



AUSTRALIAN  
SOCIETY OF  
ARCHIVISTS INC



Australian  
Library and  
Information  
Association

Queensland  
Information Management  
Joint Conference  
Tuesday  
15 March 2011  
Holiday Inn Brisbane

A joint program for RIM PA, ASA, ALIA, QKM, ALLA and other information management professionals

## Registration

**Members - \$140 inc GST (RIM Professionals Australasia, ASA, ALIA, QKM Forum)**  
**Non-Members - \$215 inc GST**

**Please fax this form to 1800 333 802 or email [wendy.daw@rimpa.com.au](mailto:wendy.daw@rimpa.com.au)**

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

Address: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Dietary Requirements \_\_\_\_\_ Association: \_\_\_\_\_ Member Number: \_\_\_\_\_

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**A tax invoice will be sent to all registrants, regardless of how payment is made**

### Registration Terms & Conditions

All registrations for RIM Professionals Australasia events are made subject to the terms and conditions of RIM Professionals Australasia as set out below:

#### Payment Terms

Payment is required within 30 days of the registration being received. Invoices will be sent electronically upon registration being received.

#### Methods of Payment

Payments are accepted in Australian dollars and include 10% GST.

Cheques should be made payable to RIM Professionals Australasia and sent to RIM Professionals Australasia, PO Box 276, St Helens, TAS Australia 7216

Bank transfers in AUD\$ should be deposited into CBA Account 'Records and Information Management Professionals Australasia', BSB: 064-000, Account Number: 1077 6171. Notification of payments made in this way should be via a remittance advice to [david.webb@rimpa.com.au](mailto:david.webb@rimpa.com.au) Payments can also be made by credit card (Visa/Mastercard). Payment "at the door" is not accepted.

#### Registration Fee

The registration fee covers attendance at all sessions, refreshments, any event documentation on the day, enrolment fee and Statement of Attainment Certificates.

#### Cancellations

Cancellations received in writing at least 10 days prior to the first day of the event will be refunded in full less an administration charge of 20%. Notice of cancellation must be received in writing and submitted by either emailing [wendy.daw@rimpa.com.au](mailto:wendy.daw@rimpa.com.au) or by writing to RIM Professionals Australasia, PO Box 276, St Helens, TAS Australia 7216.

We recommend using a method of recorded delivery to ensure notice of cancellation is received.

Should you need to cancel your registration less than 10 days before the first day of the event, the registration fee remains payable in its entirety although a substitution will be accepted. Failure to attend an event does not negate your commitment to pay for attendance. If there are extenuating circumstances, please contact [wendy.daw@rimpa.com.au](mailto:wendy.daw@rimpa.com.au) and the cancellation request will be assessed on its merit.

#### Substitutions and Name Changes

Substitutions are acceptable at any time. If you have registered as a corporate member, you can substitute with a non-member for a local event only. To inform us of a name change, please email [wendy.daw@rimpa.com.au](mailto:wendy.daw@rimpa.com.au) We regret that we are not able to transfer places between conferences or events.

#### Indemnity

It may be necessary for reasons beyond the control of the organisers to alter the venue, content or the timing of the programme. We will endeavour to keep you abreast of such changes but any reasonable change to the event format will not constitute a reason to refund the event fee. Should the event be postponed, we will endeavour to reschedule the event. If, for reasons beyond the control of RIM Professionals Australasia, an event is cancelled, a full refund will be made. We are not liable to pay any incurred costs resulting from any postponement or cancellation.

#### Security

RIM Professionals Australasia is committed to ensuring that the submission of sensitive information, such as credit card details, is safe and secure. We employ reputable and reliable service providers to ensure such information is protected. All information we hold is kept secure with access limited to personnel charged with the processing of such data. All personal data is gathered and processed in line with the Data Protection Act and RIM Professionals Australasia's privacy policy



Program  
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**8.30 – 9.00am**    **Registration**

**9.00 – 9:15am**    **Welcome**

**9.15 - 10.30am**    **Connecting people with ideas - different roles in the Web 2.0 environment**

Dr Susan Myburgh – School of Communication, University of South Australia

In an age drenched by information and communication technologies (ICTs), information professionals will continue doing what they have always done, namely connecting people with ideas. We do this through the processes of collecting, organising, storing, retrieving, describing, interpreting, transmitting, transforming, using and making accessible recorded information: information which has been recorded in documents. We have long devoted our efforts to the service of the user (although the uses to which information is put is seldom explored). Now however, the 'information user' is at the same time both an 'information consumer' and a 'knowledge creators'. In assuming these different roles in the Web 2.0 environment, all our practices and processes change. Here, these changes – and what they mean for the information professions – is explored.

