



COMSATS Institute of Information Technology (CIIT)

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Sub: Invitation for Training Workshop on "Providing Quality Services"

Dear

Library Information Services Department of COMSATS Institute of Information Technology (Islamabad) intends to arrange a two days national training workshop for library professionals on July 12-13, 2011 with following aims and objectives.

- Recognizing the need and importance of quality services
- Defining the key components of quality services
- Fundamentals of delivering quality services
- Learning the key skills involved in delivering quality services

Services are the core elements of any modern library; hence in this competitive age where information has become an industry, there is a great need to focus on learning about delivering quality services to satisfy the patrons. We are organizing this workshop so that library professionals can be equipped with the skills required to deliver quality services. Topics of discussions include;

- i. What do we mean by quality services
- ii. Process involved in delivering quality services
- iii. Parameters for measuring quality services
- iv. Stakeholder research
- v. Coffee stains
- vi. Giving information to patrons

Registration Fee: Only Rs. 1000/-(inclusive of lunch and tea) per participant.

Venue: Seminar Hall, Academic Block-1, CIIT Islamabad

Please note that participants will have to make their own arrangements for the stay at any convenient location in Islamabad/Rawalpindi. TA/DA will be the responsibility of the nominating organization/institution/university.

We recommend and encourage you to nominate at least one person from the library professionals of your organization/institution/university for this workshop so that he/she can get an idea about this important skill, which ultimately will enhance the overall performance and image of your organization/institution/university.

Yours truly,

Raja Muhammad Ibrahim
Head, Library Information Services