



Exploring **Library** **and** **Spaces** **for Learning** **e-Learning**

6th ALIA
Top End
Symposium

Charles Darwin University
2 - 3 October 2009

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Since its inception in 1989, Informit has evolved from a print and CD-ROM index service into an online search platform which delivers the latest Australasian research to desktops all over the world. Moreover, through providing content for Informit, many print-only publishers have been able to transform their print backfiles into digital archives which can be preserved in perpetuity. Better still, this new digital environment now marks an opportunity to make high quality content available, not only to the academic research community but to anyone who needs it. As such, RMIT Publishing is proud to be participating in the Electronic Resources Australia as it seeks to improve accessibility and affordability of content across Australia.

At this year's Top End Symposium, RMIT Publishing looks forward to learning directly from librarians about the challenges and success stories of working in an elearning environment – and asking how we can work together to ensure Australasian research remains visible both within the library collection and beyond.

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Charles Darwin University is the largest tertiary institution in the NT, with campuses in the Darwin suburb of Casuarina, Palmerston, Alice Springs, Katherine and Nhulunbuy, and training centres in Jabiru, Tennant Creek and Yulara. The University aspires to be internationally recognised as a centre for excellence in Indigenous and cross-cultural knowledge, tropical knowledge and desert knowledge.

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The Northern Territory Library (NTL) is located in Parliament House in State Square Darwin.

The Library is the 'State Library of the Northern Territory' and is the major reference and research library in the Northern Territory.

NTL is responsible for collecting, preserving and providing access to the Territory's documentary heritage and connecting people to the world of information.



Programme

Friday 2 October 2009

12.00pm	Registration & Trade Show
1.00pm	Welcome Ann Ritchie Symposium Convenor
1.05pm	Welcome to Country Ali Mills Larrakia Nation Elder
1.15pm	Official Opening Barney Glover CDU Vice-Chancellor

SESSION 1	Session Chair:
1:30pm	Keynote presentation <i>Disco balls, waterless urinals and augmented reality; equipping ourselves to create innovative library learning spaces</i> Kathryn Greenhill Cottesloe, Peppermint Grove, Mosman Park Library WA
2.15pm	<i>Innovation and Information Literacy – Development of a “Health Online tutorial” for Nursing Students</i> Bernadette Royal and Margaret Purnell Charles Darwin University
2.40pm	<i>Firepits and poison cousins; planning, implementing and using an information skills space in an indigenous tertiary education library.</i> Claire Nield and Ann Williams Batchelor Institute of Indigenous Tertiary Education NT
3.05pm	Afternoon Tea and Trade Show

SESSION 2	Session Chair:
3.30pm	Keynote presentation <i>LINCing Communities to the Future</i> Pip Hankin HUON LINC Community Knowledge Network State Library of Tasmania
4.15pm	<i>Something for everyone: incorporating e-learning in a public library’s core business</i> Fiona Blackburn Alice Springs Public Library
4.40pm	<i>Thinking inside the box</i> Emma Pollack, Nina Bellairs and Tracy Bushell Darwin City Council Libraries
5.05pm	Platinum sponsor presentation by Informit
5.25pm	Welcome Reception sponsored by Raeco Mal Nairn Auditorium Foyer ALIA Awards

Saturday 3 October 2009

8.30am	Registration and Trade Show
8.50am	Welcome Ann Ritchie Symposium Convenor

SESSION 3	Session Chair: Diana Richards
9.00am	Keynote Presentation <i>Watch this space: planning library learning environments</i> Jennifer Peasley Deputy University Librarian Macquarie University Library
9.45am	<i>Collaborating in the development of an elearning strategy for the Northern Territory Department of Health and Families.</i> Vera Whitehouse and Ann Ritchie NT Department of Health and Families
10.10am	Platinum Sponsor presentation by Wavesound publishers of Clipper audio and Large Print

10.30am	Morning Tea and Trade Show
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SESSION 4	Session Chair:
11.00am	Keynote Presentation <i>New Spaces, New Environments – What's a Librarian to Do?</i> Graham Black Director, Division of Library and Academic Learning Services CQUniversity Rockhampton QLD and ALIA Vice-President 2009-2010
11:45am	<i>Mobile technology buses and community-centred library services: the Mexican experience.</i> Cate Richmond Northern Territory Library
12:05pm	Short paper
12.25pm	Prizes – NTL Best Paper award and sponsor quiz
12:30pm	Closing Words and Farewell
Afternoon	Lunch and National Advisory Congress –everyone invited to attend.

