fees cover all course materials, handouts and refreshments. Unless otherwise advertised, lunch is provided for those attending one day courses and includes vegetarian choices. If you have special needs that you feel might not be catered, please contact [training@caval.edu.au](mailto:training@caval.edu.au) at least one week prior to the course.

## Certificates

Certificates signed by the course leader or a CAVAL representative are provided to participants on the successful completion of a course and may be used as evidence of continuing professional development.

## Contact details for further information



+61 (0)3 9450 5508



+61 (0)3 9459 2733



[training@caval.edu.au](mailto:training@caval.edu.au)



CAVAL Training, 4 Park Drive, Bundoora, VICTORIA 3083 Australia



[training.caval.edu.au/pdt/](http://training.caval.edu.au/pdt/)

# Contents

Courses by Subject _____	5
Courses by Title _____	13
About the Course Leaders _____	91
CAVAL Training Services _____	98
Customised In-house Training _____	98
Sponsorship Opportunities _____	99
CAVAL Training Vouchers _____	100
Help Us Build Future Programs _____	101

# Courses by Subject

## Advocacy

Consulting Skills for Information Professionals  
Marketing Information Services: Starting Out, Starting Up  
Power and Influence: Cultivating Champions and Advocates for Knowledge Services

## Assessment and Evaluation

Creating a Culture of Assessment  
Designing and Managing Research Projects  
Establishing the Knowledge Services Environment: Assessing Current Services,  
Imagining the Future, Focusing on Results  
Planning an Information Audit  
Introduction to Statistics, Measurement and Performance Indicators  
Workplace Assessment

## Budgeting

Budgeting for Information Services

## Career Development

Career Development: Planning Your Future  
Business Competencies for Information Professionals  
Developing Leadership Skills  
Mentoring for Strategic Staff Development  
Strategic Staff Development: Identifying Needs and Planning Programs

## Cataloguing

Cataloguing E-Resources  
Cataloguing Non-Book Materials  
Cataloguing Serials: Print and Electronic  
General Cataloguing Principles and Practices  
Libraries Australia Cataloguing Client  
Libraries Australia Search Interface  
Managing E-Journals  
MARC21 for Cataloguers  
Working With Metadata: Concepts, Issues and Applications  
Web Resources for Cataloguers

## Change Management

Change Ability: Mastering Change in the Workplace  
Effective Performance Management  
Leading Change

## Classification

Information Architecture  
Moys Classification  
Web Dewey

Web Resources for Cataloguers

## Collection Management

Developing and Managing Digital Collections: Thinking Different Models  
EndNote for Information Professionals  
Preserving Digital Information: Challenges and Solutions

## Communication

Change Ability: Mastering Change in the Workplace  
Consulting Skills for Information Professionals  
Effective Performance Management  
Exceptional Customer Service  
Leading Change  
Managing Difficult Behaviour  
Marketing Information Services: Starting Out, Starting Up  
Negotiation Skills  
Presentation Skills 1: Fundamentals  
Presentation Skills 2: Beyond the Basics  
Team Effectiveness: Building Better Teams  
Verbal Tactics: Dealing With Workplace Conflict

## Competencies

Business Competencies for Information Professionals  
Knowledge Management for Information Professionals

## Compliance

Budgeting for Information Services  
Managing Risk in the Knowledge Economy

## Conflict

Managing Difficult Behaviour  
Verbal Tactics: Dealing With Workplace Conflict

## Conservation

Digital Preservation Tools  
Preserving Digital Information: Challenges and Solutions

## Consortia

All Together Now: The Hows and Whys of Library Consortia

## Consulting

Consulting Skills for Information Professionals

## Cultural Awareness

Customer Service Across Cultures

## Customer Service

- Consulting Skills for Information Professionals
- Customer Service Across Cultures
- Exceptional Customer Service
- Managing Difficult Behaviour
- Managing Exceptional Customer Service Teams
- Train Small Groups

## Difficult Behaviour

- Exceptional Customer Service
- Managing Difficult Behaviour
- Verbal Tactics: Dealing With Workplace Conflict

## Digital Resources

- Cataloguing E-Resources
- Cataloguing Non-Book Materials
- Cataloguing Serials: Print and Electronic
- Developing and Managing Digital Collections: Thinking Different Models
- Digital Preservation Tools
- Digital Rights Management: An Overview
- Digital Video: An Introduction for Museum, Library, Archive and Gallery Professionals
- EndNote for Information Professionals
- Managing E-Journals
- Preserving Digital Information: Challenges and Solutions
- Working With Metadata: Concepts, Issues and Applications
- XML for Web Practitioners

## Digital Rights Management

- Digital Rights Management: An Overview

## Digital Video

- Digital Video: An Introduction for Museum, Library Archive and Gallery Professionals

## Disaster Preparedness

- Managing a Disaster Response
- Managing Risk in the Knowledge Economy
- Planning for Disaster Preparedness

## Document Delivery

- Libraries Australia Document Delivery
- Libraries Australia Document Delivery Advanced
- Libraries Australia Document Delivery Online

## Governance

- All Together Now: The Hows and Whys of Library Consortia
- Budgeting for Information Services
- Managing Risk in the Knowledge Economy
- Strategic Planning: From Actions to Outcomes

Strategic Staff Development: Identifying Needs and Planning Programs

## Government Information

Government Information on the Web

## Information Architecture

Information Architecture

## Information Audit

Planning an Information Audit

## Inter-Library Loans

Libraries Australia Document Delivery  
Libraries Australia Document Delivery Advanced  
Libraries Australia Document Delivery Online

## Intranets

Applied Accessibility  
Digital Rights Management: An Overview  
Information Architecture  
Intermediate Web Design and Usability  
Introduction to Web Design and Usability  
Planning and Managing Technology Projects  
Working With Metadata: Concepts, Issues and Applications  
XML for Web Practitioners

## Libraries Australia

Libraries Australia Cataloguing Client  
Libraries Australia Document Delivery  
Libraries Australia Document Delivery Advanced  
Libraries Australia Document Delivery Online  
Libraries Australia Search Interface

## Knowledge Management

Establishing the Knowledge Services Environment: Assessing Current Services,  
Imagining the Future, Focusing on Results  
Knowledge Management for Information Professionals  
Leadership and Knowledge Services: Developing the Management Framework for  
Enterprise-wide Success  
Managing Risk in the Knowledge Economy  
Planning an Information Audit  
Power and Influence: Cultivating Champions and Advocates for Knowledge Services

## Leadership

Developing Leadership Skills  
Leading Change  
Leading Project Teams  
Supervision 1: Fundamentals

Supervision 2: Beyond the Basics

## Legislative Requirements

Digital Rights Management: An Overview  
Managing Risk in the Knowledge Economy

## Management

Applied Records and Information Management  
Budgeting for Information Services  
Business Competencies for Information Professionals  
Effective Performance Management  
Introduction to Project Management for Information Professionals  
Introduction to Records and Information Management: Principles and Practice  
Knowledge Management for Information Professionals  
Leadership and Knowledge Services: Developing the Management Framework for Enterprise-wide Success  
Leading Change  
Leading Project Teams  
Managing a Disaster Response  
Managing Difficult Behaviour  
Managing Exceptional Customer Service Teams  
Managing Risk in the Knowledge Economy  
Planning and Managing Technology Projects  
Strategic Planning: From Actions to Outcomes  
Strategic Staff Development: Identifying Needs and Planning Programs  
Team Effectiveness: Building Better Teams  
Time Management with Lotus Notes  
Time Management with Microsoft Outlook

## MARC

Cataloguing E-Resources  
Cataloguing Non-Book Materials  
Cataloguing Serials: Print and Electronic  
General Cataloguing Principles and Practices  
MARC21 for Cataloguers

## Marketing

Consulting Skills for Information Professionals  
Marketing Information Services: Starting Out, Starting Up

## Mentoring

Mentoring for Strategic Staff Development

## Metadata

Working With Metadata: Concepts, Issues and Applications  
XML for Web Practitioners

## Negotiation

Negotiation Skills

## Planning

All Together Now: The Hows and Whys of Library Consortia  
Career Development: Planning Your Future  
Developing and Managing Digital Collections: Thinking Different Models  
Planning a New Business Model for Future Academic and Special Libraries  
Planning an Information Audit  
Planning and Managing Technology Projects  
Planning for Disaster Preparedness  
Strategic Planning: From Actions to Outcomes  
Strategic Staff Development: Identifying Needs and Planning Programs

## Performance Management

Effective Performance Management

## Presentation Skills

Presentation Skills 1: Fundamentals  
Presentation Skills 2: Beyond the Basics  
Train Small Groups

## Preservation

Digital Preservation Tools  
Digital Video: An Introduction for Museum, Library Archive and Gallery Professionals  
Preserving Digital Information: Challenges and Solutions

## Project Management

Introduction to Project Management for Information Professionals  
Leading Project Teams  
Planning and Managing Technology Projects

## Records and Information Management

Applied Records and Information Management  
Introduction to Records and Information Management: Principles and Practice

## Research

Designing and Managing Research Projects  
Legal Research for Information Professionals

## Risk Management

Managing a Disaster Response  
Managing Risk in the Knowledge Economy  
Planning for Disaster Preparedness  
Preserving Digital Information: Challenges and Solutions

## Searching

EndNote for Information Professionals  
Government Information on the Web  
Legal Research for Information Professionals

New and Emerging Internet Technologies  
Searching the Internet: 'Yahoogle' and Beyond

## Service Models

Developing and Managing Digital Collections: Thinking Different Models  
Planning a New Business Model for Future Academic and Special Libraries  
Strategic Planning: From Actions to Outcomes

## Staff Development

Career Development: Planning Your Future  
Effective Performance Management  
Mentoring for Strategic Staff Development  
Negotiation Skills  
Strategic Staff Development: Identifying Needs and Planning Programs  
Team Effectiveness: Building Better Teams

## Statistics

Introduction to Statistics, Measurement and Performance Indicators

## Strategic Planning

Strategic Planning: From Actions to Outcomes

## Supervision

Supervision 1: Fundamentals  
Supervision 2: Beyond the Basics

## Teams

Leading Project Teams  
Managing Exceptional Customer Service Teams  
Team Effectiveness: Building Better Teams

## Time Management

Time Management with Lotus Notes  
Time Management with Microsoft Outlook

## Train the Trainer

EndNote for Information Professionals  
Presentation Skills 1: Fundamentals  
Presentation Skills 2: Beyond the Basics  
Strategic Staff Development: Identifying Needs and Planning Programs  
Train Small Groups  
Workplace Assessment

## Web Resources

Cataloguing E-Resources  
Government Information on the Web  
Legal Research for Information Professionals  
New and Emerging Internet Technologies

Searching the Internet: 'Yahoo!gle' and Beyond  
Web Resources for Cataloguers

## Web Site Development and Management

Applied Web Accessibility: A Practical Guide to Content Delivery  
Digital Rights Management: An Overview  
Intermediate Web Design and Usability  
Introduction to Web Design and Usability  
Information Architecture  
Planning and Managing Technology Projects  
Working With Metadata: Concepts, Issues and Applications  
XML for Web Practitioners

## Workflows

General Cataloguing Principles and Practices

## XML

XML for Web Practitioners

## Courses by Title

All Together Now: The Hows and Whys of Library Consortia _____	16
Applied Web Accessibility: A Practical Guide to Content Delivery _____	17
Applied Records and Information Management _____	18
Budgeting for Information Services _____	19
Business Competencies for Information Professionals _____	20
Career Development: Planning Your Future _____	21
Cataloguing E-Resources _____	22
Cataloguing Non-Book Materials _____	23
Cataloguing Serials: Print and Electronic _____	24
Change Ability: Mastering Change in the Workplace _____	25
Consulting Skills for Information Professionals _____	26
Creating a Culture of Assessment _____	27
Customer Service Across Cultures _____	28
Designing and Managing Research Projects _____	29
Developing and Managing Digital Collections: Thinking Different Models _____	30
Developing Leadership Skills _____	31
Digital Preservation Tools _____	32
Digital Rights Management: An Overview _____	33
Digital Video: An Introduction for Museum, Library, Archive and Gallery Professionals ____	34
Effective Performance Management _____	35
EndNote for Information Professionals _____	36
Establishing the Knowledge Services Environment: Assessing Current Services, Imagining the Future, Focusing on Results _____	37
Exceptional Customer Service _____	38
General Cataloguing Principles and Practices _____	39
Government Information on the Web _____	40
Information Architecture _____	41
Intermediate Web Design and Usability _____	42
Introduction to Project Management for Information Professionals _____	43
Introduction to Records and Information Management: Principles and Practice _____	44
Introduction to Statistics, Measurement and Performance Indicators _____	45
Introduction to Web Design and Usability _____	46
Knowledge Management for Information Professionals _____	47

Leadership and Knowledge Services: Developing the Management Framework for Enterprise-Wide Success	48
Leading Change	49
Leading Project Teams	50
Legal Research for Information Professionals	51
Libraries Australia Cataloguing Client	52
Libraries Australia Document Delivery	53
Libraries Australia Document Delivery Advanced	54
Libraries Australia Document Delivery Online	55
Libraries Australia Search Interface	56
Managing a Disaster Response	57
Managing Difficult Behaviour	58
Managing E-Journals	59
Managing Exceptional Customer Service Teams	60
Managing Risk in the Knowledge Economy	61
MARC 21 for Cataloguers	62
Marketing Information Services: Starting Out, Starting Up	63
Mentoring for Strategic Staff Development	64
Moys Classification	65
Negotiation Skills	66
New and Emerging Internet Technologies	67
Planning a New Business Model for Future Academic and Special Libraries	68
Planning an Information Audit	69
Planning and Managing Technology Projects	70
Planning for Disaster Preparedness	71
Power and Influence: Cultivating Champions and Advocates for Knowledge Services	72
Presentation Skills 1: Fundamentals	73
Presentation Skills 2: Beyond the Basics	74
Preserving Digital Information: Challenges and Solutions	75
Searching the Internet: 'Yahoogle' and Beyond	76
Strategic Planning: From Actions to Outcomes	77
Strategic Staff Development: Identifying Needs and Planning Programs	78
Supervision 1: Fundamentals	79
Supervision 2: Beyond the Basics	80
Team Effectiveness: Building Better Teams	81
Time Management with Lotus Notes	82
Time Management with Microsoft Outlook	83

Train Small Groups _____	84
Verbal Tactics: Dealing With Workplace Conflict _____	85
Web Dewey _____	86
Web Resources for Cataloguers _____	87
Working with Metadata: Concepts, Issues and Applications _____	88
Workplace Assessment _____	89
XML for Web Practitioners _____	90

# All Together Now: The Hows and Whys of Library Consortia

This workshop explores models and benefits of library cooperation, assesses the state of current collaboration among libraries in the region, and identifies priorities and potential actions for ongoing cooperation among workshop participants' libraries.

## Outcomes

- an understanding of the varying models for cooperative library organisations
- an understanding of the strengths and weaknesses of the various models
- awareness of the types of programs and services offered
- an understanding of the inventory of library cooperation in which their libraries participate
- awareness of consortia opportunities

## Topics covered

- consortia models
  - membership
  - governance
  - services
  - finances
  - strengths / weaknesses
- review of current consortia
- organisation of consortia
  - processes
  - needs / opportunities / challenges
- moving ahead
  - common themes
  - priorities
  - next steps

## Who should attend?

Those involved in or interested in building or strengthening library consortia. This includes consortia staff, membership leadership and librarians taking part in consortia programs.

