

Collated speaker abstracts and biographies

Continuity and Change: Library Technicians, past, present and future

Keynote speaker – Source: Celebrating 50 years of Library Technicians

Dr Mary Carroll, Course Director in the Faculty of Arts and Education, Charles Sturt University

Session description

This presentation will look back over the last 50 years of education for library technicians in Australia to explore the questions of 'Why?', 'How?' and 'Who?' of the development of library technicians as an identifiable group within the library industry. In the search to find answers to these questions we need to look behind us and examine the past, but we also need to look to the future and ask how things have changed. We then can ask 'What?' 'What does the future hold for Library Technicians and what are the future challenges for this sector of the library profession?

Biography

Mary Carroll (Senior Lecturer) is currently Course Director at Charles Sturt University with responsibility for course in the Library and Information Studies area Mary's research draws on a multi-disciplinary background and is focused on the intersection of libraries, books and learning in both the contemporary and historical context. Crossing sectors and historical eras Mary's research examines the role information and information agencies play in addressing equity, promoting social inclusion and influencing broader social issues. Prior to employment at CSU she was an Early Career Development Fellow at RMIT University, Melbourne, worked for many years in LIS Vocational Education having started her career as a teacher-librarian in secondary schools in Victoria, firstly as a teacher-librarian and later as a special assistance and literacy programme co-ordinator.

Digging up deep time: some recollections

Presentation - Source: Celebrating 50 years of Library Technicians

Jay Lamont, Retired Library Technician Educator, Box Hill Institute

Session description

I have stories from the past to tell.

Biography

Taught Library Studies at Box Hill Institute from 1974 to 2017: the oldest inhabitant.

My experience as a library/information professional

Lightning talk - Source: Celebrating 50 years of Library Technicians

Cathy Costa, Retired

Session description

This presentation will be a short review of my career which started with Library technician training but took a quick left turn into librarianship and Library Studies teaching. It will also include a trip down



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memory lane to look at the technologies I encountered and learned along the way. Like some mature age students starting their Library and Information Studies course in the mid 1990's I thought it was all about the books. Little did I know what a large role technology would play. It started with my very first subject discovering that I needed to learn how to use a computer and something called DOS. After the initial shock however, I came to love technology and its role in the Library. I will also touch on how completion of the Library and Information Studies course contributed significantly to the journey providing the skills, knowledge and confidence to tackle any new challenges and opportunities that came along including studying at postgraduate level.

Biography

Cathy was an Occupational Therapist before returning to study in the Library and Information Studies course at Box Hill Institute. She then worked there as a Reference Officer, Campus Librarian and Library Studies teacher. She completed an MBIT at RMIT University while working there as a Liaison Librarian in a number of roles.

Building a career as a Library Technician: a personal reflection

Lightning talk - Source: Celebrating 50 years of Library Technicians

Broderick Proeger, Australian National University Law Library

Session description

I began working in libraries on Wednesday 12th November 1986. The timing of this symposium will coincide with the 33rd anniversary of the beginning of my library career, and I'm keen to share my experiences with other Library Technicians who may be starting out in the industry. Like so many people, I fell into libraries almost by accident, after initially planning to work in a very different career. In my presentation, I propose to talk about how I came to be working in libraries, and some of the experiences I've had, both good and bad, during my career. I began studying a Library Technician course at Box Hill Institute in 1989, so this year also marks 30 years since beginning my qualification. This is still my only library qualification, and in my presentation, I would also reflect on how this has served me over the years. I found the training at Box Hill very well organized, very comprehensive, and very enjoyable, and I came out of my course feeling like I could do anything in libraries. Unfortunately, when pursuing career opportunities, I found that I was constantly being told what I couldn't do: "Library technicians can't work on the reference desk", or "Library technicians can't catalogue non-fiction". At one point I decided to work on a voluntary basis in a couple of special, non-profit libraries in order to gain experience that I wouldn't otherwise have gained, but there were many times when I felt disillusioned with the library industry, and a couple of times when I did actually leave it to pursue other interests. However, I always fell back into libraries, and now find myself in a role that I enjoy very much and where I feel that my skills and experience are highly valued. My presentation will therefore contain a message of hope for any newly qualified library technicians who may similarly feel disillusioned or unsure about their future in the industry. I have attended a number of Library Technician symposiums in the past (1999, 2001, 2013), as well as other library-related conferences, however, assuming my proposal is accepted, this will be my first time as a presenter, and I'm very excited that this debut will be in my hometown, Melbourne, and at a Library Technicians' symposium.

