books. http://www.ala.org/alcts/confevents/upcoming/webinar/111313

Assessment Strategies for Cataloging Managers, November 20, 2013. Qualitative assessment activities, when conducted regularly and methodically, can help managers and administrators understand the impact and value of the work that we do for our customers. Are we meeting our customers' needs? Are there services that we could provide but currently do not? What are our customers' priorities? Are we responsive to their questions and issues? Are we working as effectively as we can? This webinar will explore the use of customer service surveys, focus groups, quality initiatives, benchmarking, and other methods to evaluate and assess the work that we do. http://www.ala.org/alcts/confevents/upcoming/webinar/112013

Registration Fees vary.

OCLC's RDA Training Calendar: http://www.oclc.org/support/training/calendars/rda-calendar.en.html

Brick & Click, an Academic Library Symposium, November 1, 2013. Now in its 13th year, the Brick and Click Libraries Symposium (#b&c13) is a one-day event featuring concurrent and lightning round sessions that explore cutting-edge technologies, practical solutions, and timely topics. The Symposium supports the academic information needs of both on-ground (brick) and online (click) students, library professionals and paraprofessionals. http://brickandclick.org/

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Hunter, Ben. "The Effect of Digital Publishing on Technical Services in University Libraries." *Journal of Academic Librarianship* 39 (2013): 84-93. Accessed August 6, 2013. http://dx.doi.org/10.1016/j.acalib.2012.08.009.

Lu, Wen-ying, and Mary Beth Chambers. "PDA Consortium Style." *Library Resources & Technical Services* 57, no. 3 (2013): 164-178.

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Mitchell, Erik. "Trending Tech Services: Programmatic Tools and the Implications of Automation in the Next Generation of Metadata." *Technical Services Quarterly* 30, no. 3 (2013): 296-310.

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