## Course leader

Kate Nevins

## Duration

One day

# Applied Web Accessibility: A Practical Guide to Content Delivery

Many organisations are struggling with the concept of accessible Web content and how best to integrate it with their current content delivery systems. There is also the issue of ensuring that Web tools can deliver true accessibility and many organisations need help with the practical implementation and interpretation of the W3C WCAG 1.0 checkpoints. This course is your hands-on guide to delivering accessible content. From a detailed review of HTML techniques through to the issues experienced by users, this course has been designed as a practical, hands-on examination of the concepts and issues behind delivering W3C rated web content. The course will assist participants to raise organisational awareness of accessibility issues and clarify the techniques needed to deliver accessible content on return to the workplace.

## Outcomes

- overview of web content accessibility issues and scope
- demonstrations of common mistakes, why they are problems and how to fix them
- practical approaches to making your web content accessible, through hands-on practice and implementation process
- testing tools and techniques
- detailed HTML implementation review to deliver compliant sites

## Topics covered

- the facts, myths and real business benefits of accessibility
- practical and proven approaches to project delivery
- key W3C WCAG 1.0 checkpoints
- hands-on methods for delivering compliant Web sites
- how to assess your tool set
- when to test and how to test
- WCAG 2.0
- Australian and overseas case studies

## Who should attend?

This course is recommended for information professionals responsible for Web content delivery, including librarians, records managers, Web content editors, designers and programmers

## Course leader

Andrew Stevens

## Duration

One day

# Applied Records and Information Management

This is the second of two new training courses in Records and Information Management and focuses on the application of practices and tools presented in *Introduction to Records and Information Management: Principles and Practice*. As traditional distinctions continue to blur, more librarians and IT managers are identifying a need to better understand records and information management: what it is in practice and how it is applied within contemporary organisations. This course explains the processes and tools underpinning best practice records and information management involving both physical and electronic records (eg, email and databases). The course builds on theoretical principles covered in *Introduction to Records and Information Management: Principles and Practice*.

## Outcomes

- ability to apply principles of records management to corporate information
- ability to identify a corporate record
- understanding of how key records management tools – Business Classification Scheme, Corporate Thesaurus, Retention and Disposal Schedule – are constructed and applied
- understanding of metadata for corporate information
- ability to recognise the value of an electronic document and records management system (eDRMS) for enterprise content management

## Topics covered

- best practice standards used in records management
- application of principles for compliant records management
- identification and capture of a corporate record
- key records management tools – Business Classification Scheme, Corporate Thesaurus, Retention and Disposal Schedule
- classifying a record using a functional thesaurus
- recordkeeping metadata
- electronic document and records management systems (eDRMS)

## Who should attend?

Librarians, library technicians, other information professionals and administrative staff not otherwise trained or experienced in records and information management

## Course leader

Elisabeth Wheeler

## Duration

One day

## In-house delivery

This course is particularly suitable for in-house delivery and can be customised to meet the specific training and development needs of organisations and groups.

# Budgeting for Information Services

Regardless of the size of our library or information service, sound budgeting will always be critical to its ongoing success. Budgeting is arguably one of the most important functions of management but often receives less attention than it warrants. A well planned budget is one of the most effective tools for measuring the effectiveness of services and should clearly reflect the strategic goals and objectives of both the work unit and wider organization. This workshop provides participants with practical guidance and skills in the planning, preparation and monitoring of budgets. Sample templates will be provided for use during and after the workshop.

## Outcomes

- understanding of common approaches to budgeting
- ability to plan and prepare budgets
- ability to create simple budget spreadsheets

## Topics covered

- common approaches to budgeting
- budget planning and forecasting
- preparing and framing budgets
- monitoring and reviewing budgets
- maintaining records and accountability
- communicating outcomes
- creating simple budget spreadsheets

## Who should attend?

Information professionals with responsibility for planning, developing and monitoring budgets within their organisations

## Course leader

Steve O'Connor

## Duration

One day

## Course links

This course complements *Strategic Planning: From Actions to Outcomes*

# Business Competencies for Information Professionals

This workshop identifies the unique competencies of information professionals and applies them to the business needs of a 21st century organisation. It introduces participants to the business and strategic competencies that are required by information professionals to set themselves apart while enabling them to make real contributions to the success of their organisations. It examines a competency set and its component skills, knowledge and personal attributes. It maps the competencies and their components to the business and strategic competencies that information professionals must have to be key players in their organisations. Participants are invited to self-rate their levels of competence, identify gaps in their skills, knowledge, experience and attitudes, and develop an action plan for addressing the gaps or for raising their levels of competence.

## Outcomes

- understanding of competencies and the skills, knowledge and personal attributes they comprise
- awareness of the relationship between information professional competencies and of business and strategic competencies
- ability to develop an action plan for improvement

## Topics covered

- information professional competencies
- strategic and business competencies  
(positioning/packaging/promoting/persuading/performing)
- competency mapping
- gap analysis / self-evaluation
- action plan development

## Who should attend?

Information professionals who wish to improve their profile and visibility within their organisations

## Course leader

Sue Henczel / David Tan

## Duration

One day

# Career Development: Planning Your Future

Career paths in the library and information profession are becoming increasingly dynamic and flexible, but employers often overlook the opportunity to support their staff in the area of career development. This course will help you consider the future direction of your own career by considering your skills, values, interests, goals and limitations within the context of the current and future job market. You will learn how to demonstrate the knowledge, skills and experience you have acquired, as well as to indicate the potential you have to perform in new areas, so that your own career aspirations are truly dynamic and flexible. This workshop has been designed to encourage interaction and participation in the learning activities.

## Outcomes

- understand the value of job-related skills and transferable skills
- be able to assess your own skills, qualities, strengths, limitations and preferences
- understand key features of the changing employment market
- recognise how specific skills and qualities are aligned with possible career options
- consider your own future options by developing a skills improvement plan
- consider possible strategies to achieve professional and personal growth
- develop ways to present your abilities and achievements to employers

## Topics covered

- core skills for the library and information profession
- the role of transferable skills
- self-assessment of individual skills and qualities
- career satisfaction
- the employment market for library and information professionals
- what employers are looking for
- recognising opportunities
- learning to lead
- professional involvement, networking and mentoring
- career-long learning
- continuing professional development
- reflective practice
- professional portfolios

## Who should attend?

Staff at all levels, from students to experienced practitioners

## Course leader

Dr Gillian Hallam

## Duration

One day

# Cataloguing E-Resources

This course introduces participants to the specific guidelines for creating and editing of bibliographic records and holding statements for electronic resources. It provides an overview of ACCR2 and MARC21 as they apply to electronic resources, and utilises practical examples. It provides guidelines that apply to a range of electronic resources such as e-books, e-journals, databases and web sites.

## Outcomes

- familiarisation with cataloguing a range of electronic resources
- familiarisation with MARC21 structure of electronic resources
- familiarisation with Electronic Location and Access; MARC 856 field
- proficiency in using useful tips

## Topics covered

- definitions
- structure of MARC21
- common bibliographic tags
- practical examples

## Who should attend?

Anyone required to catalogue or manage the cataloguing of electronic resources

## Course leader

Lamis Sukkar

## Duration

Half day

# Cataloguing Non-Book Materials

This course introduces participants to the specific problems associated with cataloguing non-book materials. It provides guidelines for creating and editing of bibliographic records and holding statements for non-book materials. Material covered will include maps, sound recordings (music and non-music), videos, talking books and computer software.

## Outcomes

- familiarisation with cataloguing a range of non-book items
- familiarisation with MARC21 structure of non-book cataloguing

## Topics covered

- overview of AACR2 rules as they apply to non-book materials
- structure of MARC21 for non-book materials
- common bibliographic tags
- practical examples and useful tips

## Who should attend?

Anyone required to catalogue or manage the cataloguing of non-book materials

## Course leader

Lamis Sukkar

## Duration

Half day

## In-house delivery

This course is particularly suitable for in-house delivery and can be customised to meet the specific needs of organisations and institutions.

# Cataloguing Serials: Print and Electronic

This course introduces participants to the rules and practices applied to original and copy cataloguing for print and electronic serials. It concentrates on the elements contained in the core level bibliographic records, including appropriate MARC21 tagging and holding statements.

## Outcomes

- identification of the cataloguing rules for a range of serials
- familiarisation with MARC21 structure for cataloguing serials

## Topics covered

- overview of AACR2 rules as applied to serials
- structure of MARC21 for serials
- common bibliographic tags
- problem solving and decision making relative to cataloguing serials

## Who should attend?

Serial cataloguers, technicians and monograph cataloguers working with serials

## Course leader

Helen Gourkova / Lamis Sukkar

## Duration

Half day

## Pre-Requisites

Some familiarity with MARC tagging

# Change Ability: Mastering Change in the Workplace

A course that provides the skills necessary to thrive in a constantly changing working environment and that encourages participants to accept and even embrace organisational change. The design of this course allows for maximum interaction and involvement, as participants will be expected to practice the skills within the program using exercises and their own experience.

## Outcomes

- understand the nature and inevitability of change
- be able to identify the positive aspects of change
- understand the models of change and transition and how they are affected by them
- have a range of skills to help them deal with change more positively
- be able to communicate about change more effectively
- have some strategies to deal effectively with stress caused by change in the workplace
- be able to contribute to the success of organisational change efforts

## Topics covered

- what is change? (the nature of change)
- what's in it for me? (understanding change)
- organisational change motivators
- personal change motivators
- levels of change
- a change model (understanding change and transition)
- towards understanding transition
- the emotional cycle of change
- skills you need in times of change (skills and strategies for dealing with change)
- communicating about change
- barriers to communication
- non-verbal communication
- steps of active listening

## Who should attend?

Staff at all levels who are experiencing change

## Course leader

Adam Le Good

## Duration

One day

## In-house delivery

This course is particularly suitable for in-house delivery and can be customised to meet the specific needs of organisations and institutions.

# Consulting Skills for Information Professionals

In this new workshop presented by an industry leader in the field of consulting, information professionals will learn how to adopt a consultative approach to their work that is systematic and effective. The workshop will show how participants are able to implement strategies that will enable them to enhance their standing as a valued contributor to the functioning of their organisation. Participants will learn how to involve their stakeholders in their activities and to better meet their needs. Participants will also learn how to elevate the standing of their professional position within their organisation.

## Outcomes

- clarify the consulting role and avoid the pitfalls of simple service provision
- review the consulting process and consider how to adapt it to your own organisation
- acquire new consulting skills and refine existing ones
- acquire consulting tools to use to assist in the delivery of services
- improve communication with clients and colleagues
- build support for your role and projects within your organisation
- deal more effectively with typical problems including the delivery of 'bad news', changing priorities, and in identifying, managing and overcoming resistance
- be more influential with colleagues and stakeholders from all levels
- market your services within the organisation
- develop your networking skills

## Topics covered

- what consulting is - how the consultative approach differs from normal service provision
- how do consultants add value to their organisation
- the consulting process - taking a proven step by step approach to delivering your services
- alternative forms of providing consulting services: the pair of hands, the facilitator, the expert and the collaborative consultant
- when to use alternative consulting services and the benefits and costs of doing so
- handling consulting issues: resistance, voice in the wilderness, balance between leading and enabling, handling changing priorities
- building your influence in your organisation
- developing an appropriate "marketing plan" for internal consultants
- networking skills for internal consultants

## Who should attend?

Professionals who seek to work more effectively within their organisations by building support for their activities

## Course leader

Ian Benjamin, author of *Consulting, Contracting and Freelancing* (Allen and Unwin, 2003)

## Duration

One day

# Creating a Culture of Assessment

Libraries and other information services are increasingly being called upon to demonstrate the contributions they are making to the intended outcomes of their parent organisations or communities. Customer or user-centred decision making requires relevant data and information as well as an organisational bias toward continuous assessment. This workshop focuses on influencing culture as the first and most important step towards developing effective assessment strategies. Participants examine their own organisational cultures and consider how to make those cultures more prepared to adopt a significant focus on assessment. Practice opportunities are centred on how to blend customer input with staff expertise to deliver better services, develop customer-based performance measures, and select appropriate data-gathering methods.

## Outcomes

- understanding the need for assessment and evaluation
- integrating assessment work into organisational systems and structures and everyday work activities
- understanding the importance of customer-focused data gathering

## Topics covered

- introduction to organisational culture and the culture of assessment
- review of the SIPOC model - focusing on the customer and processes
- developing a structure for team/library accountability
- force field analysis
- assessment framework for library/unit/individual accountability
- writing quality standards and SMART goals

## Who should attend?

Those involved in, or considering, the implementation of assessment, measurement and evaluation processes, whether qualitative or quantitative.

## Course leader

Richard Sayers

## Duration

One day

### Special note

This is an Association of Research Libraries (ARL) program that has been adapted for Australian and New Zealand information professionals.

# Customer Service Across Cultures

Customer Service Across Cultures helps participants recognise and address the impact of cultural differences impact on their work. The course begins by revealing participants' own communication style, contrasting it with styles used other cultures, and providing tips for identifying and managing difficulties related to language. This is followed by a discussion of the origins and nature of cultural differences, with a focus on what Australian cultural values are, how these shape the way people do customer service, and the sorts of difficulties which can arise when dealing with customers from other cultures. The course aims to raise cultural awareness and provide practical advice on how to deal with cultural differences in a practical and lively way.

## Outcomes

- understanding of cultural values and communication styles
- identification of cross-cultural issues participants may experience while providing service to customers who do not share their cultural background
- development of practical skills which will enable participants to address difficulties arising from cultural differences

## Topics covered

- cultural differences in communication style
- handling language difficulties in customer service
- understanding how cultural values shape customer service
- addressing cultural differences for customer service providers

## Who should attend?

Service providers who work with customers who do not share their cultural background

## Course leader

Dr Fiona Swee-Lin Price

## Duration

One day

## In-house delivery

This course is particularly suitable for in-house delivery and can be customised to meet the specific needs of organisations and institutions.

# Designing and Managing Research Projects

Research can be a tricky business. There are many pitfalls awaiting the unwary or the inexperienced. But, with well-designed projects, careful planning and effective project management, research can be both productive and enjoyable.

The aim of this workshop is to develop the practical skills that are required by everyone who embarks on a piece of research, whether as part of their work or as part of an academic programme. It will cover the design and management of the research: it will not cover the details of the different research methods that can be used.

## Outcomes

This workshop will provide participants with the skills they require to design and manage social research projects

## Topics covered

- designing research projects
- writing research proposals
- managing the research project
- making sense of your data
- writing the report

## Who should attend?

Anyone who is embarking on research for the first time or who wants to develop their research management skills, particularly in the context of Evidence Based practice

## Course leader

Professor Nick Moore, author of *How to do research* (Library Association Publishing, 2000)

## Duration

Half day

# Developing and Managing Digital Collections: Thinking Different Models

The management of digital resources is complex and requires a wide understanding of the industry, their business models and delivery to the information user. This workshop will question some of the underlying assumptions that librarians have about creating digital libraries. It will examine the impact of the 'Big Deal' and the potential orderly retreat. This analysis will guide the mode by which collections are targeted, selected, hosted and delivered and will set the context of where digital publishing is at this time and where it could develop. The workshop will also explore the role that legacy collections have in the delivery of digital resources.