Biography

Broderick is a Library Technician who began his career in a Melbourne public library in 1986, but now works in Canberra. He completed his Library Technician qualification at Box Hill Institute in 1991, and has



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worked in public, academic, hospital and other special libraries. He is currently the DSS Coordinator at ANU.

My experience as a Library Technician

Lightning talk - Source: Celebrating 50 years of Library Technicians

Di Cranwell, Public Library Services South Australia

Session description

Just ask anyone – I love talking about myself. What I love more though, is libraries and talking about them.

I will present a lighthearted, lighthouse perspective on a career spanning nearly four decades in the South Australian Public Library sector – yes, I was very young when I started!

From humble beginnings as a library assistant, through studies and career moves, I will describe how “getting a break” and “having a go” has created opportunities for career advancement in an era of vast technological change.

There are ingredients in the mix of a successful career, and I will discuss what some of these are and how they have been instrumental in my success. Positive and supportive leadership, exceptional mentors, keeping skills current and being prepared to speak up or ask questions to gain greater understanding of any subject under discussion. Putting your hand up for any training, being the one in the organisation that “knows about stuff” gives you an advantage. If someone needs help, be the one that is “happy to help” even when you are not sure that you can resolve the issue. This has worked for me in two ways, I’ve developed a reputation for being helpful and I’ve learned how to resolve issues – even when I’ve had to resort to the “turn it off and on again” approach.

Biography

Di’s career has spanned four decades from her first role as a Library Assistant in a small Adelaide Hills Library to her current roles working on systems administration for the SA OneCard Network, bibliographic database management and cataloguing.

My experience as a library/information technician

Lightning talk - Source: Celebrating 50 years of Library Technicians

Sally Gissing, Holmesglen TAFE

Session description

Talking about my library career since I started to date. How I have loved working in libraries, experiences, training that I have had.

Biography

My early career from 1970 was in special libraries. Then I went to work at RMIT Central Library. During this time, I qualified as a library technician. Continuing in education I spent 25 years at Box Hill Institute, 15 years managing their Engineering Library. Today I work at Holmesglen Institute.



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My years as a Library Technician educator

Lightning talk - Source: Celebrating 50 years of Library Technicians

Speaker to be announced

Session description

To be announced

Biography

To be announced

Tech Support in Libraryland: Through the looking glass

Keynote address - Rapids: Embracing changing technologies

Ben Kreunen, Technical Support Officer, University of Melbourne

Session description

My job as a tech support officer is not just to fix things when they break. A more important aspect is to find ways of making things possible in the first instance, then practical and, eventually, efficient. "Can't" is in my vocabulary but its usage is highly frowned upon.

Standing in front of a white board for the first time to sketch out workflows for the newly formed University Digitisation Service was both exciting and scary at the same time. I wanted to incorporate the Embedded Metadata Manifesto and the Open Archival Information System (OAIS) together, and libraries had all this metadata stuff down pat... should be straightforward enough. An hour later I began to realise how naïve I had been. Ten years on and we've come a long way but we're still not there.



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Join me as we review the successes and failures of integrating library and “real world” tech in a non-traditional library service (digitisation) and explore library tech from new perspectives as we:

- evaluate the Library catalogue as a FAIR data source
- explore the benefits and limitations of hacking data from library systems
- compare studying a second language with library carpentries
- (dissect and) celebrate failed projects for the knowledge they provide
- acknowledge the limitations of our own skill sets and identify the values of our strengths

By showing you how library tech can be used in unexpected or unconventional ways I want to open your eyes to the possibility of approaching day to day tasks from alternative perspectives... to discover how to make the impossible possible, the possible practical and the practical efficient.