### Morning Tea

**11.15 -12.30pm**    **Cloud computing – Storm Brewing or Silver Lining**

Christine Johnston – Solutions Manager, Enterprise Content Management, Technology One

Cloud computing will challenge the way both government and corporate organisations control, access and preserve their business information. Incidents such as Google Docs and WikiLeaks have highlighted the risks surrounding externally hosted business information. Find out what this means for information security, privacy and portability, and how it will impact information professionals.

### Lunch

**1.30 – 2.45pm**    **Building and managing a knowledge transfer program**

Keith De La Rue – AcKnowledge Consulting

How do you encourage technical experts to share their knowledge with others in the organisation that need it to do their jobs? How do you maintain currency and accuracy? This case study presentation will explain how to build a successful knowledge transfer toolkit, covering aspects such as: encouraging knowledge-sharing behaviours; building a program-managed multimedia toolkit, comprising content, communication, learning and social media; governance - keeping content up to date; engaging the target audience in improving content; and Using social media principles to build trust and engagement

## Afternoon Tea

### **3.15 – 4.30pm** **Practical strategies for the web 2.0 environment**

Jackie Bettington – Director and Principle Consultant, CIMS

Practical strategies people can use to manage records in a web 2.0 environment. A look at how archival authorities are increasingly releasing guidance on managing records in a web 2.0 environment and more and more organisations are using blogs, twitter, Facebook, wikis etc. to interact with their customers/constituents/community.

# Speakers Biographies

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#### Susan Myburgh

Dr Susan Myburgh has worked in many areas of information management, including librarianship, recordkeeping, strategic information management and knowledge management and has a particular interest in the formation of a metacommunity of information professionals.

She is a Senior Lecturer at the University of South Australia and a Visiting Professor at the University of Parma, in Italy, where she participates in an Erasmus Mundus programme on digital libraries.

She has published extensively in journals, and her two most recent books are 'The new information professional' (Chandos, 2005) and 'Education of digital librarians' (Chandos, 2011). Her forthcoming work is entitled 'The politics of information' (Emerald, 2012).

#### Christine Johnston

Christine Johnston is a Solutions Manager for the Enterprise Content Management team at TechnologyOne. She works with customers, sales staff and software developers to identify business development opportunities for the Enterprise Content Management product and develop new product solutions.

Christine has over 12 years experience in information services roles including extensive inhouse experience in the legal sector, provision of online information services, and business analysis for eDRMS and workflow implementations. She has managed teams to deliver technology products and services in the local and state government, legal, and mining sectors.

Christine has degrees in Arts and Law, and a Graduate Diploma in Library and Information Management. She has held committee positions for the Australian Law Librarians Group (Qld), the Records Management Association of Australasia (Qld Branch) and the Queensland Knowledge Management Forum.

#### Keith De La Rue

Keith De La Rue works as an educator and independent consultant in knowledge management, communication, learning and social media. He previously spent eight years working in Knowledge Management at Telstra, Australia, where he led a team engaged in the transfer of product and service knowledge to Telstra's enterprise and business sales force. This group has been known both within and outside of Telstra for its innovative work in this field.

In addition to developing knowledge sharing strategies and tools, he also develops and delivers post-graduate training in these fields.

Keith is a committee member of the Melbourne Knowledge Management Leadership Forum, and is a regular speaker at conferences in Australia and overseas since 2004 on a range of topics. He has also had experience in facilitation of personal development and strategic planning workshops. He is an experienced blogger, currently blogging at <http://delarue.net/>.

Keith has worked in the Telecommunications and IT industries for over thirty years. In a previous role, he spent six years as a Telecommunications Consultant, consulting with a number of major Telstra business clients across a broad range of industries.

He holds a degree in Computer Science from RMIT, and is a member of the International Association of Business Communicators, and of Mensa, where he spent six years as a regular columnist for TableAus, the national magazine. Keith has also appeared on radio and in quiz programs on TV, and has planned and delivered a number of Trivia Nights.

He is married, with three children, and lives in Pascoe Vale, a suburb of Melbourne. He also enjoys travelling, reading, writing, music and trivia.

#### Jackie Bettington

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