## Outcomes

- new informed perspectives on collection development in a digital age
- understanding of the principles of digital collection development
- ability to plan for new service models for digital access and delivery

## Topics covered

- survey of global and local publishing
- the components of collection development
- roles of database librarians

## Who should attend?

Those who are interested, involved or managing the creation of digital collections and/or in the creation of digital information service models

## Course leader

Steve O'Connor

## Duration

One day

# Developing Leadership Skills

Leadership is described as the ability to facilitate action and guide change. To lead is to do many things: as leaders, we direct, supervise, encourage, inspire and co-ordinate, to name but a few. A truly effective leader however also continues to develop their personal leadership skills over the course of their career and share their insights with the new leaders who will follow. This workshop examines the attributes of an effective leader and provides self assessment tools that participants will be able to use in the workplace to identify their personal leadership styles and plan their ongoing development as leaders. This course was first run as a half day workshop in 2005 but do due to popular demand has been expanded to include new content and more time to focus on developing personal leadership plans. The half day workshop has been praised for its “succinct, thought-provoking and motivating” approach to an important area of professional practice.

## Outcomes

- understanding of the characteristics of effective leaders
- skills to identify strengths and weaknesses in our personal leadership styles and those of others
- ability to undertake personal leadership planning
- ability to identify and progress appropriate leadership development strategies

## Topics covered

- attributes of an effective leader
- exploring personal leadership style
- the realities of leadership by drift in information services
- leadership as a personal choice
- maintaining leadership focus while managing
- developing a personal leadership vision
- developing and progressing personal plans for leadership development

## Who should attend?

Those seeking practical and meaningful insights into their leadership style

## Course leader

Richard Sayers

## Duration

One day

## In-house delivery

This course is particularly suitable for in-house delivery and can be customised to meet the specific training and development needs of organisations and groups.

# Digital Preservation Tools

Digital preservation solutions are partly technological (addressing carrier instability and technological obsolescence) and partly organisational (addressing the issues of risk and acceptable loss and change). Above all, they need to be automated. The archives, library and records management sectors have developed a range of metadata harvesting, electronic records management, research and scholarly output, resource discovery and website design tools to assist managers meet the challenge. Importantly, information managers now have considerable experience in their deployment. This workshop looks at the practicable digital preservation tools, their characteristics, applications, efficacy and the choices available to managers.

## Outcomes

- increased knowledge of the currently available digital preservation tools including ADT, APSR, ARROW, PANDORA, VERS, XENA
- methodologies for deciding between competing solutions
- comprehensive workbook
- information on keeping in touch with developments in digital preservation

## Topics covered

- overview of digital preservation challenges and solutions
- digital preservation tools for archives, libraries and records management
- digital preservation tools compared – characteristics, applications and efficacy
- making informed choices
- key information resources

## Who should attend?

Decision makers and operational managers with responsibility for digital collections, independent researchers and curators without attachment to a major cultural institution, and other interested professionals and professional bodies seeking to raise their awareness of this issue

## Course leader

Alan Howell

## Duration

One day

## Course links

*Preserving Digital Information: Challenges and Solutions*

# Digital Rights Management: An Overview

This popular introductory course presents an overview of digital rights management (DRM), the focus of which are the systems that provide end-to-end management of intellectual property as it passes through the value chain.

## Outcomes

- overview of digital rights management scope, architecture and objectives
- awareness of the digital rights management issues and impact
- understanding of the technologies employed by digital rights management
- review of the digital rights management standards
- overview of the ODRL rights expression language
- practical overview of business based case studies and scenarios

## Topics covered

- introduction to digital rights management
- digital rights management technologies
- digital rights management standards
- digital rights management case studies
- digital rights management – the way forward

## Who should attend?

Information and knowledge managers; systems and technical staff; Copyright officers

## Course leader

Andrew Stevens

## Duration

One day

# Digital Video: An Introduction for Museum, Library, Archive and Gallery Professionals

Whether producing video, or incorporating the moving image into their collections, museums, archives, galleries and libraries must negotiate what can at times seem a mysterious landscape of hardware, software, standards and storage systems. This workshop demystifies the medium of video by orienting participants within this landscape. It examines delivery via DVD, kiosks and the web and explores the requirements for basic editing systems that will enable cultural institutions to produce content for these platforms.

## Outcomes

Participants will emerge with a solid theoretical and practical understanding of –

- video as medium and its many applications within cultural institutions
- how and why video must be compressed for storage and delivery, the compression formats available such as MPEG and DV and the basic equipment and software required to engage with the medium
- how to make informed choices when purchasing video related hardware and software, when commissioning the production and/or compression of programs and appreciate the many analogue and tape formats they are likely to encounter as video material increasingly becomes part of archives and collections

## Topics covered

- introduction to digital video for practitioners in the cultural sector
- exploring analogue and digital video systems and formats, moving image digitisation, video compression, DVD production and streaming video preparation
- practical exercises
- shooting DV material on a Mini-DV camcorder, transferring this video via Firewire to a computer and creating a simple DVD
- examination of the convergence within the cultural institution context
- using a range of case studies from around the world to explore the use of innovative networked based systems to preserve and deliver content

## Who should attend?

Anyone who is interested in the basics of digital video and/or using digital video for promotion or preservation

## Course leader

Michael Borthwick

## Duration

One day

## In-house delivery

This course is particularly suitable for in-house delivery and can be customised to meet the specific training and development needs of organisations and groups.

# Effective Performance Management

Effective performance management skills are an essential part of the manager's workplace tool kit. Performance management is more than the annual performance appraisal. It ranges from the informal day-to-day monitoring of the work team to counselling and coaching for improved performance to formal disciplinary action. Effective performance management is also linked to increased employee and team motivation and commitment. This workshop will look at a range of skills that can be employed by managers and supervisors in the performance management context. It will also give participants an opportunity to diagnose performance issues, practice the skills needed to manage employee performance and to develop some strategies to tackle performance management issues in their workplace.

## Outcomes

- understanding of what effective performance management entails
- understanding of the skills that managers and supervisors need to effectively manage performance in the workplace
- development of strategies to manage performance management problems within the workplace

## Topics covered

- what is effective performance management and why is it rarely done well?
- the "stages" involved in managing performance issues – the informal comment, the counselling interview, coaching for improved performance, unsatisfactory performance proceedings and disciplinary action
- practical skills to assist managers / supervisors to manage performance
- develop action plans to address performance management issues

## Who should attend?

Managers and supervisors of staff groups and those interested in becoming team leaders, supervisors or managers

## Course leader

Joanne Rutherford

## Duration

One day

## In-house delivery

This course is particularly suitable for in-house delivery and can be customised to meet the specific training and development needs of organisations and groups.

# EndNote for Information Professionals

This new workshop combines a hands-on introduction to the EndNote program and the creation of bibliographies in documents with practical train-the-trainer tips and techniques. It is designed for the information professional with little or no skills in using EndNote, but who may be required to offer client training and support for this product. You will learn how to structure an EndNote training workshop for clients, and how to find answers to those frequently asked questions.

## Outcomes

- familiarity with the basics of the EndNote program
- ability to work with EndNote and Microsoft Word to create bibliographies
- ability to download references from electronic journal databases into EndNote
- ability to develop an effective client training program for EndNote
- awareness of the kinds of advanced queries that will arise and where to look for answers

## Topics covered

- creating an EndNote Library
- adding references to an EndNote Library
- selecting bibliographic styles
- inserting references into Word documents
- importing references from databases
- searching your EndNote library
- structuring EndNote client training workshops
- advanced tips for working with your EndNote library
- advanced tips for working with Word and Endnote
- offering ongoing client support: FAQ's and places to look for answers

## Who should attend?

Information professionals and researchers interested in applying, training and supporting EndNote more effectively

## Course leader

Jenny Cameron

## Duration

One day

# Establishing the Knowledge Services Environment: Assessing Current Services, Imagining the Future, Focusing on Results

Context is all, and when knowledge services—the convergence of information management (including librarianship), knowledge management, and strategic, performance-centred training—is accepted as the established management methodology for the organisation or corporation, mission-critical success is assured. But knowledge services professionals understand that success also depends on an organisational culture that supports KD/KS (knowledge development and knowledge sharing). This course provides guidelines for leading the organisation in moving to the KD/KS culture. Successful change management and change implementation are established as critical elements in the process, and change management techniques—especially customized for the knowledge services environment—are presented and discussed.

## Outcomes

- developing an understanding of the organisation's knowledge objectives
- change management and change implementation
- identifying and relating the knowledge services function to the organisational mission, vision, and values
- identifying key components for a successful KD/KS initiative
- enhanced service delivery and improved customer/staff satisfaction

## Topics covered

- the new knowledge services profession and moving from knowledge management to knowledge services
- change management for knowledge services
- collaboration and the link between collaboration and enterprise-wide success in knowledge services delivery
- identifying and dealing with organisational barriers
- establishing performance measures and value benefits

## Who should attend?

This seminar has been specially designed for information specialists; knowledge managers; managers of information centres/knowledge centres; HR managers; content professionals; CIOs, CKOs, and CLOs; and any other information/knowledge professional who needs to understand how successful knowledge services delivery impacts corporate competitiveness or organisational success. The focus is mission-critical knowledge services delivery and the development of a knowledge services culture for the organisation.

## Course leader

Guy St. Clair

## Duration

One day

# Exceptional Customer Service

We all serve customers, be they clients, colleagues, or supervisors. What are the keys to making good service into great service? Consider these essential skills in the context of your current job, and future positions.

## Outcomes

- strategies for defining quality customer service from the customers' perspective
- an understanding of who your customers are
- development of strategies for dealing with the issues that block effective customer service
- an understanding of the different elements and styles of communication
- knowledge of the best techniques for dealing with customers over the telephone
- the ability to see complaints in a more positive way

## Topics covered

- roles and responsibilities of customer service staff
- customer focused communication
- dealing with difficult behaviour
- effective telephone techniques
- handling and managing complaints
- customer centred problem solving

## Who should attend?

Anyone who provides customer service to internal or external customers and desires to improve the level of service they provide

## Course leader

Adam Le Good

## Duration

One day

## Course links

*Managing Your Exceptional Customer Service Team*

## In-house delivery

This course is particularly suitable for in-house delivery and can be customised to meet the specific training and development needs of organisations and groups.

# General Cataloguing Principles and Practices

This course covers all of the basic concepts, procedures and tools of cataloguing.

## Outcomes

- identification of the tools necessary for cataloguing
- understanding the goals of the cataloguing record
- understanding of the basic principles of descriptive cataloguing, MARC format and subject analysis

## Topics covered

- purpose and functions of the catalogue record
- basics of bibliographic description using AACR2
- construction of Library of Congress Subject Headings
- introduction to the MARC format
- purpose and function of authority control in an online catalogue
- bibliographic utilities and other sources of catalogue records
- workflow in the cataloguing department

These issues will be explained and discussed using exercises as well as demonstrations of online catalogues and cataloguing functions.

## Who should attend?

Cataloguing staff, or anyone looking for an introduction to, or refresher on cataloguing basics

## Course leader

Lamis Sukkar

## Duration

One day

# Government Information on the Web

This hands-on workshop provides an introduction to government information on the Web with particular emphasis on the ever-changing array of Australian Commonwealth, State and local government Web sites and resources. Selected international, non-government (NGO) and political information resources are also covered. The workshop provides opportunities to explore sites of particular interest independently and shares handy train-the-trainer tips for those returning to teach others in the workplace.

## Outcomes

- time to examine and assess government, NGO and political Web sites
- a workbook that includes issues and some details of the implementation of these web resources in various states and nations
- a reference list for further reading is included in the workbook
- access to web pages of links specifically compiled for each session (this access is allowed for a further 2 weeks after the course to allow participants to use appropriate sites in their home institution)

## Topics covered

- why government information is made available via the Web
- comparison of progress made by governments in making resources available
- advantages and issues for resource providers and resource discoverers
- selected non-government and political resources
- approaches to standards and quality

## Who should attend?

Anyone who wishes to gain more knowledge and practice in using government information resources on the Web

## Course leader

Richard Sayers

## Duration

One day

# Information Architecture

Information Architecture (IA) is the practice and approach to designing clear, understandable communications through the organisation, structure, context, and presentation of data and information. This course combines hands-on activities and IA theory to allow you to develop a blueprint for your next web project. Focusing on concepts and the methods used by practising Information Architects, participants will learn the difference that good IA can make and how to prepare the road for future content.

## Outcomes

- understanding of the basic principles of Information Architecture
- understanding of how to organise and present digital information on the Web
- open discussion of approaches to Information Architecture within an Information Enterprise

## Topics covered

- the role of the Information Architect
- the IA family and achieving a balance in your project
- how to evaluate IA and how evaluation fits into the project life cycle
- IA metrics
- the deliverables: site maps, labelling, wire frames & schematics, prototyping, navigation systems and more
- tricks, traps, tips and toolsets
- evolving standards
- practical approaches and hands-on scenarios
- usability versus IA
- classification and controlled vocabularies

## Who should attend?

Information professionals responsible for planning and implementing Web site projects and those who intend to write or edit Web content

## Course leader

Andrew Stevens

## Duration

One day

## In-house delivery

This course is particularly suitable for in-house delivery and can be customised to meet the specific training and development needs of organisations and groups.

# Intermediate Web Design and Usability

Applied design and usability are key elements to successful user participation in Web applications and processes. Designing user interfaces with simple and understandable screens and processes are essential. This full day interactive workshop builds on principles and methods introduced in *Introduction to Web Design and Usability*. The workshop will focus on the practical integration of usability tests and processes into the project lifecycle and features actual testing in an interactive environment.

## Topics covered

- what is user-centred design?
- usability lifecycle and user profiling, analysis and requirements gathering
- methods for implementing common usability tests
- practical examples of methods for implementing usability tests
- how to design and implement:
  - navigation structures utilising various user based methods including card sorting and user participation workshops
  - user reviews with focus groups, online questionnaires and testing
  - effective and visually interesting designs utilising wireframes and prototyping
  - effective screen tools to assist user interaction
  - user scenario and task based testing to assess the effectiveness of your (re)designs

All topics will be explored in an interactive environment and actual tests will be conducted.

## Outcomes

- understanding of the importance of strong design and usability processes
- knowledge of how to introduce user centric design tests and methods into your project lifecycle
- templates and workbooks will be provided

## Who should attend?

This workshop caters for anyone who has an introductory level of knowledge regarding Web design and usability and wants to focus their learning on the application of this information in real examples and processes

## Course leader

Melissa McVeigh

## Duration

One day

## Course links

*Applied Accessibility*  
*Information Architecture*  
*Introduction to Web Design and Usability*

# Introduction to Project Management for Information Professionals

Project management is no longer the domain of one or two professions. Everyone is expected to manage projects at work, yet most of the literature and much of the training is still conducted by and for engineers. This program aims to train non-traditional project managers in the tools and techniques of successful project management. Actual projects will be called upon as examples of how to use some of the tools and techniques of project management.

## Outcomes

- ability to identify and discuss the unique nature of projects
- ability to discuss and apply project management principles
- knowledge of the elements to include when writing a project brief
- ability to conduct a Work Breakdown analysis
- ability to use Gantt Charts
- ability to undertake a risk assessment and develop contingency plans
- knowledge of the best time to set up project monitoring systems and the importance of constant monitoring

## Topics covered

- overview of project management
- what makes this a project? / the elements of a successful project
- initiating projects
- writing project briefs / SMART goals / risk analysis and contingency planning
- project planning
- project management lifecycle / work breakdown structure / Gantt charts
- managing multiple projects
- prioritising and the to do list
- project reviews - the four measures of success

## Who should attend?

This course is recommended to anyone who is required to conduct projects and would like to learn more about the practical tools and methodologies. Even those who have some experience in project management will benefit from the refresher.

