



cilips

Chartered Institute of Library  
and Information Professionals  
in Scotland

# **Customer First : Developing People-centred Library Services**

**Preliminary notice of CILIP Scotland Annual  
Conference 2007  
Peebles Hydro 11 - 13 June**

## **Customer First : developing people centred Library Services**

### **Annual Conference 2007 11<sup>th</sup> – 13<sup>th</sup> June**

#### **Themes:**

- Cultural Policy – Finnish Style
- Promoting the Culture
- Engaging Communities
- Joint Service Provision
- Literacy, Learning and Libraries
- Improving Services
- Cultural Identity
- Libraries deliver good customer service – reality or myth?

#### **Speakers include:**

- Christopher Phillips, CILIP in Scotland President 2007 and Lifelong Learning Manager, The Highland Council
- Mrs Hannele Koivunen, Head of Division for Cultural Heritage and Arts, Finnish Ministry of Education
- Dharmendra Kanani, Director, The Big Lottery Fund, Scotland
- Martin Molloy OBE, Director of Cultural and Community Services, Derbyshire County Council
- Tim Preston Jones, Customer Services, National Australia Group
- Professor Andrew McDonald, Director of Library and Learning Services and Head of Lifelong Learning Centres, University of East London
- Jeanette Castle, Library Services Manager, West Lothian Council
- Bill Macnaught, Manager New Plymouth District Council, New Zealand (Cultural History and Identity)
- Rona Connolly, Director, LEAD Scotland

Mon 11 June	Tue 12 June	Wed 13 June
Meeting for Heads of Public Library Services—by invitation only  Opening address - Finnish Model Engaging communities Promoting Culture	Improvement Services Customer Services Co-operation Culture Inclusion Diversity, learning and literacies Information and research	Presidential Address—Christopher Phillips, CILIP in Scotland President 2007  Branch and Group Day
Exhibition opening Honorary Members	Conference Dinner	End of conference

## Delegate Rates

**Inclusive Package** *(includes accommodation/meals/Conference dinner at Peebles Hydro from Monday 11th June at 2pm to Wednesday 13th June 10am but excludes sundries)* **(please tick if applicable)**

CILIP Members	£497.00 + VAT	<input type="checkbox"/>
Non-Members	£577.00 + VAT	<input type="checkbox"/>

**Full time delegate** *(includes attendance at all Conference sessions (Mon-Wed) and one ticket for the Conference Dinner on Tuesday evening, but excludes accommodation and meals)* **(please tick if applicable)**

CILIP Members	£200.00 + VAT	<input type="checkbox"/>
Non-Members	£280.00 + VAT	<input type="checkbox"/>

I **shall/shall not** attend the Conference Dinner *(delete as applicable)*

**Additional Dinner Tickets** *(cost per ticket)* £40.00 + VAT

Number of additional tickets	
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**Day delegate** *(If you do not wish to attend the full conference but wish to attend as a day delegate, please indicate which days you wish to attend)* **(please tick if applicable)**

### Monday 11th June

Members	£35.00 + VAT	<input type="checkbox"/>
Non-members	£50.00 + VAT	<input type="checkbox"/>

### Tuesday 12th June

Members	£90.00 + VAT	<input type="checkbox"/>
Non-members	£120.00 + VAT	<input type="checkbox"/>

**No refunds are available for cancellations after Friday 18th May 2007**

I **wish/do not wish** an invoice for the above amount to be sent to me at the address overleaf. *(delete as applicable)*

I enclose a cheque made payable to "CILIPS" for

£

## Booking Form

[PLEASE PRINT CLEARLY IN BLOCK CAPITALS as details are used for delegates list ]

First name	
Surname	
Job Title	
Organisation	
Address (to which invoice, programme will be sent)	
Email	
Daytime Tel no	
CILIP's Membership No. (Required for discount)	
Invoice address (if different from above)	
<input type="checkbox"/> Please tick the box if you are happy for your contact details passed to trade exhibitors	

**Please complete the above form and return no later than  
Friday 1st June 2007 to:**

**Chartered Institute of Library and Information  
Professionals in Scotland (CILIPS)  
1<sup>st</sup> Floor, Building C, Brandon Gate  
Leechlee Road, Hamilton, ML3 6AU**

**For any queries regarding conference:**

**t: 01698-458888**

**f: 01698 283170**

**e: [cilips@slainte.org.uk](mailto:cilips@slainte.org.uk)**

**For further information: <http://www.slainte.org.uk>**