Library carpentries and upskill programs can help diversify your skills and understanding of other technologies, but we can't ignore their limitations. We also need to diversify the range of people we collaborate with (or employ) to move forward effectively.

But even if we have all the people with the necessary expertise, collaboration requires effective communication. Diving in and trying to learn and use different technologies will, at a minimum, help break down the language barriers that often prevent improvements to processes and systems. If you're afraid of the high board, at least try the wading pool.

Biography

Ben is a scientific photographer who has acquired practical expertise in a wide range of technologies over his 30-year career at The University of Melbourne. As a technical support officer, he inhabits the spaces between developers, system admins, IT and the everyday users of library tech.

Wading Pool – hands on technology

Rapids: Embracing changing technologies

Greenscreen

Greenscreening is easy to learn and can quickly be incorporated into library programs at minimal cost. Using an iPad and the suite of greenscreening apps by Do Ink, as well as Photoshop Mix, we will demonstrate and teach delegates the basics and guide them to online tutorials to continue the learning. People will be able to learn the basics in about 10 minutes, so we propose a drop-in arrangement at a booth.

In the past we have used this technology in children's events, such as Simultaneous Storytime, where the children can see themselves inside the book and keep a photo souvenir of the day.

Presented by [Lauren Castan](#) and [Lauren Delves](#)

Lauren Castan is a Library Technician working as a Senior Library Officer and Lauren Delves is a Library Technician working as a Library Assistant, both at Woollahra Library.

Ozbots

More details to be announced



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Presented by Fiona Malcolm

Cruzer Robot

More details to be announced

Presented by Telstra

Apps for Libraries

More details to be announced

Presented by Telstra

Virtual Reality

A taste of virtual reality and its potential.

Presented by Maggie McMahon

Maggie is a senior AV/Library Technician in the Mary Arthur Library at Sacré Cœur, Glen Iris. She has over six years' experience working in school libraries in a variety of roles and has a passion for innovation, creativity and engaging patrons of all ages.

MARCEdit

Workshop - Rapids: Embracing changing technologies

Dr Ben Chadwick, Education Services Australia

Session description

The scope of the presentation will involve:

- 1) Bringing data into MARC Edit from a range of sources
- 2) Manipulating data in MARC Edit
- 3) Outputting the data in a range of formats
- 4) Where to go for more information or more advanced topics

Participants will need to bring their own laptop, preferably with MARCEdit installed:

<https://marcedit.reeset.net/downloads>

Biography

More information to come..

Libraries and Dragons

Workshop

Maddy Medlycott, Crown Law Library and **Michael Hawks**, Queensland University of Technology



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Session description

This workshop will help LIS professionals identify skills they already have and how they can transfer these skills to the job they aspire to have in the library world - but in a fun way! Librarians and Dragons uses gamification to promote professional development for librarians, and to encourage a different way of thinking about the skills that we can bring to the table to enter the industry or progress within it. The workshop brings in ideas and concepts from role playing games, such as dungeons and dragons, to offer a different way of viewing our professional development. The workshop will take participants on a quest through a library experience, using predeveloped characters, before tasking everyone to develop their own character profiles, focusing on their abilities (transferable skills), legendary items (qualifications) and completed trials (experience), and to begin thinking about other 'quests' we, as members of the LIS community, can go on to 'level up' our careers.

Biography – Michael Hawks

After completing an Honours degree in English, and then realising employers weren't clamouring to hire someone with extensive knowledge of Survivor, becoming a librarian seemed a natural fit. Originally from WA, but He moved to Brisbane in 2014 and is currently working as a Liaison Librarian at QUT.

Biography – Maddy Medlycott

After doing her undergraduate degree in science Maddy worked in insurance. Since then she has lived in London, working at Madame Tussauds and the London Dungeon, and travelled the world. Now, back in Brisbane, she is working at Crown Law Library and enjoying life with my husband and cat.

Cooking with DOS – Windows command line processing

Workshop - Rapids: Embracing changing technologies

Ben Kreunen, Technical Support Officer, University of Melbourne

Session description

The University Digitisation Centre at the University of Melbourne use windows command line scripts for all their automated processes.