Key Note Speakers

Session 1

Keynote Presentation

Disco balls, waterless urinals and augmented reality: equipping ourselves to create innovative library learning spaces

Kathryn Greenhill

Cottesloe, Peppermint Grove, Mosman Park Library Perth WA

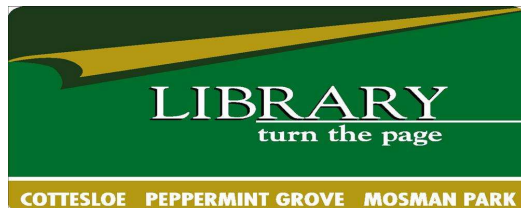
Abstract

What skills do library staff need to evaluate whether innovations in library spaces are suitable for their users? How can they plan and implement these nimbly? In this keynote, Kathryn Greenhill reviews the physical spaces created in some of the most innovative libraries in Australia, New Zealand, the United States and the Netherlands. She examines some of the tools and opportunities for creating new online spaces. She suggests two ingredients that are essential if we are going to create our libraries as effective learning spaces.



Biography

Since 1990 Kathryn Greenhill has been writing and presenting about new technologies and their impact on cultural institutions. She works as Special Services Librarian at the Cottesloe, Peppermint Grove, Mosman Park Library in Western Australia.



She is helping to redesign services in the “state of the art” new library that is being built on Environmentally Sustainable Design principles. Until August she was Emerging Technologies Specialist at Murdoch University, where she established many innovative educational programmes for both library staff and the university community. Her professional interests are the diffusion of innovations, Open Source software, unconferences, technology learning programmes, creating new media and the future of library services. She was the 2009 VALA Travelling Scholar and also received the 2009 Jean Arnot Memorial Fellowship from the State Library of New South Wales. She blogs at LibrariansMatter.com and at LibrariesInteract.info.

Session 2

Key note Presentation

LINCing Communities to the Future

Pip Hankin

Coordinator, Huon LINC Community Knowledge Network

Abstract

Huon LINC is an exciting facility that was established in 2005 in the Huon Valley Tasmania, to make it easier for people to access information services and life long learning opportunities.

Huon LINC is a unique multi-purpose built centre that offers flexible access for services and programs including the Library + Online Access Centre, Centrelink, Service Tasmania, Business Enterprise Centre, Adult and Family Literacy Support and the Magistrates Court all under one roof.

Training providers access the Huon LINC to deliver education and training programs with support from the LINC team.

At the Huon LINC we believe that learning is the key to growth for individuals and for strengthening communities.

Biography



Session 3

Keynote Presentation

Watch this space: planning library learning environments

Jennifer Peasley

Deputy University Librarian Macquarie University Sydney NSW

Abstract

Building a new library provides a rare opportunity to completely rethink library spaces and services, and to deliver a 'next generation' library service based on client needs. It also presents challenges: how can we design flexible spaces which will meet the needs of future generations of students, and capitalise on technological developments to deliver quality services when, where and how our users need them? Planning for the new library building at Macquarie University, due to open in 2011, has drawn on research in learning space design, developments in libraries in Australia and overseas, and the changing needs of students to identify the types of environments we will provide in the new library. This paper describes the process of designing and planning learning spaces in a new library, and the challenge of developing new approaches to service delivery in these environments.

Biography



Jennifer Peasley is Deputy University Librarian at Macquarie University Library.



Her role encompasses quality and planning, corporate services and IT, and she is also responsible for project management and service development within the Library. Since 2007, Jennifer has been involved in planning a new Library building for Macquarie University, which is currently under construction.

Prior to joining Macquarie University in 2004, Jennifer worked at the State Library of New South Wales, most recently as Assistant Director, IT.

Jennifer has a strong professional interest in the design and operation of learning spaces, quality assurance and evaluation, and the application of technology to improve service provision in libraries.

