



The online version of Biblia is available at <http://alia.org.au/members-only/groups/aliawest/biblia/>

October 2004

Innovation for Librarians

We hear a lot about “Innovation” nowadays and it is important for librarians to build a culture of innovation within our organisations. In this way we are viewed as innovative whilst applying the principles that maintain innovation as an organisational philosophy.

Many of course think that innovation is just a bright idea. Senior Curtin Library staff learned that it is not that simple at a recent Innovation Coaching Seminar.

Managing Director of the Applied Innovation Centre, Sebastian Salicru led the seminar that included individual and team profiling as well as the theory and practice of initiating, implementing and sustaining a culture of innovation.

Every member of the team had a preference for being a Clarifier, Ideator, Developer or Implementer – and a successful team must have a good balance of each to succeed.

Further information on the Perth-based Applied Innovation Centre is available at www.appliedinnovation.com.au



Sebastian Salicru, Managing Director of Applied Innovation Centre, leads Curtin librarians through an innovation seminar.

Editorial Panel Editor: Bonnie-Rae Bruce Ph: 9459 9454 Email: b.bruce@curtin.edu.au Editor: Sharon Coppin Ph: 9400 4738 Email: Sharon.coppin@joondalup.wa.gov.au Correspondence Address: Rose Hockley WMC Resources 191 Great Eastern Highway Belmont WA 6104	CONTENTS ARTICLES Innovation for Librarians at Curtin 1 Reference Services in the New Millennium Carol Tenopir Seminar 2 How much are you really worth? 3 Letters to the editor 5 Did you know?? 6
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Carol Tenopir seminar

Reference Services in the New Millennium—31 August 2004

This seminar attracted a large audience which was a testimony to Carol Tenopir, Professor of Information Sciences at the University of Tennessee, and to our excellent local speakers. The focus was the different modes of communication which are being successfully used to provide reference services, including email, chat, SMS and voice over IP (VOIP). All were agreed that reference services were increasingly in demand and that the technology was being creatively used to satisfy that demand. The seminar attracted a large audience of practitioners from all sectors. Many commented that it was rare to have such a diverse audience of public, special and university librarians at the same event.



Jean McKay from Murdoch University Library. The Library has an very successful real-time reference service using VOIP in collaboration with Macquarie University.

Carol Tenopir gave an overview of the trends showing the enormous growth in reference services using new forms of communication, despite a continuing demand for traditional face-to-face services.



Cheryl Hamill of Fremantle Hospital Medical Library spoke of the impact of evidence-based healthcare on the reference services in health libraries.





Kirsten Nekrews from Curtin University Library spoke of the popularity of their SMS-based service, which offers a response within one hour

Susan Marie from Subiaco Public Library spoke for the vast number of readers which look to the public library for information and the problems of funding such services.



How Much Are You Really Worth?

Following on from last months edition when we asked how we could bring value to the marketplace and ask **How Much Are You Really Worth?**

If you've ever tried to convert your annual salary into an hourly rate to try and figure out if you are being paid a reasonable amount, or conversely tried to convert an hourly rate into an annual salary to try and figure out why the ends never seem to meet in the middle, it is perhaps because you are not taking into consideration everything you need to. In determining our true worth we need to look at more than how much we are being paid each week and multiplying it by the number of weeks in the year. Let me explain.

Let's assume you are a freelance librarian and you want to earn \$50,000 per year, not a bad salary to begin with. In order to know how much to charge your clients per hour, most people would simply divide the amount of money by the number of weeks in the year and then by the number of hours in a typical working week (say 38), which equates to \$25.30 per hour. Now before you say – ok that's not bad, I now know what figure to stick on the invoice. Let me ask you this, what if I told you that you were undercharging your services by at least \$4.95 per hour would you believe me?

Maybe? OK, well lets give you some more food for thought and then you can make up your own mind.

If you use ALIA's formula for casual employees, this requires you to add on an additional 20% to cover sick leave and annual leave entitlements, which you will not get as a freelance librarian, and an important form of insurance for you to consider should the unthinkable happen and you can't work for a couple of weeks.

The formula is as follows:

$$\frac{[\text{minimum annual salary}] \times 1.2}{52.2 \times [\text{hours in a standard week}]} = \frac{50,000 \times 1.2}{52.2 \times 38} = \frac{60,000}{1983.6} = \$30.25 \text{ per hour}$$

(<http://www.alia.org.au/employment/salary.scales/casual.part-time.html>)

Immediately you can see that by using the correct formula for calculating your hourly rate, you now know that you should be charging a minimum of \$30.25 per hour.

Perfect I can hear you cry, now I can put that extra money aside and I can still have money in the bank if I decide to take holidays or if I am sick and unable to work.