This workshop demonstrates the use of Windows' built-in command line processing (CMD) with activities including: Make it possible: Exploring some of the things that you can do from with command line scripts including reading/writing metadata from/to a wide range of file types, creating PDFs from folders of images, advanced image processing, manipulating PDFs, downloading data from websites and more.. Make it Practical: Writing scripts that don't require you to type in file/folder names and explore the many ways that scripts can be run with only a few mouse clicks, and unlocking some of the "hidden" indexing capability built in to Windows to make it even easier to find stuff.

Make it efficient: Scaling up to collecting and reusing metadata to process even larger data sets with greater complexity and peaking under the hood of UDC's digitisation processing tools and we automate processes.

Tools introduced during this workshop include ImageMagick, Ghostscript, Exiftool, QPDF, FFMPEG, BagIt, 7Zip, B64, WGET as well as the built-in functions of Windows CMD. Why learn fancy scripting languages when you can unleash the power that already exists in your computer?



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Biography

Ben is a scientific photographer who has acquired practical expertise in a wide range of technologies over his 30 year career at The University of Melbourne. As a technical support officer he inhabits the spaces between developers, system admins, IT and the everyday users of library tech.

ALIA Professional Development Scheme

Presentation

Kate Bunker and **Jacqui Lucas**, Australian Library and Information Association

Session description

Your Library Technician qualifications are just a part of your lifelong learning journey. To have a sustainable 21st century career it is important to adopt a continuously curious learning mindset. The ALIA PD Scheme framework can help you upgrade to Certified Professional status, support you in diversifying your career options and foster your confidence to dive into new challenges and opportunities.

Biography – Kate Bunker

Kate Bunker is Director of Learning at ALIA, managing ALIA education and professional development, policies, guidelines and strategy. Kate is a Librarian who has worked at the Parliamentary Library at New Parliament House in Canberra and in academic libraries. Since starting work at ALIA in August 2016 she has had the opportunity to work with all types of libraries across Australia and beyond and to meet the great people who work in them. Kate is a dedicated lifelong learner who seeks to support and encourage continued professional growth and curiosity in ALIA members and the LIS sector. In her spare time she walks Mt Ainslie.

Biography – Jacqui Lucas

Jacqui Lucas is Learning Services Coordinator at ALIA. She has a background as a teacher-librarian, classroom teacher, mentor, and coach. Before coming to ALIA, she was a nationally certified lead teacher and certification assessor. Jacqui is a long-time champion of reflective practice and continued professional learning and loves supporting others to develop and leverage their professional expertise. In her spare time, Jacqui likes to strum a ukulele to her chickens.

Using SCIS for digital content

Presentation - Rapids: Embracing changing technologies

Caroline Ramsden, Education Services Australia

Session description

Digital content is an important part of school library collections. In this presentation, Caroline will discuss the value of including metadata for online resources in school library catalogues and using the catalogue as a platform to promote school library resources. The presentation will include a discussion of the types of digital resources that SCIS catalogues, quality assurance and the SCIS selection standards. Caroline will demonstrate ways in which libraries can easily source and download records from the SCIS database.

This will be a live demonstration.



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Biography

Caroline has a background in library systems and technology. With over 15 years in public libraries, Caroline moved into working for a library systems vendor before joining SCIS in 2017. Caroline has a Bachelor of Social Science in Librarianship and a Master of Business (Information Technology).

Using Twitter for professional development

Workshop: Embracing changing technologies

Margie Anderson, Victoria University

Session description

Twitter is a fantastic tool for connecting with the industry and taking your professional knowledge up a notch. If you've been avoiding getting on line with Twitter this is the session for you. We'll give you an easy to understand overview of Twitter basics, show you how to get up and running with your own account, and point to popular Twitter contributors to follow.

Biography

Professional development and maintain employability skills are Margie's passion. Becoming a teacher of Library Technicians at Victoria University Polytechnic was the perfect way to bring together her experience in libraries, education, recruitment, IT, and working with ALIA. Margie is a firm believer in making the most of your industry networks, encouraging all Library Technicians to embrace their professional community and be proactive about creating an environment for success.

