

EXCELLENT CUSTOMER SERVICE IN PUBLIC LIBRARIES – NEW TRENDS

Thursday 2 April 2009, 9.30am–4.00pm, State Library of Victoria

9.30am Morning tea on arrival

10.00am **Welcome address**

Anne-Marie Schwirtlich, CEO and State Librarian, State Library of Victoria

10.10am **Changing customer service trends**

Brett Whitford, Executive Director, Customer Service Institute of Australia

10.50am **Excellent customer service: international trends**

Karen Ward-Smith, Manager, Greater Dandenong Libraries

11.20am **Library 10**

Rebecca Henshall, Manager, Libraries and Learning, Frankston Library Service

11.50am **The future of customer service for Australian and New Zealand libraries**

Joanne Smith, Library Services Co-ordinator, Hobsons Bay Libraries

12.20pm Lunch

1.20pm **Customer focus at Brisbane Square Library and Customer Centre**

Sharan Harvey, Manager, Brisbane City Council Library Services

2.00pm **Putting visitor experience first at the State Library of Victoria**

Alix Massina, Corporate Governance and Reporting Manager, State Library of Victoria

Patrick Gregory, Information Services Manager, State Library of Victoria

2.30pm Afternoon tea

2.45pm **Community hub customer service – the Caroline Springs experience**

Michael Scholtes, Library Services Co-ordinator, Melton Library and Information Service

3.15pm **Customer service at AlburyCity LibraryMuseum: the pros and cons of convergence**

Carina Clement, Manager, Albury LibraryMuseum

3.45pm **Conclusion**

Debra Rosenfeldt, Manager, Public Libraries, State Library of Victoria

4.00pm Close