But there are a few other things to think about.

What about superannuation? If you are working as a freelance librarian then you won't be getting superannuation from your employer, because you are your own employer. Therefore you should be making provisions to pay yourself. Whilst you could take the 9% recommended out of the money you receive, most organisations offer salary plus superannuation, so you need to do the same. Therefore you need to add an additional \$2.72 per hour, taking your hourly rate to \$32.92 per hour in order to cover this additional figure.

Now ask yourself, how many unpaid hours do you put in to your business? How much time do you spend on the administration of the work you do for your clients? – For example, do you have to submit timesheets and invoices, how about the time you spend on the telephone chasing up payments, as well as doing your bookkeeping and accounts. Do a quick calculation and I am sure you will quickly realise that you can add an extra 10 – 20% to the amount of hours you are actually working for your client – just to keep your business ticking over. In other words if you work a 30 hour week (you want to spend some time doing things you enjoy besides working), you can actually expect to work a 33 to 36 hour week i.e. 3 to 6 hours of unpaid work to keep your accounts up-to-date. However, this may not be enough if you take into account GST and BAS these days. If you are working for more than one client, then you should take into account the number of telephone conversations you have with your clients that are not part of your paid working hours. Do you charge them for this time or give it to them as good will?

If you are working for more than one client what kind of record keeping do you have in place to ensure that you are up-to-date with the client's requirements? Have you costed the time taken to maintain the records into your worth or do you perform these tasks as unpaid hours? I am sure you are beginning to see where this is heading.

Now let's think about other requirements of freelancing. Do you have professional indemnity and public liability insurance? How much per year does it cost? Let's assume it costs \$1,500 per annum – and that's conservative – it therefore costs \$28.74 per week. How many hours per week are you working? If you are working a 38-hour week, you need to add another 75 cents onto your hourly rate to cover your insurance cost. Please bear in mind that you may not be covered by your client's workers compensation, so you may also need to cost in some form of income protection or workers compensation insurance. Do you know how much it costs? Do the same calculation as you did for the public liability insurance and for your workers compensation and/or income protection and add it to your hourly rate.

Now, how much have you have invested in equipment that you use to support your business: - PC, modem, printers, mobile telephone, and car? How much do you spend on consumables: - paper, toner, electricity, telephone calls, postage, fuel?

Whilst some people may say that the tax benefits of claiming their vehicle, equipment etc. means that they can charge less per hour, are you absolutely sure? How does the taxation system on personal services income affect you? The tax benefits may not be so good if you work for only one client.

Of course there are added benefits to being a freelancer that it is hard to put a monetary figure on. There is the ability to stay at home with the sick children, choices of when to work, where to work and with whom you work.

Why are many companies choosing to use freelance contractors over agencies and permanent placements? Because most freelance contractors don't know their worth and significantly undercharge for their services and expertise. At the end of the day you think you are getting a good deal by invoicing at a rate of \$30.25 per hour but when you take all other costs into consideration you are more than likely earning less than \$20 per hour.

Shirley Cowcher is the Director of Information Enterprises Australia.

Lorraine Bradshaw is the current editor of the Australian Record Retention Manual and is the author of IEA's free monthly e-zine Information Overload.

Letters to the editor:

Hi Bonnie,

I began reading Lorraine's piece on value adding with the thought that I might get some ideas to add to my job-searching strategies. However, as I read into the article, I found that it is aimed at those who are already working as professionals - not applicable to me (yet - I live in hope!).

Along the same lines (of hope) there is currently a posting on WAIN for a CAVAL training session to be held in Perth on General Cataloguing Principles & Practices. I read that posting thinking that the course would be something I could do to boost my employment prospects - I have only my cataloguing unit from my degree, no practical experience at it. Things were looking more interesting as I read, until I got to the bottom line - the cost! For someone who is unemployed or underemployed, the cost of these sorts of professional development days is way out of reach, even though the value of having done them would seem to be there. They seem to be aimed at those already working, whose employers would pay all or most of the cost.

Apart from the usual resume and interview preparation sessions that are available through various organisations, is there anything that ALIA offers for its unemployed and underemployed members that we can take to an employer that will add value to our employment prospects? I haven't been able to find anything.

Cheers,

Barbara Boulton

Editors Response

Hi Barbara,

Thank you for your email. You are quite correct, it is very hard to keep your skills up especially when training courses cost a significant amount. May I ask what course you did? Are you a newly qualified librarian or a newly qualified library technician? There are a couple of options for you. As a newly qualified librarian you can join GUMP (graduate mentoring program) and attend events organised by the WA Mentoring Program contact Simon Lewis for more details regarding the program. Or if you are a library technician graduate, try Judy Allan who is the convenor of the WA Library Technicians Group.