Walk this way. Using geolocation for self-guided local history audio walking tours

Presentation - Rapids: Embracing changing technologies

Teishan Ahearne, Moreland City Libraries

Session description

Using geolocation for self-guided local history audio walking tours. Description: Local History? Yaaaaaawn! But does it have to be? New technology isn't a replacement for good content, but it can allow you to tell stories differently – and in the process tell different stories. Disrupting the dominant narratives in local history and innovating with new voices. Moreland Libraries have created two audio walking tours of Brunswick, which allows residents to use an app to download a tour and engage with the local history of the area. With the successful launch of our People's History of Brunswick walking tours as a pilot, we are now embarking on new projects to collaborate with our local community in the creation and sharing of local stories using 'Echoes' Using public workshops we are opening up the process of local history creation by asking our community what stories they would like to share. We are then taking a dual approach of collecting stories from the community, as well as training and upskilling community members to be autonomous in their own local stories creation. Echoes is a GPS triggered audio tour app for smartphones. Hear about the potentials and limitations of using Echoes, what you will need to get started making your own geolocated local history audio walking tours, and our process of community collaboration.

Biography

Teishan Ahearne is a library worker and radio producer. Teishan works in online and digital content at Moreland City Libraries and produces the program Earth Matters on 3CR Community Radio in Melbourne.



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Drawing these two fields together Teishan is working on a project compiling and making available online an archive of 40 years of 3CR's radical radio.

A minute of video is worth 1.8 million words... So what's your video strategy?

Workshop - Rapids: Embracing changing technologies

Jade Koekoe, Misskoko the Librarian

Session description

More people in the last few years are watching video on the go from services like YouTube, now that is a rapidly growing audience that your library can tap into! But with so many in GLAMR (galleries, libraries, archives, museums and records management) organisations that are already entering this space and promoting their own events, projects or advocacy campaigns, it can be hard to stand out. So how do you do it?

You do it with a great video strategy and a bit of storytelling. These two tactics can help you and your library have a voice in a sea of so many. Think about it, it is through stories that we learn about our world and our place in it, and video is the perfect medium to tell those stories. Through visuals, music and words that take people on a journey of empathy and action, libraries can make a real impact and educate communities. But before each story was told, it was planned and crafted. The same goes for video! This workshop is an opportunity to learn about video strategies, how to get one implemented in your library and specifically how the backend of YouTube works so that the videos your library produces will be seen by the biggest possible audience.

You will learn:

- The basics of good cinematography.
- Interweaving advocacy with your video strategy.
- How to work the YouTube algorithm to get your videos exposure.
- Using social media channels effectively to promote videos.
- Free resources you can use measure your ROI.

Biography

Working in Libraries and Museums Jade found her graphic and web design skills very useful. Now she combines her skills and is a consultant and coach for job hunting librarians and small businesses who want to improve their online presence.

Find Jade @Misskokolib on [Youtube channel](#), [Website](#), [LinkedIn](#), and [Twitter](#).

Mending books in libraries

Workshop - Rapids: Embracing changing technologies

Annette Spencer, Retired

Session description

This session will cover topics such as why mending books still occurs in libraries and how staff can make quick, efficient repairs with basic office supplies.



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We will look at why we may need to mend books in libraries, and the best ways to approach various types of damage to books.

In discussing these points, I expect to cover related topics such as mending versus conservation, how identifying books that might require specialist attention and the time required to make the required repair/s. In short, deciding which books to mend: whether or not an item is worth mending in terms of man hours and equipment.

We will also look at the kinds of mending materials that we can expect to be readily available in the staffroom and some that might not be there but should be. The availability and costs relating to the acquisition of purchases to assist in the mending processes will be discussed.

Safety considerations in relation to equipment (sharp blades, scissors, fumes) and accessibility to cleaning up facilities.

The main emphasis of this session will be the practical work with the participants mending a variety of 'broken' books e.g. torn pages and covers, broken spines, loose pages, etc.