## Course leader

Adam Le Good

## Duration

One day

# Introduction to Records and Information Management: Principles and Practice

As traditional distinctions between practising information professionals continue to blur, librarians and IT managers are identifying the need to better understand records and information management: what it is in practice, how it is done and why. This new introductory course has been developed specifically for librarians and other information professionals not trained or experienced in records and information management. The course aims to explain the theoretical principles and processes underpinning best practice involving both physical and electronic records (eg, email and databases). As contemporary private and public sector leaders are aware, sound records and information management is fundamental to achieving effective knowledge creation and application, improving service delivery and enabling the organisation to meet its legal and regulatory accountabilities. This course complements *Applied Records and Information Management*.

## Outcomes

- understanding of fundamental records management principles and practices
- understanding of the constituent parts to a recordkeeping system
- knowledge of best practice industry Standards used in records management
- ability to identify a corporate record
- ability to identify the regulatory and business context for records management
- ability to apply principles of records management to corporate information
- understanding of how key records management tools – Business Classification Scheme, Corporate Thesaurus, Retention and Disposal Schedule – are constructed and applied

## Topics covered

- fundamental principles and practices of records management
- constituent parts to a recordkeeping system
- best practice standards used in records management
- identification of a corporate record
- significance of the regulatory and business context in records management
- records management practices for capture and control of corporate information
- key records management tools – Business Classification Scheme, Corporate Thesaurus, Retention and Disposal Schedule

## Who should attend?

Librarians, library technicians, other information professionals and administrative staff not otherwise trained or experienced in records and information management

## Course leader

Elisabeth Wheeler

## Duration

One day

# Introduction to Statistics, Measurement and Performance Indicators

This workshop explores the use of statistics and a range of other measurement tools to describe, measure and evaluate the performance of libraries and their contributions to teaching, learning, research and community service.

## Outcomes

- an understanding of the role of statistics and other measurement tools in evaluating library services
- practical knowledge of collecting, manipulating, analysing and presenting statistical data
- an understanding of the use of both quantitative and qualitative data
- an understanding of the use of performance indicators
- an awareness of the key issues relating to library assessment

## Topics covered

- statistical concepts as related to the evaluation of library and information services
- tools for collecting and presenting statistics
- other measurement and data gathering tools
- using these tools for assessment and evaluation
- performance indicators
- library assessment

## Who should attend?

This workshop is recommended for library and information professionals who are or wish to be involved in the measurement, assessment and evaluation of library services. As this is an introductory workshop, no prior knowledge of statistics is assumed.

## Course leader

Cathie Jilovsky

## Duration

One day

# Introduction to Web Design and Usability

Usability and the application of strong visual design principles alongside a strong and robust technical infrastructure are all key components of successful website implementation. So how do we integrate these elements to ensure that users get the best value from the content and applications we supply via our online services? This full day interactive workshop will focus on the user-centric design principles of online development. It will provide participants with key methodologies and processes that can be applied immediately to the analysis and assessment of individual online services right through to a major Web redesign project. Best and worst case examples will be explored to provide participants with a better understanding of the business implications of poor usability infrastructure and its impact on users' interactions with organisations. If your organisation is struggling to satisfy or even understand the needs of its users then this workshop will aim to help you identify why and offer tangible solutions.

## Outcomes

- ability to align your Web strategy around your business objectives
- ability to apply effective online project management principles
- understanding of the importance of strong design and usability principles
- awareness of user analysis and design processes
- awareness of visual design and brand concepts
- understanding of how usability analysis and testing can improve website performance
- appreciation of how usability adds value to your website

## Topics covered

- what is user-centred design?
- usability lifecycle / user profiles, analysis and requirements gathering
- how user analysis reflects business objectives / how it can save your organisation costs in the long run / impact on maintenance and ongoing development
- online project methodologies
- usability methods and testing
- principles of user-centric design – exploration of screen elements
- navigation / design / content / applications
- impact of technical design and infrastructure

## Who should attend?

This workshop is recommended for anyone interested in focusing their websites, intranets or Web related projects on user-centric design principles

## Course leader

Melissa McVeigh

## Duration

One day

## Course links

*Intermediate Web Design and Usability*

# Knowledge Management for Information Professionals

This practical workshop enables the information professional to understand the knowledge management environment and recognise where their professional skills can be utilised. The workshop identifies the relationships between knowledge management and information management, records/document management, human resources management and information technology. By examining the skills and competencies of the information professional it clarifies the role of the information professional in the knowledge management environment.

## Outcomes

- understand what knowledge management is
- what the characteristics of a KM environment are
- how the skills of an information professional can be utilized in a knowledge environment

## Topics covered

- defining knowledge management
- the knowledge management components - the processes and systems (human, technical) that need to exist and interact to make KM possible
- the relationships between knowledge management and information management, records/document management, human resources management and information technology
- the information professional's role in managing knowledge – examining skills and competencies

## Who should attend?

Information professionals who wish to understand how their skills can be applied in a knowledge management environment

## Course leader

Sue Henczel

## Duration

One day

# Leadership and Knowledge Services: Developing the Management Framework for Enterprise-Wide Success

Successful companies and organisations share a common attribute: their leaders have access to good, timely information. Informed decisions—arrived at through the implementation of an enterprise-wide knowledge development and knowledge sharing (KD/KS) process—benefit all organisational stakeholders. Thus the knowledge services function, converging information management (including librarianship), knowledge management, and strategic, performance-centred training for organisational success, provides the very foundation of the leadership function. To aspire to and take on a leadership role in the organisation, today's knowledge services professionals must demonstrate a mastery of leadership competencies to match their professional competencies. This course presents workplace techniques and an operational plan for establishing a collaborative management framework for the organisation.

## Outcomes

- establishing connection between knowledge services and organisational leadership
- better knowledge services delivery in the organisation
- better leverage of resources and capabilities
- enhanced leadership support for the knowledge services function

## Topics covered

- knowledge services as a management methodology
- the knowledge services/leadership connection
- leadership competencies: passion, strength, ability
- the increasingly holistic role of knowledge services in mission-critical success
- establishing service delivery value with key leaders and collaborators

## Who should attend?

This seminar has been specially designed for information specialists; knowledge managers; managers of information centres/knowledge centres; HR managers; content professionals; CIOs, CKOs, and CLOs; and any other information/ knowledge professional who needs to understand how knowledge services delivery impacts corporate competitiveness and organisational success. The focus is mission-critical knowledge services delivery and the role of knowledge services professionals as leaders, and as partners in the established leadership structure of the organisation.

## Course leader

Guy St. Clair

## Duration

One day

# Leading Change

To thrive in a constantly changing working environment as a team leader, supervisor or manager requires more than just coping with the changes yourself. How do you lead your team through these times while maximising productivity and helping your people to embrace organisational change and thrive in their jobs? This workshop explores some of the skills required to be a true change leader: for example, understanding the nature of resistance to change and learning how to channel it positively to enhance organisational change efforts.

## Outcomes

- recognise the skills needed to enable their staff to deal with change
- have a range of tools to help staff in times of transition
- understand the nature of the change process
- be able to develop skills in relation to both dealing with and leading others through change
- be able to plan for the successful implementation of change strategies
- have developed a range of skills to communicate effectively in a changing environment

## Topics covered

- skills for change management
- helping staff through change
- interactive change
- a model for understanding the impact of change
- the emotional cycle of change
- effective management of organisational change
- communicating about change
- stress

## Who should attend?

Any supervisor, team leader or manager who is required to lead staff during challenging periods of organisational change

## Course leader

Adam Le Good

## Duration

One day

## In-house delivery

This course is particularly suitable for in-house delivery and can be customised to meet the specific training and development needs of organisations and groups.

# Leading Project Teams

Project management is no longer the domain of one or two professions. Everyone is expected to manage projects at work, yet most of the literature and much of the training is still conducted by and for engineers. This program aims to train participants to lead the transient teams associated with projects. It concentrates on the people aspects of project management, assuming a certain level of knowledge of the project management methodology and tools.

## Outcomes

- an understanding of the unique aspects of project teams
- an understanding of the roles and responsibilities of project team leadership
- more effective delegation to team members
- ability to communicate more effectively with project teams, project sponsors and other project associated groups
- an understanding of the key attributes of effective teams
- ability to identify the team's stage of development and be able to move the team through the stages
- an understanding of the various roles team members play and how to maximise team work

## Topics covered

- overview of project team leadership
- the project manager's skills
- barriers to effective teamwork
- people leadership skills
- effective delegation and communication
- Tuckman's model of group dynamics
- the Belbin Team Roles
- diversity and difference in teams

## Who should attend?

Anyone who is required to conduct projects and would like to learn more about the practical tools and methodologies, particularly if they have project team leadership responsibilities. Even those who have some experience in project management will benefit from the refresher. Prior participation in the course *Introduction to Project Management for Information Professionals* is recommended but not mandatory.

## Course leader

Adam Le Good

## Duration

One day

## Course links

*Introduction to Project Management for Information Professionals*

# Legal Research for Information Professionals

Trying to find your way around legal research can be daunting: not only are there cases to track down and legislation to find, there are also amendments, repeals, first instance decisions, appeals, precedents and a whole list of other things to consider as well! Add to this the image of the law as being so serious, dry and "important", it isn't any wonder that the thought of legal research can bring on a cold sweat. But legal research can be fun and, once you know your way around the law, it can be easy too! If you want proof of this, come along to this new one day workshop developed and presented by a leading team of law librarians. The primary focus of the workshop will be on free legal sources available electronically, although there will be some references made to subscription services. You are welcome to bring along any legal research queries you've had in the past, or currently have for discussion.

## Outcomes

- understanding of the legal system in Australia
- ability to interpret legal citations and terminology
- ability to locate authoritative and up to date legislation
- understanding of the court system and how case law and precedent is made
- familiarity with the major legal publishers and their resources
- familiarity with the legal research process

## Topics covered

- overview of how the law works in Australia, including terminology, the court system, precedents and the legislative process
- legal research strategy
- case based research
- legislation based research
- parliamentary research
- finding legal commentary

## Who should attend?

Reference and research librarians, library technicians, and library, knowledge and records managers

## Course leader

Blake Dawson Waldron library training team

## Duration

One day

## Course links

*Moys Classification*

Proudly presented by CAVAL Collaborative Solutions and Blake Dawson Waldron

# Libraries Australia Cataloguing Client

(Formerly *Kinetica Cataloguing Client*)

This course replaces *Kinetica Cataloguing Client*. The course covers searching the Australian National Bibliographic Database and other databases, creating bibliographic records using different methods including templates, and creating and updating holdings information.

## Outcomes

- familiarisation with different searching techniques
- familiarisation with creating new bibliographic records using the different methods available, copying and editing records
- proficiency in adding, editing and deleting holdings using the client

## Topics covered

- database searching using the client interface
- creating and editing bibliographic records
- editing existing records
- copying an existing record
- creating and editing bibliographic records
- using templates
- creating a new bibliographic record using a template
- creating and updating holdings information
- customising the Libraries Australia Cataloguing Client product
- practical examples

## Who should attend?

Those who need to use the Libraries Australia Cataloguing Client for searching and cataloguing

## Course leader

Lamis Sukkar

## Duration

Two days (consecutive)

## Course links

*MARC 21 for Cataloguers*

### Please note

Knowledge of Windows and Web browsers is recommended. People attending this course should have a general knowledge of creating original bibliographic records and be familiar with MARC 21 format. The course is designed for practicing cataloguers and will not teach participants how to catalogue.

# Libraries Australia Document Delivery

Learn about Libraries Australia Document Delivery, interlibrary resource sharing, the interlibrary loan lifecycle in Libraries Australia and how to navigate and operate the Libraries Australia system. This hands-on workshop includes a comprehensive Libraries Australia User Manual and Training Workbook.

## Outcomes

On completion of this course participants will be able to effectively operate the Libraries Australia system for all their interlibrary loan processes.

## Topics covered

- how to search and view one's own organisation details, and those of other organisations
- searching for and displaying bibliographic records
- creating requests after a bibliographic search
- creating requests from a blank form
- sending, receiving and processing requests
- tracking and monitoring the status of requests
- creating and printing of activity reports

## Who should attend?

Anyone using the Libraries Australia system for interlibrary loans

## Course leader

George Panagiotidis

## Duration

One day

# Libraries Australia Document Delivery Advanced

Learn about Libraries Australia Document Delivery, interlibrary resource sharing, the interlibrary loan lifecycle in Libraries Australia and how to navigate and operate the Libraries Australia system. This hands-on workshop includes a comprehensive Libraries Australia User Manual and Training Workbook.

## Outcomes

On completion of this course participants will be able to effectively operate the Libraries Australia system for all their interlibrary loan processes.

## Topics covered

- how to search and view one's own organisation details, and those of other organisations
- searching for and displaying bibliographic records
- creating requests after a bibliographic search
- creating requests from a blank form
- sending, receiving and processing requests
- tracking and monitoring the status of requests
- creating and printing of activity reports

## Who should attend?

Anyone using the Libraries Australia system for interlibrary loans and interlibrary loans supervisors and managers

## Course leader

George Panagiotidis

## Duration

One day

## Pre-Requisite

*Libraries Australia Document Delivery*

# Libraries Australia Document Delivery Online

Learn about Libraries Australia Document Delivery in your own space and time. This online course is ideal for those who find it difficult to attend courses outside their workplace. Learn about Libraries Australia Document Delivery, inter-library resource sharing, the interlibrary loan lifecycle in Libraries Australia and how to navigate and operate the Libraries Australia system.

## Outcomes

On completion of this course participants will be proficient in using the Libraries Australia system for all their interlibrary loan processes.

## Topics covered

- how to search and view one's own organisation details, and those of other organisations
- searching for and displaying bibliographic records
- creating requests after a bibliographic search
- creating requests from a blank form
- sending, receiving and processing requests
- tracking and monitoring the status of requests
- creating and printing of activity reports

## How it works

- the course leader and participant agree to a timeframe in which the study will be undertaken
- the participant works through the course material with the assistance of the course leader
- once the manual is completed, the participant completes the assessment exercise on an arranged day
- a Certificate of Competency is sent to the participant on successful completion of the assessment

## Who should consider this module?

Anyone using the Libraries Australia system for interlibrary loans

## Course leader

George Panagiotidis

## Duration

Agreed between the course leader and the participant

### Please note

This course requires access to the Internet and a working knowledge of Windows and Web browsers. A certificate of competency will be issued on successful completion of the assessment exercise.

# Libraries Australia Search Interface

(Formerly *Kinetica Web Hands-On*)

This practical hands-on course covers the use of features and functions comprising the new Libraries Australia search interface. The course also includes searching for bibliographic records and adding, modifying and deleting holdings. *Libraries Australia Search Interface* replaces *Kinetica Web Hands-On*.