Simon Lewis for more details
New Graduates (Nat)
Mr Simon Lewis
Medical and Dental Library
University of Western Australia Phone: 08 9346
7296
slewis@library.uwa.edu.au

Mrs Judy Allan
Library
Legal Aid WA
55 St Georges Terrace
PERTH WA 6062 Phone: 08 9261 6217
Fax: 08 9261 6213
jallan@legalaid.wa.gov.au

The advantage in joining these groups and attending their events is that you are likely to hear of employment opportunities and also let these groups know of your needs as a new graduate. I would also encourage you to continue to monitor the WAIN list, as work experience opportunities do come up. Keep in contact with your course coordinator from your studies as libraries often contact them when they are looking for people to do short contract casual work. Don't underestimate the value of volunteer work. Special libraries particularly often have smallish cataloguing projects for which they have no funding, and are looking for 'keen students' to do it for the experience. These opportunities often come about as a word of mouth so getting yourself out and about among the groups is a good way to get known, and to hear about these opportunities.

I would strongly suggest that you check out the ALIA groups page, and see what the various groups in your interest area are doing. If they are not doing anything, don't despair, get in contact with the convenor and try to meet up for a chat, and see what you can get involved in. Being involved is the best way to meet people in your chosen sector, you will be surprised at who you bump into!

I wish you all the best in your endeavours.

Best regards

Bonnie Rae Bruce.

The Academic and Research Libraries Group (ARL-WA)



invite colleagues to a talk

by

Dr. Ian Godfrey

Head, Department of Materials Conservation
Western Australian Museum

Come along and hear Ian speak about some of his experiences relating to the preservation of historic sites and artifacts in Antarctica.

Antarctica:

Preserving historic material from the frozen continent

When: 5.30pm for 6.00pm on Tuesday 12th October 2004

Where: Alexander Library, 4th floor Great Southern Room –
Take lift to 3rd floor, then stairs to 4th floor.
Paid parking available under Alexander Library Bldg.

Cost: ALIA members \$6 (Bring membership number)
Non-members \$8 waged; \$5 unwaged;
Students No charge

Refreshments provided.

Did you know??

Did you know Professional Reading is a category in the ALIA CPD scheme?

Articles from library journals (including Biblia!), the business and financial press, monographs etc through which you can keep up-to-date with sector and other issues impacting upon your practice are all regarded as professional reading materials. Items may be published in print format or as electronic documents. As general reading is, by its nature, less-directed than, for example, a personal study project - it attracts less credit within the ALIA CPD scheme than other more-directed activities.

ALIA CPD scheme points :1 point per hour, 10 points maximum per year

Documentary evidence required for audit

A list of the bibliographic citations of the items read or a list of journals you regularly read **

You may find it helpful to reinforce your reading by completing an ALIA record of learning activities sheet for each article that you have read and you can track your CPD points via the online database.

To find out more, or to join ALIA's CPD scheme, please contact Jill Yvanovich 02 6215 8216, cpd@alia.org.au.

<http://alia.org.au/education/cpd>

Life is learning@yourlibrary

City of Perth Library

presents

The Brown Bag Series of Lunch Time Talks



1.15 p.m. – 1.45 p.m every Tuesday in October

5th October - Growing gardens better

12th October - Job application tips

19th October - How green is your transport

26th October - Story Sharing – capturing your child’s attention



Diary Dates

OCTOBER

DATE: 6TH (WED)

EVENT: Perth ANZIIL Forum [Australian and New Zealand Institute for Information Literacy]

Catering for International Students: An Information Literacy Focus

Freehills Lecture Theatre, Law School
Murdoch University

TIME: 9am - 4:30pm

COST:

\$55 ANZIIL member, \$80 non-member, \$35 students

CONTACT: Merrilee Albatis m.albatis@murdoch.edu.au

Gill Westera g.westera@curtin.edu.au

Nancy Stokes nancy.stokes@central.wa.edu.au

<http://www.anziil.org/events&meetings/index.htm>

Registration form and payment due by 24/9 to Ms Irene Dorskatsch

Executive Director ANZIIL

University of South Australia

Holbrooks Road Underdale SA 5032

DATE: 6TH (WED)

EVENT: WASLA Professional Development Seminar for Library Technicians/Officers /Aides and Assistants

Keynote speaker: David Koutsoukis

Panel Discussion on the issues and concerns that occur in the day-to-day running of a school library

Concurrent sessions:

Session A - Val Baird, Budgeting

Session B - Marilyn Graham, Job applications

VENUE: Boulevard Centre

Lower Level, Cambridge Library

99 The Boulevard, Floreat

Registration form and cheque by 17/9 to

Executive Officer

WASLA

PO Box 1272

West Perth 6872

TIME: 8:45am - 3pm

COST: \$58 WASLA members, \$65 non-members, \$40 students

Contact: Judy Stephenson 0500 500 052

jstephenson@corpus.wa.edu.au

DATE: 9TH (SAT)