Biography

Now retired, Annette is a qualified Primary Teacher and Library Technician. She has Certificate IV in Professional Writing and Editing. She has written two books: *Changing titles in the Library* (2002) and *Practical book repairs: a manual for library staff* (2003, 2004). Annette is an annual guest presenter on book repairs at Box Hill Institute since 2013.

The new RDA Toolkit

Workshop - Rapids: Embracing changing technologies

Renate Beilharz, Education Services Australia

Session description

Things just keep on changing in the cataloguing environment. The new RDA Toolkit uses new terminology, to align with the IFLA-Library Reference Model (LRM), which replaced the Functional Requirements family of models (FRBR, FRAD and FRSAD) in 2016. The RDA user interface is radically different, more modular and dynamic. The instructions themselves have become less prescriptive in their application. This workshop will give an overview of:

- IFLA-Library Reference Model Changes to instructions
- How to understand and use the new RDA interface

This workshop, combining theory and hands-on activities, is suited to library staff who have some understanding of RDA.

Biography

Renate has worked for SCIS since 2018. A qualified teacher librarian, Renate worked in secondary school libraries for 20 years before teaching library and information services at Box Hill TAFE. She is passionate about ensuring that schools receive the quality data needed to empower information discovery for students.



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Rising from the flood – the challenges and opportunities

Presentation - Currents: Engaging with community

Roxanne Missingham, Australian National University

Session description

Libraries face challenges that can be surprising and develop new skills and expertise. At ANU, a 2018 flood resulted in a major collection loss and service interruption. The extraordinary agility from library staff has seen us deal with the event and the huge workload in the following year, very successfully.

In this presentation the strategies in ensuring service through turbulent times, identifying collection management solutions for the long term, finding unexpected challenges and the nature of collection access in the digital age will be explored. It will identify the capabilities of staff that were critical to addressing the post flood recovery, the new skills that have been developed to deal with changes in service, and new skills that we are planning to develop in the coming year.

Biography

Roxanne is University Librarian at ANU responsible for libraries, archives, ANU Press, records, privacy and copyright. She has been at the forefront of developments in digital libraries and information access. Previously ALIA President, she is now a member of the Board of the Council of Australian University Librarians.

emPOWerment: The journey from imposter to super effective!

Keynote address

Maddy Medlycott, Crown Law Library and **Michael Hawks**, Queensland University of Technology

Session description

Maddy and Michael have spent the last 2 years taking their workshop, Librarians and Dragons around Australia, meeting people from all sectors of the GLAM community. Through doing this they have been able to inspire different GLAM professionals to have the courage to shed their insecurities. By utilising gamification and different (fun!) ways of learning, they have been able to innovate the way people see their career journey.

emPOWerment tells of their journey, of the people they've met along the way, and how collaborating within the GLAM community can empower us all to become super effective.

Biography – Michael Hawks

After completing an Honours degree in English, and then realising employers weren't clamouring to hire someone with extensive knowledge of Survivor, becoming a librarian seemed a natural fit. Originally from WA, but He moved to Brisbane in 2014 and is currently working as a Liaison Librarian at QUT.

Biography – Maddy Medlycott

After doing her undergraduate degree in science Maddy worked in insurance. Since then she has lived in London, working at Madame Tussauds and the London Dungeon, and travelled the world. Now, back in Brisbane, she is working at Crown Law Library and enjoying life with my husband and cat.



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Bigger and Better Promotions! A Canva workshop

Workshop - Currents: Engaging with community

Jade Koekoe, Misskoko the Librarian

Session description

You don't have the funds (or time) to get a professional designer to create brilliant promotional material that your library can use in its marketing. Instead, more often than not, you are asked to just whip up something quick to advertise that new event your library is hosting. Sound familiar?

Well, wouldn't it be nice to upskill your design skills and be able to UNDERSTAND the psychology of design as well? To produce something that has been well thought out, aligns with your library's vision and DOESN'T just look like an image with your logo slapped over the top (because that is all you had time for)?

This workshop is an opportunity to learn about design, how to use Canva and the ways it can streamline processes and make designing a dream. You will learn:

- The elements of good promotional design and what makes people "buy".
- The type of promotional graphics you can create in Canva for library marketing.
- Putting your library brand into Canva.
- Using Canva templates efficiently.