## Outcomes

- familiarisation with different searching techniques
- familiarisation with searching rules and tools
- proficiency with new functions such as “get this item” and “save as alert”
- proficiency in adding, editing and deleting holdings

## Topics covered

- the basic features of searching Libraries Australia using different searching screens
- search sequence of logging on, selecting a database, constructing a search and viewing search results
- how to store your search strategy and reactivate it as required
- the browse function
- creating and updating a holdings statement
- examples and hands-on exercises

## Who should attend?

Those who are required to search Libraries Australia efficiently

## Course leader

Lamis Sukkar

## Duration

One day

## Course links

*MARC 21 for Cataloguers*

### Special notes

Knowledge of Windows and Web browsers is recommended.

# Managing a Disaster Response

This new workshop formerly called *From Chaos to CARM* features a dry simulated library or archive disaster to test and develop a disaster response plan. Table-top simulation is used to examine how disaster response plans actually work and the consequences of not having an actionable plan. Using the results of the simulation, plans are developed or refined. The use of simulations is explored as a means of keeping staff alert. This workshop is suitable for staff of institutions with or without disaster response plans.

## Outcomes

- simulated experience in recovering damaged collection materials from disaster sites
- understanding the importance of a current response plan and how to develop an action plan for recovery of materials
- development of effective communication practices in a response situation

## Topics covered

- retrieval of wet and burnt books, electronic equipment and computer software etc
- the decision process - deciding what action should be taken
- compiling a disaster response manual
- managing disaster response and recovery effectively
- communication

## Who should attend?

This workshop is recommended to staff from all cultural collecting institutions, including museums and galleries, as well as libraries and archives

## Course leader

CAVAL Risk Management Group

## Duration

One day

# Managing Difficult Behaviour

This course provides the skills, understanding and practical strategies required to manage and resolve positively a range of difficult behaviours within teams and/or between those teams and their clients.

## Outcomes

- an understanding of the importance of focusing on the behaviour rather than the person
- ability to identify a range of behaviours and develop strategies for dealing with them
- an understanding of some basic principles of human behaviour
- an understanding of the importance of criticism and know how to deal with it positively
- ability to use a range of strategies for dealing with anger
- an understanding of the different behavioural styles and how they communicate
- ability to listen more effectively when dealing with others
- ability to identify their individual preferred responses to conflict in line with the Thomas-Kilmann Conflict Model
- ability to develop strategies to use the most appropriate conflict resolution modes
- ability to use a range of techniques for dealing with, and acting on customer complaints
- a range of strategies for dealing with stress in these situations

## Topics covered

- types of difficult behaviour
- managing difficult behaviour
- diffusing anger and turning difficult situations around
- communication skills and styles
- active listening
- handling conflict
- types of conflict
- the Thomas-Kilmann Model
- complaints handling
- handling criticism assertively
- seven steps to customer problem solving
- tips for handling complaints positively
- self management

## Who should attend?

Anyone working in a customer-service role, regardless of whether they deal with internal or external customers

## Course leader

Adam Le Good

## Duration

One day

# Managing E-Journals

E-journals have rapidly become a standard part of the collection in libraries across the world. However there is still relatively little information about managing the introduction of e-journals into libraries. This course will demonstrate the ways in which e-journals can be managed in the library environment from both an administrative and an access perspective.

## Outcomes

- overview of e-journals and the e-journal environment
- knowledge of how to identify e-journals in your collection
- practical approaches to the administration and provision of access to e-journals

## Topics covered

- E-journal information chain
- identifying approaches to e-journal management
- determining roles and responsibilities in e-journal management
- tools used to manage e-journals
- licenses and their impact

## Who should attend?

This course has been designed to assist library and information staff in understanding e-journal management processes and looking at practical ways to effectively manage serials collections

## Course leader

Natalie Blanchard

## Duration

One day

Proudly presented by CAVAL Collaborative Solutions and Swets Information Services

# Managing Exceptional Customer Service Teams

It's a fact that "staff will treat customers about as well as management treats them." A customer focused team is an essential attribute in an organisational environment and it must be nurtured and developed by a customer focused leader. Discover the attitude and learn the skills necessary to more effectively manage your exceptional customer service team!

## Outcomes

- an understanding of your role in creating a customer service culture
- knowledge of what stops their staff giving exceptional customer service and the ability to minimise these blockages
- ability to develop or strengthen the customer service environment
- knowledge of the best techniques for training staff on the job
- ability to develop a customer service charter with their staff
- ability to effectively monitor performance and give effective feedback and encouragement

## Topics covered

- what is exceptional customer service?
- how would you define a your teams customers?
- who are your customers?
- blocks to customer service
- what to do about the blocks
- the effect of perceptions and attitudes
- creating a customer service culture
- how to support your staff and lead by example
- internal and external customers
- providing staff with the tools they need to give exceptional customer service
- on the job training
- creating a customer service environment
- developing a customer service charter with your team
- monitoring for ongoing improvements

## Who should attend?

Anyone who leads a customer service team

## Course leader

Adam Le Good

## Duration

One day

## Course links

*Exceptional Customer Service*

# Managing Risk in the Knowledge Economy

This course is purpose-built for universities, libraries, museums and galleries, councils and State Government agencies. It is designed to help executives, managers and others with risk accountabilities in these organisations to understand and meet their risk management obligations.

## Outcomes

- recognise the linkage of strategy and risk in the "post-HIH" era
- understand the critical risks you and your organisation face, and techniques to treat them
- discover ways to improve your business through the application of new risk management methods
- review internationally recognised frameworks for risk management, and how to apply them
- identify the key elements of a robust business continuity plan
- apply crisis management techniques in a "suppositional" format

## Topics covered

- risk management duties and obligations for the "high managerial agent"
- the business case for proactive risk management
- risk types in focus: safety, financial, regulatory, reputation and many more
- business continuity and disaster recovery
- a culture of mindfulness - roles, levers and tools
- the Australian Standard for Risk Management and the COSO Enterprise Risk Management Framework
- risk processes in focus: identification, analysis, assessment, mitigation and control, monitoring and review

## Who should attend?

This course is recommended to anyone who has a personal accountability for organisational risk and business continuity, or who has a professional interest in the management of risk. The program will benefit Directors (executive and non-executive), managers and others with risk accountabilities.

## Course leader

Greg d'Arville

## Duration

One day

## In-house delivery

This course is particularly suitable for in-house delivery and can be customised to meet the specific needs of organisations and institutions.

# MARC 21 for Cataloguers

This course provides an overview for the structure of MARC 21 – tags, indicators and subfields -- as applied to bibliographic records for monographs. It also examines issues to be considered in cataloguing when using MARC 21 format.

## Outcomes

- familiarisation with MARC 21 overall
- familiarisation with MARC 21 structure
- proficiency in using different tags
- proficiency in using indicators

## Topics covered

- definitions
- structure of MARC 21
- common bibliographic tags
- punctuation
- practical examples

## Who should attend?

This course is recommended for anyone who is considering cataloguing with MARC 21, managing an automated library system, or who requires a refresher course on MARC 21.

## Course leader

Helen Gourkova / Lamis Sukkar

## Duration

Half day

## Course links

This course is a recommended prerequisite for CAVAL's Libraries Australia workshops, specifically *Libraries Australia Client* and *Libraries Australia: The New Search Interface*.

# Marketing Information Services: Starting Out, Starting Up

This new one day workshop builds on a popular half day course presented in 2005. The workshop provides the foundation knowledge and practical skills required to develop effective marketing strategies for libraries across all sectors and other information services. Previous participants have praised the “excellent balance of teaching and interaction – very motivational!”

## Outcomes

- understanding of the difference between marketing and promotion
- knowledge of marketing terminology
- appreciation of the importance of market research and analysis
- understanding of how to develop and use a marketing plan template
- understanding of promotional strategies and how to apply them more effectively within the strategic context of a marketing plan

## Topics covered

- the Marketing Cycle
- market research and analysis using common tools
- market segmentation and target marketing
- competitive differentiation and positioning
- marketing mix - the 4 P's of marketing
- developing effective marketing strategies
- writing a Marketing Plan
- action planning and implementation
- promotional strategies for libraries and information services

## Who should attend?

Anyone responsible for marketing and promoting an information service business

## Course leader

Sue Henczel / Richard Sayers

## Duration

One day

# Mentoring for Strategic Staff Development

The concept of mentoring is as old as Greek mythology yet has very practical benefits to modern workplaces. Mentoring provides the opportunity for guided learning at a professional and personal level, and returns significant benefit to all concerned – mentee, mentor and the organisation. It has particular relevance in situations where succession planning, fast track development and isolation are key factors in a workplace.

## Outcomes

- an understanding of the concept of mentoring
- an understanding of how mentoring applies to the workplace
- an understanding of the process of establishing a mentoring program and the relationships within it
- the tools with which to establish a mentoring program within their organisation
- ability to effectively assess the comparative benefits of various mentoring programs

## Topics covered

- what is mentoring?
- what are the benefits?
- who should participate
- the qualities of the mentor
- benefits and pitfalls of mentoring
- designing a program
- establishing a relationship
- evaluating a relationship
- ending a relationship
- evaluating a program

## Who should attend?

Anyone with responsibility for staff who are considering ways to enhance the professional and personal development of the employees, and ultimately the effectiveness of the organisation

## Course leader

Dave Noble

## Duration

One day

## In-house delivery

This course is particularly suitable for in-house delivery and can be customised to meet the specific training and development needs of organisations and groups.

# Moys Classification

This practical workshop is designed for cataloguers and other library staff who wish to know more about the Moys classification scheme. It provides an overview of the Moys classification with particular emphasis on number building and the application of tables.

## Outcomes

- familiarisation with the Moys classification
- proficiency in using the Moys classification overall
- proficiency in using the tables and number building

## Topics covered

- general principles of Moys classification
- arrangement of schedules
- use of tables and number building
- use of thesaurus

## Who should attend?

Cataloguers, staff in law libraries who catalogue as part of their duties or staff who wish to understand the Moys classification.

## Course leader

Jacqueline Elliott

## Duration

One day

## Course links

*Legal Research for Information Professionals*

### Please Note

Participants will be required to bring a copy of *Moys Classification and Thesaurus for Legal Materials* (4th ed.) to the workshop.

# Negotiation Skills

This course covers the basics of principled workplace negotiations. You will have an opportunity to practice your negotiation skills and learn how to detect and deal with some of the negative aspects of negotiation.

## Outcomes

- ability to identify negotiation opportunities and strategies
- knowledge of the key steps to negotiating
- an understanding of the importance of preparation
- ability to work towards a 'win-win' outcome
- ability to recognise and handle inappropriate negotiation strategies

## Topics covered

- the negotiation process
- the negotiation steps
- negotiation strategies
- personal negotiation style
- when people play dirty
- planning counter tactics

## Who should attend?

Anyone involved in workplace negotiations and who has little experience in the field

## Course leader

Adam Le Good

## Duration

One day

# New and Emerging Internet Technologies

At last, a workshop that examines new and emerging Internet technologies and considers their potential applications in libraries and other information services. In just a few short years, text messaging, Web logs (blogs), RSS news feeds and pod casts have moved from the technological fringe into the social and business mainstream; with profound impacts on the way we live, work and source information. Which technologies will be next to impact our work and recreation and what will be their likely implications for our libraries and clients? DVD's are already considered transitional technology and recent research by Gartner points to the potential impacts of voice and data convergence based on the voice over Internet Protocol (VoIP) and IPTV: Television via Internet Protocol. For busy information professionals, finding the time to keep up to date is a challenge. This innovative workshop combines short 'executive briefings' with case studies and practical exercises that enable participants to experience the technologies first-hand and consider their application in the workplace.

## Outcomes

- understanding of new and emerging Internet technologies
- ideas for their practical application in libraries and information services
- knowledge of professional development resources for keeping on top of emerging technologies
- time to explore and think!

## Topics covered

- text messaging, Web logs, RSS news feeds and pod casts
- emerging technologies, including VoIP
- practical applications in libraries and other information services
- predicting future trends and future-proofing your services
- staying one step ahead of clients

## Who should attend?

Library and information professionals interested in new Internet technologies and their practical application in libraries and information services

## Course leader

Richard Sayers

## Duration

One day

# Planning a New Business Model for Future Academic and Special Libraries

This workshop will help you plan for an unknown future which is often beyond direct planning capabilities. It will help establish new partnerships with your client base and change the way you plan for your future and that of your library. It will also challenge a widely held view that strategic planning is the best and only way to position your library or organisation in a very rapidly changing world! The methodology presented in this workshop has enabled many libraries to gain new perspectives on what they need to do to appropriately position the library within its environment.

## Outcomes

- broader horizons of thinking for your next planning exercise
- the tools to challenge your colleagues to think and deliver 'outside the box'
- a change in your own understanding of the work environment in which you and your profession operates

## Topics covered

- outline of future issues and prediction techniques
- overview of the information industry issues and their future characteristics
- techniques to analyse trends and to create future methodologies
- practical application of techniques in particular environments including exercises with wider application

## Who should attend?

Those who are involved in directing how the profession is changing and those who are responsible for positioning the profession and libraries to benefit the community.

## Course leader

Steve O'Connor

## Duration

One day

# Planning an Information Audit

A workshop to introduce participants to the information audit concept, process and its use as a foundation to knowledge management (KM) strategy development, user profiling, content management and product and service selection, management and delivery. This workshop introduces the planning process necessary to successfully conduct an information audit.

## Outcomes

- awareness of the relationship between the information audit and KM
- awareness of the benefits of an information audit
- understanding of the technical skills required to plan and conduct an information audit
- practical skills in planning an organisation-specific methodology
- all participants receive workbooks, checklists and templates for later use

## Topics covered

- from information audit to knowledge management - needs analyses, information audits and knowledge audits, the significance of information management to KM
- information audit basics - definitions, reasons for conducting one, problems it can solve, introducing the model
- objectives, management support, communication, resourcing, scope, methodology
- planning data collection - questionnaires, focus groups, personal and group interviews, relating the survey data to project objectives and data analysis capabilities
- planning data analysis - developing a methodology, software, data preparation plans, data analysis plans
- planning evaluation, formulation of recommendations and communication

## Who should attend?

Information managers, information product and service planners and developers, faculty/subject librarians, knowledge managers

## Course leader

Sue Henczel, author of *The Information Audit: A Practical Guide* (K G Saur, 2001)

## Duration

One day

## In-house delivery

This course is particularly suitable for in-house delivery and can be customised to meet the specific training and development needs of organisations and groups.

# Planning and Managing Technology Projects

Technology projects come in a variety of shapes and sizes, from the development of simple internal IT solutions to specific issues through to the roll out of new software releases and complete business systems. Along the way, there are often many speed bumps and detours. Whether you are implementing a new library management system or integrated eDRMS package, this new one day course provides a broad overview of the concepts, practices and strategies necessary to successfully plan and manage a range of technology projects. The course integrates common project management processes and concepts into typical technology project life cycles and then explores the factors that lead to on-time and on-budget deliverables.

## Outcomes

- gain an understanding of the phases and deliverables of a technology project
- development of the ability to monitor and control schedules
- learn about the factors that affect technical team building and delivery
- learn how to identify and quantify project risk
- explore the key issues that make a good project manager

## Topics covered

- overview of Project Management
- project Management Methodologies
- how to kick off a project
- controlling project scope
- developing a project schedule
- understanding project risk
- managing and controlling outcomes
- closing the project

## Who should attend?

Information professionals responsible for planning and implementing technology projects, including librarians, library technicians, knowledge managers and records managers

## Course leader

Andrew Stevens

## Duration

One day

# Planning for Disaster Preparedness

This course is designed for managers in institutions that have no current disaster response plan or who wish to review an existing plan. The course presents a strategic approach to developing a response plan and sets the plan in the context of risk management.