Session 4

Keynote Presentation

New Spaces, New Environments – What's a Librarian to Do?

Graham Black

Director, Division of Library and Academic Learning Services CQUniversity
Rockhampton QLD and ALIA Vice-President 2009-2010

Abstract

Successful change and adoption is essentially based on understanding the needs and wants of clients as well as understanding the environment we find ourselves in. This presentation will discuss strategies and approaches librarians can adopt when planning or moving into new physical and electronic spaces. Some strategies will be variations of old themes, while others may be new. At the end of the day its not just about technology.

Biography



In his day job, Graham is the Director, Division of Library and Academic Learning Services at CQUniversity Australia. He has responsibilities for the delivery of library services, preparatory programs, and learning support. He has also held the temporary and simultaneous role of Director, Curriculum Design while the University made a permanent appointment to this position.

Graham has been at CQ University since 1990 and has held the positions of Technical Services Librarian, Associate Librarian Technical Services, and Deputy University Librarian. Prior to commencing at CQ University Graham held library positions at TAFE in Mackay and Brisbane. Graham holds a Bachelor of Humanities from Griffith University, a Graduate Diploma in Librarianship from the Canberra CAE (now University of Canberra), and a MBA from CQU. In July 2008 Graham became convenor of QULOC, an office he will hold until July 2010.

Graham was fortunate enough to be selected to participate in the 2002 Frye Leadership Institute. Graham has continued his interests in leadership by presenting on the topic at EDUCAUSE in Australasia, and participating as a mentor at Aurora 10 and 11 leadership institutes. Graham participated in the 2002 AVCC Library conference and was a presenter at the 2006 Library Conference. He also has interests in technology applied in library environments and library buildings.

Away from work Graham is a reasonable golfer, a very average tennis player, and a reasonable home brewer.



SPEAKERS DETAILS

Innovation and Information Literacy – Development of a “Health Online Tutorial” for Nursing Students

Bernadette Royal and Margaret Purnell, Charles Darwin University Library

Abstract

After investigating alternative ways to support our large numbers of nursing students, Charles Darwin University Liaison Librarians have recently developed an interactive “Health Online Tutorial”.

One of the main reasons behind the development of this Tutorial is the increasingly large cohort of external nursing students who cannot physically attend face-to-face classes in the Library. These students may be studying in any region of Australia or overseas. Most are also working so need self-paced instruction that can be accessed all hours.

The project to develop the Tutorial involved a collaboration of three librarians, a nursing academic and a multimedia developer. The librarians worked on the content while the multimedia developer produced the webpages. The “Health Online Tutorial” went live in February 2009 and was run as a pilot project in a first year nursing unit in Semester One. A “Survey Monkey” survey was produced and ran towards the end of the Semester to gain student feedback regarding what they liked and didn’t like about the Tutorial.

The web-based Tutorial incorporates tabs that link to different modules. The modules include: Resource Types (catalogue, E-journal portal and databases), Search Strategies, Evaluation and Referencing. There is also a “Test Your Skills” component.

A significant issue with first year nursing students is learning how to find journal articles electronically for assignments. In response to this, a main feature of the Tutorial is the database searching module. This involved the development of a split screen. Students can read the instructions and undertake example searches at the same time. The databases that are demonstrated are: CINAHL, PubMed, Wiley Interscience and searching across more than one database at a time in EBSCOhost.

This paper will focus on the development of the Tutorial, the support of the nursing students, the embedding of an assessment item related to the Tutorial in a first year nursing unit and student feedback for future improvements.

Biography

Bernadette Royal

Margaret Purnell

Firepits and poison cousins: planning, implementing and using an information skills space in an Indigenous tertiary education library

Claire Nield and Ann Williams Batchelor Institute of Indigenous Education
NT

Abstract

What defines a learning space in an Indigenous tertiary education library? Is it a physical space confined within four or more walls? Who are its users, how do they interact with each other and their 'teachers' and how do these interactions affect the design and arrangement of the space? What specific activities are carried on in the space and how can the space best accommodate them? What criteria are used to assess the success or otherwise of the space?

Any design brief would surely try to tackle some of these questions. But is it possible to create a functional, amenable learning space without a formal planning process?