EVENT: Information Literacy, Technology and the Future of Libraries

half-day seminar

VENUE: Building 17, Mount Lawley campus, Edith Cowan University

TIME: 8:45am - 1pm

COST: \$30

CONTACT: Barbara Combes b.combes@ecu.edu.au

DATE: 9TH (SAT) - 10TH (SUN)

ALIA WA Mentoring

Mentoring retreat in Gin Gin

Developing your mentoring skills

Workplace skills

TIME: 9:30am - 3:30pm (SAT)

9:30am - 4pm (SUN)

COST PER DAY: \$60 ALIA members, \$65 non-ALIA,

\$40 ALIA student, \$50 non-ALIA student

RSVP by 30/8 to Simon Lewis 9346 7296

slewis@library.uwa.edu.au

DATE: 11TH (MON) - 15TH (FRI)

EVENT: inFIRE (international network for Fire Information and Reference Exchange)

Conference

Theme: a safe community: the information network

www.infire.org

DATE: 12TH (TUES)

EVENT: Academic and Research Libraries Group

Antarctica: preserving historic material from the frozen continent

Dr. Ian Godfrey

VENUE: 4th floor, Great Southern Room

Alexander Library Building

TIME: 5:30 for 6pm

COST: \$6 ALIA members

\$8 non-members (waged) \$5 non-members (unwaged)

\$0 students

RSVP: Gaye Sweeney 9427 3191

gsweeney@liswa.wa.gov.au

DATE: 15TH (FRI)

EVENT: Australian Geoscience Information Association (WA)

Mining for Information

VENUE: Australian Resources Research Centre (ARRC)

26 Dick Perry Avenue, Technology Park, Kensington

TIME: 1 - 6:30pm

COST:

\$50 AGIA members, \$70 non-members, \$35 students

CONTACT: Margaret Ellis marga-

ret.ellis@doir.wa.gov.au

DATE: 15TH (FRI) - 17TH (SUN)

EVENT: ALIA Local Studies Group

Golden Pipeline Wheatbelt Tour

COST:

Travel and accommodation approximately \$80 - \$100

RSVP by 21/9: Dawn Palm 9202 3671

Janet Nowicki 9461 3598



DATE: 27TH (WED)
 EVENT: IIM WA Breakfast
 The Myth of Knowledge Management
 SPEAKER: Larry Quick
 VENUE: WA Club, 101 St George's Terrace, Perth
 TIME: 7:15 for 7:30 - 9am
 COST: \$30 IIM members and students, \$45 non-members
 RSVP by 22/10 to Sue McLennan 9409 7649
 starsem@bigpond.com

NOVEMBER

DATE: 2ND (TUES)
 EVENT: Pub Mentoring
 VENUE: Queens Hotel, Mount Lawley
 TIME: 5:30pm

DATE: 4TH (THURS)
 EVENT: Kinetica Document Delivery training
 VENUE: PC training room, State Library
 TIME: 9:15am - 4:30pm
 COST: \$258.50
 CONTACT: Jane Jones 9427 3256
 jjones@liswa.wa.gov.au

DATE: 6TH (SAT)
 EVENT: Oral History Association of Australia
 Annual Conference 2004
 Capturing the Missing Voice
 VENUE: UWA - Albany Centre
 Stirling Terrace, Albany
 TIME: 8:30am - 5pm
 COST: Early bird: \$55 member, \$65 non-member
 After 20/9/04: \$75 member, \$85 non-member
 ENQUIRIES: Judith Jacobs 9410 7455 (AH)
 judith.jacobs@joondalup.wa.gov.au
 Registration form and cheque to
 Treasurer, OHAA WA Branch
 PO Box 1065
 Nedlands WA 6909

DECEMBER

DATE: 7TH (TUES)
 EVENT: Pub Mentoring
 VENUE: Little Creatures Brewery, Fremantle
 TIME: 5:30pm

DATE: 8TH (WED)
 EVENT: IIM WA Branch Christmas party
 VENUE: Hotel Grand Chancellor
 TIME: 12 - 3pm
 COST: \$20 members
 \$29.50 non-members
 Payment required by 31/9
 RSVP by 28/9 to Celia Chesney 9368 3948
cchesney@agric.wa.gov.au

From the editors

The deadline for copy is the 25th of the month.

Articles and photos about recent events, news about upcoming events, suggestions for columns, and contributions from groups maybe sent to Bonnie-Rae Bruce at b.bruce@curtin.edu.au