## Outcomes

- Participants will leave with an action plan for developing a disaster response plan or for updating an existing plan without compromising their preparedness

## Topics covered

- planning to plan
- identifying significant collections and the services they support
- procedures and information essential for effective and timely response and recovery from a disaster
- the elements of the plan

## Who should attend?

Managers in institutions that have no current disaster response plan or who wish to review an existing plan

## Course leader

CAVAL Risk Management Group

## Duration

One day

# Power and Influence: Cultivating Champions and Advocates for Knowledge Services

Knowledge services converges information management (including librarianship), knowledge management, and strategic, performance-centred training. As the enterprise-wide management methodology that enables companies and organisations to achieve excellence, knowledge services plays a critical role in organisational success. If those responsible for service delivery are not recognized and supported their efforts, however, excellence can be elusive. This course identifies techniques for matching knowledge services deliverables with organisational culture and strategy, and the benefits of enterprise-wide awareness and cooperation are described and illustrated with real-life examples.

## Outcomes

- identifying advocates and champions
- raising awareness about the organisation's knowledge services function
- creating communities of practice for supporting knowledge services
- establishing enterprise-wide collaboration, with no disincentives for collaboration
- cross-functional knowledge sharing
- enhanced leadership support for knowledge services
- ensuring that knowledge services professionals are recognized as internal knowledge experts

## Topics covered

- knowledge services and the value of advocacy
- knowledge services as the driver of positive change in the organisation
- using organisational culture to identify and recruit advocates and champions
- the role of collaboration and the benefits of KD/KS (knowledge development/knowledge sharing)
- strategies for justifying excellence in knowledge services delivery
- establishing measurable and tangible goals for awareness-raising and value creation

## Who should attend?

This seminar has been specially designed for information specialists; knowledge managers; managers of information centres/knowledge centres; HR managers; content professionals; CIOs, CKOs, and CLOs; and any other information/ knowledge professional who needs to understand how information/knowledge delivery impacts corporate competitiveness or organisational success. The focus is mission-critical knowledge services delivery and the role of advocates and champions in ensuring the success of the effort.

## Course leader

Guy St. Clair, author of *Power and Influence: Enhancing Information Services within the Organization* (Bowker-Saur, 1994)

## Duration

One day

# Presentation Skills 1: Fundamentals

Making presentations to small groups can be a daunting task. Learn the skills and gain the confidence necessary to conquer the task and present effectively in the workplace.

## Outcomes

- ability to better prepare a presentation to either an individual or a group
- ability to design a presentation
- knowledge of how to involve and motivate your audience
- strategies for dealing with nerves, and
- ability to use appropriate and effective visual aids

## Topics covered

- introduction
- common problems with presentations
- preparation
- dealing with nerves prior to the presentation
- adult learning theory – how adults learn
- issues that can make or break your presentation
- planning
- knowing the audience
- designing a presentation
- delivery
- dealing with nerves during the presentation
- using visual aids

## Who should attend?

Anyone who needs to gain the confidence, skills and experience to make presentations to groups of people

## Course leader

Adam Le Good

## Duration

One day

## Presentation Skills 2: Beyond the Basics

Learn additional presentation skills and gain the confidence necessary to excel at effective presentations in the workplace.

### Outcomes

- know the principles of adult learning
- know what information is needed in relation to the participants and how to access it
- be able to develop and use a range of visual aids
- be able to plan and deliver an effective presentation using a range of skills
- understand the importance of delivery style and personal presentation
- be able to manage the dynamics of a participant group

### Topics covered

- planning
- principles of adult learning
- knowing the audience
- eight steps to organise your presentation
- developing visual aids
- how to deliver your presentation
- delivery
- presentation skills – questioning / anecdotes / persuasion
- posture
- movement
- eye contact
- voice
- group dynamics
- using visual aids
- skills practice

### Who should attend?

This course is recommended to anyone seeking advanced skills in giving presentations. Participation in *Presentation Skills 1: Fundamentals* prior to participation in this course is advised.

### Course leader

Adam Le Good

### Duration

One day

# Preserving Digital Information: Challenges and Solutions

Because digital information is being produced so much more rapidly than other forms, libraries and archives of the future will inevitably be libraries and archives of digital content. To keep pace with the flood of new digital information, the library and archive of the near future will require the means to collect, describe, make available, store and preserve digital information in the digital domain. Primarily due to their dependence on a rapidly changing technological infrastructure, digital resources are significantly less permanent than their paper-based equivalents. Their enduring accessibility into the future is far from assured. Of arguably greater concern however is the realisation that the challenge is too large and complex for any one institution or country to solve on its own. Although excellent cooperative work is taking place on this issue around the world, particularly in Australia, if we fail to meet the challenge then the result will be a permanent hole in our cultural and documentary heritage.

## Outcomes

- increased awareness of the challenges of preserving digital information
- greater appreciation of the impermanence of digital information
- understanding of emerging solutions to digital impermanence in archives and libraries
- practical recommendations to avoid the 'technological quicksand'
- information on how to keep in touch with developments in the field of digital preservation

## Topics covered

- identifying and understanding the challenges
- understanding the emerging solutions
- identifying digital priorities
- managing digital risks
- key resources on digital preservation

## Who should attend?

Archivists, curators, librarians and records managers with responsibility for digital collections; ICT professionals seeking an awareness of digital preservation issues; independent researchers and curators without attachment to a major cultural institution, and other interested professionals and professional bodies seeking to raise their awareness of this issue

## Course leader

Alan Howell

## Duration

One day

## Course links

*Digital Preservation Tools*

# Searching the Internet: ‘Yahoogle’ and Beyond

This popular hands-on workshop reveals the variety of tools available for searching the Internet and demystifies popular search engines. It also explains the different search strategies and techniques employed by expert searchers, particularly those used to explore the vast Deep Web. The workshop reveals handy searching tips and tricks and provides ample opportunities to develop and hone skills through guided exercises and self-paced exploration. Participants are encouraged to explore the variety of tools available for searching the Internet and resources for keeping up to date with new developments and techniques.

## Outcomes

- understanding of the differences between different search tools
- ability to select the most appropriate search tool for a specific search
- awareness of search tools and techniques beyond the use of common search engines
- awareness of the advantages and disadvantages of different search tools and techniques
- ability to keep up to date with developments in search tools and techniques
- time to explore!

## Topics covered

- types of search engines and choosing the right one
- using search engines effectively
- tips and tricks for searching
- searching the Deep Web
- searching mailing lists and newsgroups
- finding people, images and sounds
- searching Web logs, RSS news feeds and pod casts

## Who should attend?

Anyone who uses the Internet and wants to improve their searching techniques or explore new tools in a constructive and fun learning environment

## Course leader

Richard Sayers

## Duration

One day

# Strategic Planning: From Actions to Outcomes

This course examines the skills and practical processes necessary to develop and implement a strategic planning cycle for a small work unit right through to a large and complex organization. The course focuses on the challenges of developing SMART objectives that are realistic and achievable, and the appropriate techniques for reporting outcomes to management.

## Outcomes

- understanding of the theory underpinning effective strategic planning
- ability to identify and document what is to be achieved by the work unit or organization
- ability to develop realistic and achievable objectives, strategies and actions
- ability to monitor performance and report to management on outcomes

## Topics covered

- strategic planning in context - the strategic planning cycle
- mapping the organization and its operating environment
- clarifying organizational purpose, vision and values
- developing SMART objectives, strategies and actions
- monitoring and reviewing performance
- reporting on outcomes

## Who should attend?

Information professionals with responsibility for strategic planning within their organisations

## Course leader

Steve O'Connor

## Duration

One day

## Course links

This course complements *Budgeting for Information Professionals*

# Strategic Staff Development: Identifying Needs and Planning Programs

In today's environment, library staff have to work harder than ever to stay informed and keep up with changes. Staff can be encouraged to continually develop their skills through the implementation of a systematic staff development plan that addresses their learning needs and increases their effectiveness on the job. This course is a step-by-step introduction to staff development from needs assessment through planning and implementation. It takes participants through the process of developing and implementing a staff development plan using a prescriptive approach - with forms they can fill out and existing staff development plans to examine - so participants leave the session knowing exactly what their next steps are. By the end of the day participants have drafted the outline of a staff development plan and have a plan for their next steps.

## Outcomes

- understand how to design a staff development plan
- know how to conduct a needs assessment
- understand adult learning styles and how they impact on staff training
- understand how to design programs to support staff development
- understand how to plan and pay for programs

## Topics covered

- what staff development is
- conducting a training needs assessment
- steps to creating staff development programs
- how to write a staff development plan
- implementing a staff development plan
- evaluation and follow-up

## Who should attend?

Managers and supervisors, particularly those responsible for staff development in their organizations

## Course leader

Joanne Rutherford / Richard Sayers

## Duration

One day

# Supervision 1: Fundamentals

This workshop explores the underpinning skills and aptitudes necessary to make a successful transition from information practitioner to supervisor. The workshop focuses on goal-setting, delegation, communication and access to ongoing professional growth and development as primary skill sets of front line supervision in information services.

## Outcomes

- understand the components of the role of the supervisor
- be able to set SMART goals
- know how to delegate to staff effectively
- understand the different styles of communication and how to use them effectively

## Topics covered

- introduction to supervision
- making the transition from practitioner to supervisor
- supervision roles and responsibilities
- SMART goals
- delegation
- problems with delegation
- active listening
- communication styles

## Who should attend?

Anyone who is new to the role, those who would like to top up their skills or those who hope to gain a supervisory role in the near future

## Course leader

Adam Le Good

## Duration

One day

## Supervision 2: Beyond the Basics

This workshop builds on skill-sets developed in *Supervision 1: Fundamentals* and explores the finer skills of supervising staff effectively. It includes some of the latest thinking on the new directions in leadership.

### Outcomes

- knowledge of your own leadership style and how to optimise leadership in the workplace
- an understanding of the supportive nature of your role
- an understanding the power, authority and influence of their position and how to use each effectively
- an understanding of what motivates different staff members
- a range of strategies for effectively solving problems

### Topics covered

- leadership styles
- serving leadership
- the five skills of leadership
- understanding your power, authority and influence
- types of power, authority and influence
- motivating staff
- motivational theories
- essential human motivation
- problem solving
- steps to problem solving
- individual and group problem solving methods
- the six thinking hats
- common causes of careless decision-making
- evaluation of the problem solving effort

### Who should attend?

Anyone who is new to the role, those experienced in the role who would like to top up their skills or those who hope to gain a supervision role in the near future. Participation in *Supervision 1: Fundamentals* prior to attending this course is advised.

### Course leader

Adam Le Good

### Duration

One day

# Team Effectiveness: Building Better Teams

This workshop looks at the characteristics of teams that work effectively in the workplace. How people prefer to work in the workplace and how their different work styles interact in the team can be a source of conflict amongst team members. However, when these preferences and styles are understood, the resulting insights can also be a source of strength. Highly effective teams value and use their differences to the advantage of the team as a whole. This workshop uses the Team Management Index as a tool to enable participants to understand the individual preferences and skills that team members may contribute to a team. It provides participants with a new language to use in their work groups and assists them to devise strategies to manage the tensions that often occur within teams to ensure productive and cohesive work groups.

## Outcomes

- understanding of the characteristics of effective work groups
- enhanced understanding of individual work preferences and preferred work roles
- enhanced understanding of team dynamics and the value of individual differences within teams
- development of strategies to manage problems within teams

## Topics covered

- characteristics of successful teams – nine key success factors for outstanding team work
- understanding how we as individuals prefer to work and how others in teams may prefer to work
- understanding each other, modifying team behaviour and the use of “pacing” skills
- sources of conflict within teams and strategies for resolving conflict
- the role of linking skills in a team environment
- valuing difference within the team

## Who should attend?

Supervisors and managers of staff groups; those interested in becoming team leaders, supervisors or managers; those interested in understanding their own work preferences and how this shapes career choices

## Course leader

Joanne Rutherford

## Duration

One day

## In-house delivery

This course is particularly suitable for in-house delivery and can be customised to meet the specific needs of organisations and institutions.

# Time Management with Lotus Notes

Drowning in email, overloaded with information, getting calls on your mobile 24/7 - technology is changing the way we work. These days, any email you send is a legal document. On top of that, many people have over a thousand emails in their inbox. People can and do send us information twenty four hours a day. And rather than getting easier, the usage of email is doubling every six months. The question is how do you combine traditional time management principles with the current array of communications technologies in your workplace? What you need is an approach that combines theory with technology. This workshop focuses on how to improve your personal productivity by maximising the technology you have at your disposal. Imagine having your own personal secretary that assists you with your tasks, emails and meetings. The power of this workshop is that you don't have to be an I.T. guru to gain new skills in a short time frame. There won't be heavy technical jargon. Rather it will be a hands-on workshop designed to give you practical skills that can be applied immediately to make Lotus Notes work for you as a time management tool.

## Outcomes

- knowledge of processes and strategies to more efficiently manage email using Lotus Notes
- ability to identify strategies to increase proactive time
- ability to organise and complete a work schedule in a controlled manner

## Topics covered

- email management
- priority management
- time management
- information management
- email protocol

## Who should attend?

This workshop is ideal for the busy professional who uses the technology of Lotus Notes in their workplace and who wants to gain new skills to improve productivity

## Pre-Requisites

A basic knowledge of Lotus Notes is preferable but not essential

## Course Leader

Elliot Hayes

## Duration

Half day

## In-house delivery

This course is particularly suitable for in-house delivery and can be customised to meet the specific needs of organisations and institutions.

# Time Management with Microsoft Outlook

Drowning in email, overloaded with information, getting calls on your mobile 24/7 - technology is changing the way we work. These days, any email you send is a legal document. On top of that, many people have over a thousand emails in their inbox. People can and do send us information twenty four hours a day. And rather than getting easier, the usage of email is doubling every six months. The question is how do you combine traditional time management principles with the current array of communications technologies in your workplace? What you need is an approach that combines theory with technology. This workshop focuses on how to improve your personal productivity by maximising the technology you have at your disposal. Imagine having your own personal secretary that assists you with your tasks, emails and meetings. The power of this workshop is that you don't have to be an I.T. guru to gain new skills in a short time frame. There won't be heavy technical jargon. Rather it will be a hands-on workshop designed to give you practical skills that can be applied immediately to make Microsoft Outlook work for you as a time management tool.

## Outcomes

- knowledge of processes and strategies to more efficiently manage email using Microsoft Outlook
- ability to identify strategies to increase proactive time
- ability to organise and complete a work schedule in a controlled manner

## Topics covered

- email management
- priority management
- time management
- information management
- email protocol

## Who should attend?

This workshop is ideal for the busy professional who uses the technology of Microsoft Outlook in their workplace and who wants to gain new skills to improve productivity

## Pre-Requisites

A basic knowledge of Microsoft Outlook is preferable but not essential

## Course Leader

Elliot Hayes

## Duration

Half day

## In-house delivery

This course is particularly suitable for in-house delivery and can be customised to meet the specific needs of organisations and institutions.

# Train Small Groups

This course provides participants with the skills to plan, deliver and review structured training, for the purpose of developing competency on a one-to-one or small group basis. It is designed for people who are required to provide training in the workplace but for whom training is not a key component of their job.