This paper is about how we created what we consider to be a successful learning space with no budget, no time and no conventional planning. What we really did was to 'wing it'. We used a combination of professional intuition, skills and knowledge: knowledge *of* our clients and knowledge *from* our clients. We considered the specific contexts of our teaching practices and the principles of our organisation's 'both-ways' philosophy (Ober, R & Bat, M 2007). Then we added to the mix what we *felt* we wanted for our students and ourselves as teachers and information service providers.

Although our project did not conform to 'traditional' 21st western project management best practice, it sprang out of the application of multiple knowledges, a commitment to the 'both-ways' principle of teaching and learning as well as applied intuition: possibly the most appropriate approaches and ingredients for the creation of a library learning space in an Indigenous institution.

Biography

Claire Nield has been in her current position as Client Services Librarian at Batchelor Institute of Indigenous Tertiary Education starting in June 2008. Apart from supervising a lending service for students and staff of the Institute and Batchelor Community, Claire heads the Library unit's Information Skills program, liaising with academic staff, delivering sessions to VET and Higher Ed students, and developing IL programs.

Ann Williams is Head of Library and Information Services at Batchelor Institute of Indigenous Tertiary Education. She coordinates a library and information service across two campuses (Batchelor and Central Australia) as well as services to Institute annexes in regional centres in the Territory.

Something for everyone: incorporating e-learning in a public library's core business

Fiona Blackburn Alice Springs Public Library

Abstract

Will librarians modify core business practice to incorporate e-learning and emerging technologies? Will they continue to offer something for everyone, although not everything for everyone?

Alice Springs Public Library (ASPL) is a composite and crowded space. The building hosts as many modern library resources and activities as space and expertise allow. Program activities 'pile up', overflow, interrupt or intrude on other spaces and activities. Like any other library, ASPL is a place of learning. It also offers safety, respite (from the heat, the cold, difficult social situations), recreation, information and opportunities to meet.

While opportunities to learn, research and create are fundamental to a library's mission, their provision is often fairly passive. Patrons' use of learning opportunities are either self-directed or almost incidental. Literacy; technacy; learning style; culture; staffing levels and expertise; space; potential audience and community diversity - all these affect what learning can occur in such a composite space.

Many visits to the library last around six minutes - long enough to select that week's or month's reading. The Reimagining Library Services initiative envisages the future library user as already possessing a high degree of technacy - and possibly disinterested in resources libraries traditionally provide. The 'Lifespan Learning and Literacy for young adults in remote indigenous communities' project, in which ASPL is a research site, reveals an interesting interaction between ASPL and indigenous youth with a mix of literacies and technacy. Does the library as a learning space fit any of these people's requirements?

Because provision of learning opportunities is already fundamental to library core business, incorporating e-learning won't introduce a whole new way of conducting business. Rather, public libraries will modify and extend existing practice to accommodate the new activity. In doing so, they will continue to offer something for everyone, but not everything for everyone."

Biography

Fiona Blackburn is

Thinking Inside the Box

Emma Pollack, Nina Bellairs and Tracy Bushell

Darwin City Council Libraries

Abstract

Biography

Emma Pollack has worked for Darwin City Council Libraries for the past year and a half. She is completing a Graduate Diploma in Information and Library Studies online through Curtin University. Prior to moving to Darwin, she worked for six years as a Secondary School Music and English teacher in Melbourne. She doesn't need much of an excuse to create balloon animals and paint faces although book week was a great opportunity. Emma loves reading biographies and Danny Katz articles.

Nina Bellairs is a Library Technician with Darwin City Council Libraries. She has worked in a variety of libraries in Western Australia, Queensland and the Northern Territory for nearly 20 years now and still loves the environment! In the Public library sector she has found her niche in libraries. Where else can you do the banking and then find yourself doing a Storytime session for toddlers? It is also somewhere where her vast knowledge of fiction and films can actually help her at work

Tracy Bushell has spent the majority of her working life in public libraries, branching out into records management and other things on occasion. Tracy sailed into Darwin and into the recently refurbished Casuarina Library in 2008.

Born and bred in the NT she is glad to be back home again and checking out the old stamping ground.