## Outcomes

- ability to prepare a training session
- an understanding of how to best deliver a training session
- ability to provide opportunities for practice and to review training
- an understanding of how to manage the administration of workplace training

## Topics covered

- preparing for training
- planning a training program / establishing training outcomes/learning outcomes
- gathering evidence of trainees' competence
- forms of training in the workplace / preparing session plans
- delivering training one-to-one and group training sessions / presentation skills
- monitoring trainees' progress /providing and receiving feedback
- providing opportunities for practice
- identifying methods for encouraging learning
- reviewing training
- encouraging self-evaluation of performance / identifying areas for improvement
- encouraging participant feedback / recording and maintaining training records
- managing the administration of workplace training

## Who should attend?

Anyone who is required to train individuals or small groups in the workplace

## Course leader

Adam Le Good / Sue Henczel / Richard Sayers

## Duration

3 days (2 consecutive days and one day the following week)

## In-house delivery

This course is particularly suitable for in-house delivery and can be customised to meet the specific training and development needs of organisations and groups.

## Course links

This course complements *Workplace Assessment*

# Verbal Tactics: Dealing With Workplace Conflict

This one day workshop shares proven techniques for dealing with conflict in the workplace. From the aggressive and intimidating customer to the rude and argumentative co-worker, this workshop identifies ways in which you can diffuse an unpleasant or even a potentially dangerous situation using Verbal Tactics. There is no role-playing in this course!

## Outcomes

- an understanding of how to increase safety
- an understanding of how to enhance customer service and reduce complaints
- an understanding of how to reduce stress of employees (at work and home)
- an understanding of how to reduce absenteeism
- an understanding of how to reduce vicarious liability of the employer
- an understanding of how to reduce civil litigation

## Topics covered

- rewards of effective communication
- reasons to use types of verbal tactics
- consequences to a physical resolution
- verbal techniques
- roles and responsibilities
- responses to expect from others
- methods of communication
- body language and pre-attack indicators

## Who should attend?

Verbal Tactics is for people interested in exploring and developing skills in managing conflict and improving their relationships with others. The workshop is suitable for all library staff and is designed as a method of dealing with workplace conflict between first contact staff and the public as well as between supervisors and subordinates.

## Course leaders

Chris Hollis and Wayne Agius

## Duration

One day

## In-house delivery

This course is particularly suitable for in-house delivery and can be customised to meet the specific training and development needs of organisations and groups.

## Web Dewey

This course will present an overview of OCLC's WebDewey service and instruct participants in how to use this service to find and build Dewey Decimal Classification (DDC) numbers.

### Outcomes

- familiarisation with searching functionalities including limiting by index, combined-term searches in one or multiple indexes
- familiarisation with browsing different indexes
- familiarisation with building numbers
- familiarisation with creating user notes
- familiarisation with the ten main classes and the DDC tables

### Topics covered

- keyword searching
- browsing the available indexes
- using Library of Congress Subject Heading (LCSH) entries
- number building
- practical examples

### Who should attend?

This workshop is highly recommended to any current users of the print edition of the Dewey Decimal Classification (DDC) who are considering moving across to WebDewey. The workshop will also assist current users of WebDewey who want to enhance their searching and classifying skills.

### Course leader

Helen Gourkova / Lamis Sukkar

### Duration

Half day

#### Please note

A basic knowledge of the Dewey Decimal Classification (DDC) and ability to use a Web browser are recommended.

# Web Resources for Cataloguers

The Web abounds with resources that are useful to cataloguers, but so many of us do not have the time to find them. Concentrating on freely available web sites, this workshop covers cataloguing tools and library catalogues as well as dictionaries, directories, sites devoted to particular languages and those of learned societies, fan clubs, etc.

## Outcomes

- a wider knowledge of the Internet, its development and possible future issues
- the opportunity to explore new resources and to use familiar ones in new ways
- a workbook that includes a brief history of the Web, a description of different types of search tools and methods, an appendix on Boolean searching and a comprehensive resources list for further reading
- access to web pages comprising URLs that have been compiled specifically for each session

## Topics covered

- brief introduction to the Web, its history and current and future developments
- tools for general and specific searching
- some outstanding resources

## Who should attend?

Anyone who requires an introduction or refresher on Web resources and how to access them, as well as anyone who would like to update their knowledge of Web resources in a specific field

## Course leader

Lamis Sukkar

## Duration

Half day

# Working with Metadata: Concepts, Issues and Applications

Metadata - what is it, what can it do and how is it done? Many courses cover the 'why' and 'what' of metadata but few come to grips with the 'how'. *Working with Metadata* is a new one day course presented by Bruce McLeod, a leading practitioner in the field. It brings together and updates two popular half day courses presented in 2005: *Metadata Fundamentals* and *Metadata Hands-On*. The course begins by providing an overview of the fundamental concepts, issues and applications of metadata including matters to be considered in implementing the cataloguing of Web sites. Participants are then given the opportunity to create metadata using controlled vocabularies and store their metadata in resources and metadata catalogues. After a group effort, the results of the exercises are viewable and participants can make informed assessments about the application and management of metadata in their workplace.

## Outcomes

- understanding of the basic principles of metadata and the different types and applications of metadata
- understanding of the terms used by metadata communities
- understanding of the issues surrounding the planning, creation and use of metadata
- experience of effective applications of resource discovery metadata
- understanding of the impacts that the application of metadata can have on workflows and content
- access to resources to find further information

## Topics covered

- concepts, terminology, definitions
- types of metadata
- usefulness of metadata
- overview of major metadata schemas
- metadata creation – tools and standards
- examples of successful and unusual metadata applications
- issues to consider when implementing metadata
- design issues for metadata repositories from a resource discovery point of view

## Who should attend?

Anyone who requires an introduction to the theory and application of metadata, including those who are considering implementing a metadata program or who have been tasked with managing such a program

## Course leader

Bruce McLeod

## Duration

One day

# Workplace Assessment

This course provides participants with the skills to plan, conduct and review assessments in accordance with an assessment procedure within a specific context. It is designed for those who are responsible for assessing people's level of skill in the workplace against industry or enterprise competency standards or other standards of performance.

## Outcomes

- ability to plan, conduct and review workplace assessment

## Topics covered

- plan assessment
- establish evidence required for a specific context
- establish suitable assessment methods
- develop assessment tools appropriate to a specific assessment context
- trial assessment procedure
- conduct assessment
- identify and explain the context of assessment
- plan evidence gathering opportunities
- organise assessment and gather evidence
- make the assessment decision and record assessment results
- provide feedback to person(s) being assessed
- report on the conduct of the assessment
- review the assessment and assessment procedure(s)
- check consistency of assessment decision
- report review findings

## Who should attend?

Anyone who is required to plan, conduct and review assessment in the workplace

## Course leader

Adam Le Good / Sue Henczel

## Duration

3 days (2 consecutive days and one day the following week)

## In-house delivery

This course is particularly suitable for in-house delivery and can be customised to meet the specific training and development needs of organisations and groups.

## Course links

This course complements *Train Small Groups*

# XML for Web Practitioners

This workshop covers the XML family of technologies and other web standards that are used for the describing, managing and rendering of digital content. XML provides leading-edge solutions for the mark-up and interoperability of data across Internet systems and is used to deliver standards based design interfaces to the end user via XHTML. This workshop will develop skills to understand and apply XML and XHTML technologies in the development and production of XML content for the Web.

## Outcomes

- overview of XML scope and objectives
- understanding of the XML family including: Namespaces, XML Schema, Xpath, XSLT, XQuery
- overview of the W3C RDF Metadata Framework
- XHTML vs. HTML, styling it with CSS
- hands-on practical use of XML applications
- hands-on development of XHTML content for the Web

## Topics covered

- XML basics: this section will familiarise participants with the basics of XML, including appropriate terminology
- XML stream: this stream will contain a discussion of XML, its applications, various aspects of its implementation and finally allow the students to test drive an industrial-strength XML editor
- XML presentation stream: this stream will allow students to consider the application of XML and associated technologies to produce user interfaces
- putting it all together (hands-on): participants will create and edit XML and XHTML documents to produce web pages

## Who should attend?

Information professionals responsible for Web development and management, including librarians, library technicians, information and knowledge managers, systems and technical staff

## Course leader

Andrew Stevens

## Duration

One day

## In-house delivery

This course is particularly suitable for in-house delivery and can be customised to meet the specific training and development needs of organisations and groups.

## About the Course Leaders

### **Blake Dawson and Waldron Library Training Team**

Blake Dawson Waldron is a leading Australian law firm, with offices in Sydney, Melbourne, Canberra, Brisbane, Perth, Port Moresby, Shanghai and Jakarta. The award winning BDW library team provides legal research services to the firm's lawyers and clients throughout Australia. The library team also assists maintain their legal expertise with an extensive training program covering all aspects of legal research. Pamela Stephens, National Training Librarian, is responsible for planning, coordinating and supervising the delivery of research training. Each office has a reference librarian who also specialises in training. Our training librarians are committed to teaching principles of information literacy, and have a thorough understanding of the needs of adult learners.

### **Greg d'Arville**

Greg d'Arville is an educator and marketer with over fifteen years of compliance experience. As the founding director of the Compliance Unit in the Australian Competition and Consumer Commission (ACCC), Greg was a powerful influence on the growth of the corporate compliance movement in Australia. Outside his corporate work Greg regularly participates in seminars and workshops for peak industry associations in sectors such as electricity, local government, water supply, general insurance, law and finance.

### **Ian Benjamin**

Ian Benjamin works with many of the leading professional firms in Australia in his specialist area - the marketing and delivery of professional services. His book Consulting, Contracting and Freelancing was published by Allen and Unwin in 2003. In addition to running workshops for intending and practising consultants, Ian is a regular speaker at consultant conferences and professional development forums. He has spoken at the National Press Club, on ABC Radio, the Qantas in-flight 'Talking Business' program and for the Open University. Ian is regularly invited to contribute to magazines and last year appeared twice in BRW. Ian is a graduate of Monash University in economics, politics and education.

### **Natalie Blanchard**

Before graduating in 1998 with a Bachelor of Business, Information Management and Library Studies at RMIT University, Natalie worked with RMIT Publishing and the National Meteorological Library. She began working fulltime with the National Meteorological Library after graduating, working on developing and maintaining an historical archive on the subject area of tropical cyclones. A highlight of this work was travelling to Calcutta to procure documents from the Asiatic Society. Natalie has also worked for ALDIS and Thomson Gale. Natalie's current role is Publisher Relations and Consortia Manager for Swets Information Services. In this position she is commercially responsible for Swets' relationships with scholarly publishers in the Asia Pacific region. Natalie is also a member of ALIA's New Generation Policy and Advisory Group (NGPAG) and in this role delivered a paper at the 2002 IFLA conference in Scotland discussing the need for transition programs between more experienced and new librarians.

### **Michael Borthwick**

Michael Borthwick is a specialist in the application of technology within cultural contexts. He has 10 years experience in the creation of concept designs, specifications, RFP's and technology evaluation studies for clients within the cultural sector including the RAAF

Museum Point Cook, the Jewish Museum of Australia and the Australian Centre for the Moving Image. Michael Borthwick Consulting has recently been engaged by The Learning Federation to evaluate the MPEG4 video standard for use within this national e-learning project. Michael has written extensively across a broad range of convergent media subjects for Australia's Digital Media World magazine, authored the comprehensive Web Streaming Strategy for the Australian Centre for the Moving Image and was the sole industry representative on the tender evaluation panel for the ACMI Media Platform. He holds a B.A. in Psychology and Sociology from Monash University and is member of the Society of Motion Picture and Television Engineers, the Museum Computer Network and is a committee member of the Victorian branch of the Australian Interactive Media Industry Association (AIMIA).

## Jenny Cameron

Jenny Cameron has worked at Victoria University since 1990 as a Subject Liaison Librarian and has been involved in client training for all of this time. She became involved with EndNote in 2002 when a group of postgraduate students demanded training and no-one else in the university had developed the required skills. She conducted her first workshop being barely one step ahead of her clients, but managed to bluff her way through. She has since conducted many introductory and advanced workshops across the multi-campus university: to academics, postgraduate students and also train-the-trainer sessions for library colleagues. She co-ordinates the EndNote training program for the university, provides support for advanced EndNote queries and moderates a discussion list for EndNote users across the university.

## CAVAL Risk Management Group

The CAVAL Risk Management Group comprises representatives from CAVAL member libraries and was formerly known as the CAVAL Disaster Management Group. Formed in 1986, the CAVAL Risk Management Group's area of concern is in raising awareness of the need to plan ahead in order to better cope with and recover from disasters in libraries and other cultural institutions. The Group's main objectives include helping institutions to set up their own risk management and disaster response plans and to support training in risk management and disaster recovery.

## Jacqueline Elliott

Jacqueline Elliott recently retired as Court Librarian at the High Court of Australia, a position she held from 1985 to June 2005. Previously she worked as Law Librarian at the University of Papua New Guinea from 1982-85; Deputy Law Librarian, University of Adelaide, from 1974-82; and Assistant Law Librarian, University of the West Indies (Cave Hill Campus, Barbados), from 1970-73. During the years at UPNG she made two collecting trips to the Pacific islands to gather material to start up the Pacific Law Collection in the Law Library at UPNG, Port Moresby. She maintains her interest in and contacts with the Pacific jurisdictions and is currently Coordinator of the Pacific Twinning Project of the Australian Law Librarians' Group. Ms Elliott edited *Australian Law Librarian* from 1993-95 and has published *Pacific Law Bibliography* (2nd ed., Hobart: Pacific Law Press, 1990) and *Papua New Guinea Statutes in Force as at 31 December 1991* (UPNG Library, 1992). She has also written several articles on Pacific legal bibliography and the High Court of Australia Library. Ms Elliott was an IALL Board member from 1997 to 2001 and a corresponding member of the editorial board for the third and fourth editions of the Moys Classification. She continues to coordinate Moys queries and changes in Australia and has conducted a number of Moys workshops for law librarians in different states of Australia.

## Helen Gourkova

Helen Gourkova is a practicing cataloguer at CAVAL Collaborative Solutions and has extensive experience in special, academic and research libraries. Helen's formal qualifications include a BA (Librarianship and Bibliography of Scientific and Technical Libraries) from St. Petersburg University and a Graduate Diploma of Arts (Monash University). Helen is a language specialist with expertise in Russian, German, Japanese, Spanish and Hebrew. She is also a Libraries Australia Training Agent.

## Gillian Hallam

Dr Gillian Hallam is Senior Lecturer in the School of Information Systems at the Queensland University of Technology, coordinating the library and information management courses. She teaches in the areas of information organisation, reference and information services, collection and access management and professional practice and has won a number of university teaching awards. Gillian has published widely in the area of teaching and learning research. She has a deep interest in professional development, mentoring and continuing education for information professionals. Prior to joining QUT, she worked as a librarian in the corporate sector. In April 2004 she was elected to the position of Vice president (president-elect) of ALIA and currently chairs ALIA's Education Reference Group. Gillian is also a member of the Chartered Institute of Library and Information Professionals (CILIP), SLA and the Higher Education Research & Development Society of Australasia (HERDSA).

## Elliot Hayes

Elliot Hayes has worked across seven different industries ranging from telecommunications to film and television to corporate training and development. It was during his tenure as manager of one of the top Optus franchises in Australia that he began to develop his skills as a trainer and educator. He has been running training programs in productivity for over four years, specialising in how to combine technology with time management principles for the maximum benefit. He has featured in BRW and his clients have included Australia Post, Telstra, the Victorian Department of Justice and Optus. Elliot also consults and trains in the areas of innovation in the workplace, sales and marketing. He is a qualified tai chi instructor and a professional actor.