Collaborating in the development of an elearning strategy for the Northern Territory Department of Health and Families

Vera Whitehouse and Ann Ritchie, NT Department of Health and Families

Abstract

The Department of Health & Families (DHF) employs more than 6000 staff, predominantly health professionals who deliver patient care and develop public health policy and programs in hospitals, remote health clinics, and other community health facilities throughout the NT. Their needs for training and development are diverse, and because of the distributed and remote nature of many of the facilities, delivery of training is complex. Current training methods are varied with some centralised services and limited eLearning capacity.

The Library supports the education/training and continuing professional development of DHF staff in three main ways:

1. providing access to high quality evidence-based knowledge resources;
2. delivering health information literacy training in finding and appraising evidence-based resources; and
3. providing 'quality learning spaces' for study and group learning.

In 2008/09 the authors collaborated in the tender process for a consultant to create an 'eLearning strategy' which would develop the Department's capacity to become a 'learning organisation'; specifically to enable DHF to develop, deliver and manage eLearning programs for all staff within the context of the educational function already existing in various work units and roles.

The Australian national health workforce reform agenda is driving changes in health education, and a National Clinical Training Authority has been established, placing a large emphasis on eLearning and simulation training methods. This paper takes the national context and other organisational 'change drivers' into account. The paper describes the process and 'lessons learnt' in managing the tender process, responding to recommendations to develop an eLearning Centre, and designing implementation of the strategy.

Working collaboratively on the implementation of the eLearning strategy, the Library and the Learning and Development Division will support the goal of becoming a 'learning organisation'. The Library's challenge is to integrate its evidence-based resources with a Learning Management System, and to develop training and physical facilities to support eLearning.

Biography

Vera Whitehouse is the Assistant Director Organisational Learning and Development for the Department of Health and Families. She is responsible for all corporate organisational learning and development strategies across the Northern Territory.

She has been recognised for her leadership and management development strategies last year by winning the Chief Ministers public sector awards for workforce development.

She holds a double major in Marketing and Human Resources Management

and a Graduate Certificate in Public Sector Management from Griffith University in Queensland.

Ann Ritchie is the Director of Library Services in DHF, and has been in the role for 3 years:

- 1 year to learn,
- 1 year to practise, and
- 1 year to build on this infrastructure and achieve our potential value for the organisation – this includes developing the library’s eLearning capacity.

Ann's background has been mostly in health librarianship in WA where she also studied health promotion and did a masters at Curtin Uni; she then branched out and did some training, research and consultancy work in Australia, and overseas. Since moving to Darwin in 2002 she's worked at CDU, the Cooperative Research Centre for Aboriginal Health, Menzies, the Royal Australian College of General Practitioners, and the Northern Territory Library.

Some of the most useful and enjoyable things she's learnt in her career have been

- group facilitation skills,
- social marketing and
- health research methodology.

And her other areas of professional interest are continuing professional development, mentoring, evidence-based practice, and eHealth.

Abstract

Mobile technology buses and community-centred library services: the Mexican experience

Cate Richmond, Northern Territory Library e.

In March 2009 Cate travelled to Xalapa, Mexico to participate in a Peer Learning Meeting (PLM) organised by the Bill & Melinda Gates Foundation and attended by 70 delegates from more than 16 countries. The purpose of the meeting was to raise challenges, share success stories, ask questions & generate open discussion on a wide range of topics related to public libraries. As part of the meeting, delegates visited villages in the State of Veracruz to see first-hand the award-winning Vasconcelos Program, which uses all-terrain buses to bring computer access and learning opportunities to remote communities.

This paper will discuss some of the key learnings from the PLM, and will share the story of how remote Veracruz communities are accessing and using library spaces for e-learning. The innovative Vaconcelos Program is built on a community development model and establishes an important link between the transient “hi-tech” buses and the permanent public libraries in these communities.

Biography

Cate Richmond is Assistant Director, Public Libraries and Knowledge Centres, at Northern Territory Library. Cate has held this position since 2004 and has overseen the implementation of the Libraries and Knowledge Centres

Program for remote Indigenous communities in the Territory. Cate has more than 30 years of library experience and has published several papers on Indigenous library services.