## Sue Henczel

Sue Henczel is the Training and Consortia Manager at CAVAL. Sue is the author of *The Information Audit: A Practical Guide* (K.G. Saur, 2001), the contributor of the chapters on selection and acquisitions for the 8<sup>th</sup> edition of Aslib's *Handbook of Special Librarianship and Information Work* and the author of many articles and papers on information auditing, knowledge management, hybrid libraries, intranet development, benchmarking and competencies. Sue also works with the Dialog Corporation on the development of professional development modules for their global Quantum2 program. She is the President of the newly formed Australia and New Zealand Chapter of SLA and the Convenor of SLA's International Information Exchange Caucus.

## Chris Hollis and Wayne Agius

Chris Hollis and Wayne Agius comprise Verbal Tactics. Chris has over 24 years experience as a member of the Police Force, with 15 years of training members in Operational Safety and Conflict Resolution. Wayne has over 20 years experience as a supervisor and has been involved in the security management of major sporting events.

## **Alan Howell**

Alan Howell is a consultant in archive and library storage and logistics and risk management in cultural collections. He is also an author and presenter of courses on the preservation of digital information and trainer in heritage collection disaster preparedness and recovery. Previously, Alan was Manager of the Preservation and Storage departments at the State Library of Victoria in Melbourne and the State Library of New South Wales in Sydney. Alan is an honorary member of the International Advisory Group to PADI (Preserving Access to Digital Information) project at the National Library of Australia and an honorary member of the UNESCO Australian Memory of the World Committee for which he maintains the program's website at <http://www.amw.org.au>

## **Cathie Jilovsky**

Cathie Jilovsky is the Information Services Manager at CAVAL. In the 12 years she has been with CAVAL, she has undertaken a range of technical and managerial roles, including the management of a number of CAVAL's resource-sharing services, the implementation and management of a variety of library systems and the collection and publication of library statistics. Cathie began her professional career as a computer programmer and since 1976 has focused on the continuing development and support of technical systems for library operations. She has worked in Australia, New Zealand and the United Kingdom for a variety of organisations in a range of positions in which she has been responsible for a wide variety of information management systems.

## **Adam Le Good**

Adam Le Good, Fundamental Training and Development Pty Ltd, uses practical applications of management principles and theory plus a humorous and theatrical style to ensure that course participants enjoy their learning experience and are able to translate their newly acquired skills to their workplace. His knowledge of adult learning principles, group dynamics, learning styles and human behaviour ensures the training will appeal to a broad range of participants. As well as a degree in psychology and a Diploma in Frontline Management, Adam has a number of professional training qualifications. He is an accredited administrator of MBTI, the Team Management systems and the Belbin Team Roles. Adam's training skills are widely used by Victorian and NSW Universities and TAFE colleges, hospitals, state and federal government departments, local government, professional associations, cooperative research centres and private sector companies.

## **Bruce McLeod**

Bruce McLeod is the vice-president of the Dublin Core ANZ metadata group. His software company, Metabrowser Systems, distributes Metabrowser, a metadata creation tool and a Metadata Repository system. Prior to creating Metabrowser Systems Bruce ran the Federal Government Entry point and wrote the SCALEPLUS legal text retrieval system. Bruce is experienced in all forms of computing since 1980 and is an enthusiastic newcomer to the world of structured cataloguing.

## **Melissa McVeigh**

Melissa McVeigh is a print and web design consultant with Verso Creative P/L based on Melbourne, Australia. She has worked in the web related/portal industries for over 10 years. Her key focus is on the integration of print and online products and how visual design, brand and process impact user satisfaction. Verso Creative is a creative arts consultancy committed to bridging the gap between design & business process with a strong focus on project management disciplines. It offers two main services. A commercial design studio

creating visual solutions – corporate identity, website, brochures, catalogues. Additional training and support services are provided in core business areas including project management, business process engineering and user centric design based methodologies specifically designed for the creative, online and academic sectors. Prior to working at Verso Creative, Melissa worked for the 4 years at Lonely Planet Publications. Utilizing her expertise in web design and project management she scoped, designed & implemented key strategic initiatives including the award winning Intranet – The Loop; Lonely Planet Images e-commerce website and intranet; Global Project Management Methodology. She has also managed projects focusing on value chain reform, business process reengineering and management information strategies.

## **Nick Moore**

Professor Nick Moore has been designing and managing research projects for over 30 years. He is currently the Managing Director of Acumen Research and Consultancy Ltd in the UK where he has undertaken nearly 100 research and consultancy projects for a wide range of organisations in the UK, Europe and East Asia. In addition, he has worked as a researcher in a wide of organisations, including the British Library and the Policy Studies Institute in London. He is currently working on the fourth edition of his best-selling *How to do research* (Library Association Publishing, 2000).

## **Kate Nevins**

Kate Nevins is Executive Director of SOLINET, a library network with a membership of 2,500 libraries of all types in the southeastern United States. Kate has worked extensively with both academic and public libraries and has seen first hand the benefits that library cooperation provides to members.

## **David Noble**

Dave Noble has over twenty years experience managing staff in a variety of situations. Throughout that time he has formally and informally mentored employees and peers, and has participated as a mentee in formal mentoring programs himself. He brings broad experience and the ability to draw on many real-life situations to provide colour and background to the course.

## **Steve O'Connor**

Steve O'Connor has been involved in all facets of our profession, always seeking to analyse and remodel the different work environments in which he has operated. He has worked in senior ranks and has sought to gather tools to position organisations and staff so they can work effectively and add value to their user populations. Steve is currently CEO of CAVAL and editor of the international journal *Library Management*.

## **George Panagiotidis**

George Panagiotidis joined CAVAL in December 2000. His initial role was in the implementation of the LIDDAS Project, where he provided helpdesk services as part of CAVAL's partnership with Fretwell Downing Informatics (FDI). Following the cutover to live operations, he built on his extensive knowledge of document delivery and interlibrary loan workflows and IT and database environments to become an integral part of CAVAL's Support team. As well as servicing the CAVAL LIDDAS Consortium (CLIC) system, he configured and implemented the State Library of New South Wales VDX system. George is an experienced trainer, providing VDX training to CLIC and other VDX sites as well as Libraries Australia training.

## **Fiona Swee-Lin Price**

Dr Fiona Price has a Malaysian Chinese mother and an Anglo-Australian father. She has been working with international students since 1991 and running cross-cultural training programs since 1996. After completing her PhD in cross-cultural psychology in 2000, she founded her own consultancy specialising in cultural diversity management for Australian organisations. She believes that training is most effective when it is practical, accessible, and focused on strategies and insights which are directly applicable to trainees' lives and work. Her clients include the Australian Crime Commission, Tourism Victoria, the Maribyrnong City Council and fourteen Australian universities.

## **Joanne Rutherford**

Joanne Rutherford is the Human Resources and Staff Development Coordinator at The University of Queensland Library. Whilst she has a strong background in all areas of human resource management she has a particular interest in organizational and staff development and training. She has substantial experience in the design, implementation and delivery of staff development programs for all levels of staff with recent emphasis on transition to management and management skills development programs. Joanne is accredited to use several of the Team Management Systems profiling instruments and has used these instruments in teambuilding and team review activities as well as other areas of staff development.

## **Guy St. Clair**

Guy St. Clair is President and Consulting Specialist for Knowledge Management and Learning at SMR International, a New York-based consulting firm. Ex-President of the Special Libraries Association, Guy writes frequently on information/knowledge services management. Among his many books are: *Customer Service in the Information Environment* and *Change Management in Action: Information Managers Describe How They Manage Change*. His newest book, *Beyond Degrees: Professional Learning for Knowledge Services*, has just been published by K.G. Saur.

## **Richard Sayers**

Richard Sayers is the Training Manager at CAVAL where he manages the planning and administration of training programs in Australia and overseas. Richard has worked as a library and information manager in government agencies and universities and is an experienced trainer, facilitator and speaker. He holds postgraduate degrees in library and information management and political science and is a qualified workplace trainer. Richard is an Associate Fellow of the Australian Library and Information Association, Member of the Australian Institute of Management and the Australian Institute of Training and Development, and proud graduate of the first Aurora Leadership Institute (1995).

## **Andrew Stevens**

Andrew Stevens has been an Internet technology specialist since 1993 and has an extensive background in traditional software engineering, IT strategy and enterprise project management. He is an IEEE member, has participated in the development of W3C specifications and is also a multi-award winning software developer. From managing software projects on a global basis through to leading many national development efforts, Andrew has an extensive breadth of knowledge and experience to enable the insightful presentation of established and emerging technologies to both business and technical

audiences. His work has benefited organisations such as Lonely Planet, the Australian Federal Government, Tattersalls, National Australia Bank, Telstra and many others.

## **Lamis Sukkar**

Lamis Sukkar is the Cataloguing and Metadata Services Manager at CAVAL where she manages the diverse cataloguing and metadata projects that CAVAL offers to customers in Australia and internationally. Lamis has worked in a variety of roles since joining the company in 1996, one of which has been to develop and deliver a number of courses and seminars on the intricacies of cataloguing, classification and Web searching. Lamis is an expert cataloguer and sought-after trainer in this field.

## **David Tan**

Currently the Resource Centre Manager for Coles Myer Research, David has worked in Special Libraries for over fourteen years, both in the public and private sector. As a sessional tutor and lecturer at the Victoria University Department of Information Systems for three years, David taught in the areas of information environment and internet literacy. David has worked on special projects including intranet development, systems development, internal consulting, and specialised information services development. He is a recipient of the ALIA Award for Innovation in 1998, 1999 and 2000, the first Associate Fellow of ALIA and part of the first group to become Certified Practitioners. With postgraduate qualifications in librarianship, information management, public sector management and business administration, David has continually sought to both develop professionally, as well as share his knowledge and experience with others.

## **Elisabeth Wheeler**

Elisabeth Wheeler is a qualified teacher, workplace trainer and records manager with a Masters in Information Management and Systems (MIMS) from Monash University; specialising in e-recordkeeping. She has worked as a professional in information management since 1986, firstly as a librarian in State and local government and then with the Queensland State Archives as an archivist. As a consulting corporate information analyst, Elisabeth has concentrated on electronic recordkeeping. Since 2003, Elisabeth has worked in the area of corporate information management as a Policy Officer, Senior Project Officer, Team Leader and Project Manager.

## CAVAL Training Services

In addition to an extensive range of quality training courses comprising our public program, CAVAL Training also provides a variety of value-added services for library and information professionals:

- Customised in-house training solutions for organisations and groups
- Group facilitation and team coaching
- Consulting services, including specialised course development, training needs analyses and staff training and development plans
- Conference papers and presentations across a range of topics, including emerging technologies, cataloguing, consortium building, information audit, knowledge management and library leadership, marketing, and planning

## Customised In-house Training

The majority of our courses may be customised and delivered in-house for groups and organisations. In cases where large numbers of colleagues or staff share common training needs, in-house delivery is often the most cost-effective solution.

Customisation of course content and delivery methods also offers the additional advantage of providing training solutions that have been optimised to meet specific workplace objectives and needs.

Popular courses well suited to customisation and delivery in-house include:

- Change Ability: Mastering Change in the Workplace
- Consulting Skills for Information Professionals
- Customer Service Across Cultures
- Digital Video
- Exceptional Customer Service
- Introduction to Project Management for Information Professionals
- Introduction to Web Design and Usability
- Leading Change
- Negotiation Skills
- Planning an Information Audit
- Presentation Skills 1 and 2
- Team Effectiveness: Building Better Teams
- Time Management with Lotus Notes / Microsoft Outlook
- Train Small Groups
- Verbal Tactics: Dealing with Workplace Conflict
- XML for the Web Practitioner

Previous in-house training clients have included universities, state and local governments and private companies. Please contact [training@caval.edu.au](mailto:training@caval.edu.au) if you would like to investigate in-house training options for your group or organisation.

## CAV-TRAIN Discussion List

CAVAL Training currently works with a number of partners to email the latest course information to a range of professional discussion lists. We also maintain and manage our own electronic discussion list: CAV-TRAIN.

CAV-TRAIN is open to anyone who wants to stay informed about training and professional development opportunities for information professionals. Current members include librarians, library technicians, teacher librarians, knowledge managers, records managers and archivists.

To subscribe to CAV-TRAIN, visit <http://training.caval.edu.au/pdt/cavtrain.php> and follow the prompts.

Once subscribed, post to CAV-TRAIN at [cav-train@caval.edu.au](mailto:cav-train@caval.edu.au)

CAV-TRAIN is the ideal list to learn about the latest courses and workshops, discuss training issues, suggest new courses, and recommend trainers and training venues.

## Sponsorship Opportunities

CAVAL Training offers opportunities for suppliers, publishers and other interested parties to sponsor individual courses and workshops or entire programs.

Sponsorship provides for the partner to have their company or organisational logo displayed in promotional materials and the company or organisation's contribution recognised in the lead-up to and during the delivery of courses.

Specific sponsorship benefits may include:

- acknowledgement as the sponsor on all course or workshop materials
- logo printed on the course or workshop materials
- acknowledgement as the sponsor on Registration Forms and in Course Descriptions
- acknowledgement as the sponsor in Web and email promotions
- an agreed time-slot during the course or workshop (up to 30 minutes) in which a representative can present the company's message and information about products and services
- display and/or distribution of the company or organisation's marketing materials during the course or workshop

A range of sponsorship packages are available. For further information please contact CAVAL Training at [training@caval.edu.au](mailto:training@caval.edu.au).

# CAVAL Training Vouchers

- ❖ Face value of \$110 (includes GST)
- ❖ 5% discount for the purchase of 10 or more vouchers
- ❖ Use as full or part payment for CAVAL Training events
- ❖ May be used in conjunction with member discounts
- ❖ Great for use as staff incentives, bonuses, etc.
- ❖ Valid for 12 months from date of issue

Fax, post or email this order form to: CAVAL Training  
4 Park Drive, Bundoora, VIC 3083  
Australia  
Fax: +61 (0)3 9459 2733  
[training@caval.edu.au](mailto:training@caval.edu.au)

Name: \_\_\_\_\_ Organisation: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Please send \_\_\_\_\_ CAVAL training vouchers @ \$110 (GST incl.)

Total price \$ \_\_\_\_\_

Payment method:

- Cheque (enclosed)
- Credit card

Please circle: Bankcard / MasterCard / Visa / American Express / Diners Club

Name on card: \_\_\_\_\_

Card number: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Expiry Date: \_\_\_\_ / \_\_\_\_

Cardholder's signature: \_\_\_\_\_

- Tax invoice / receipt required

# Help Us Build Future Programs

Didn't find the course you want? Tell us which courses we should have in our program and where we should be offering them.

Complete the form below and fax to CAVAL Training on +61 (0)3 9459 2733 or email your request to [training@caval.edu.au](mailto:training@caval.edu.au)

-----

I would like to see new courses covering the following topics offered by CAVAL:

---

---

---

---

CAVAL is offering the course I need but not in my area. Please consider the following new locations for existing and future courses:

Course	New location	Comments (eg, suggested venue)

CAVAL Training is grateful for all feedback on its program and courses and appreciates your assistance in the development of future programs. Please provide your name and email address if you would like us to contact you regarding your request.

Name: \_\_\_\_\_

Email: \_\_\_\_\_