Biography

Working in Libraries and Museums Jade found her graphic and web design skills very useful. Now she combines her skills and is a consultant and coach for job hunting librarians and small businesses who want to improve their online presence.

Find Jade @Misskokolib on [Youtube channel](#), [Website](#), [LinkedIn](#), and [Twitter](#).

A few good things about FAIR data

Workshop - Currents: Engaging with community

Liz Stokes, Australian Research Data Commons

Session description

The FAIR data principles - research data that is findable, accessible, interoperable and reusable, emerged as a consolidated guide to how digital infrastructure for sharing and storing research data should enable practical reuse for both humans and machines. This is particularly relevant to librarian technicians working with metadata and digital repository infrastructure, who work to deliver collection services to their users. Getting the machines and the humans to understand each other means we can make smarter decisions about how the data underpinning publicly funded research is managed, preserved, and made accessible. The goal of this workshop is to facilitate a hands on experience of the FAIR data principles. Together we will take a deep dive into practical activities from the open resource 23 research data things in order to find out what Library Technicians need to know about FAIR. The core concepts of FAIR are relevant to a broad range of library settings, from those working in school and public libraries, to academic libraries: for example, using data in education, citizen science projects and supporting open gov/hack events. The foundations for success of these events rely on research outputs which are properly managed, preserved and made reusable. Even though research cultures differ in how they manage data, you can see FAIR principles in action from the big data of genomic expression all the way through to the 'small data' of qualitative research. And by enabling society to engage with and benefit from publicly funded research, the FAIR principles align to a greater library purpose of



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facilitating access to information for their communities. In this workshop, participants will be able to identify current trends and technological developments for maintaining digital repositories and engage in activities to extend their core competencies in consolidating and maintaining industry knowledge. No prior knowledge of research data management is assumed. Activities include examining how different research domains manage research data, working with metadata and recognising and applying FAIR principles to local contexts.

Biography

Liz Stokes joined the ARDC to socialise better data management practices among researchers, librarians and other research-facing professional staff. Her international collaborations include coordinating a data management planning interest group (Australia and beyond), member of the Library Carpentry Advisory Group and the JISC Research Data Management Toolkit Working Group.

Resume review: how to write an effective resume

Workshop - Currents: Engaging with community

Christiane Birkett and Yvonne Reading, Gunnedah Shire Library

Session description

Knowing you have a great resume can turn your job seeking experience from nerve racking to goal kicking. This practical workshop will cover all aspects of the application process including researching employer needs, building a tailorable master resume, and addressing key selection criteria.

Christine biography

Christine is a mentor for the ALIA resume review program and assists customers at Gunnedah Shire Library with job seeking skills.

Yvonne biography

I have been working at Gunnedah Shire Library for over 6 years as a Library Assistant and with Gunnedah Shire Council for 15 years. I transferred to the Library from Parks and Gardens after an accident that left me unable to do the duties that were required of me in a job that I loved.

After being transferred to the Library I had to be trained in a new set of skills that in the beginning thought I could never do as I had no computer skills and knew nothing about how a library functioned. I have come a long way since then, as I have just completed my Cert III in Information and Cultural services.

Some of my duties include Customer service, Cataloguing, Toddler time, Outreach programmes to preschools, compiling programmes for Junior Brain Games, Brain Training @ the Library. I deliver these programmes when and where necessary.

I also compile all the necessary statistics for our weekly staff meetings, council meetings when required, and for our yearly State Library NSW statistical return.

I have delivered a presentation at the State library of NSW to over 100 other public library staff and I have attended many training programmes to enhance my library knowledge.



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Student Library Committee

Presentation - Currents: Engaging with community

Edith Fullalove, Haileybury

Session description

My presentation will be "Student Library Committee" which will be about the student (Year 9 to 12). Library Committee from Haileybury where I work in the senior school library as a Senior Library Technician. I run the Library Committee with the help of another Senior Library Technician. I will talk about what the library committee is and why we run one at Haileybury. I will talk about our meetings, how often, when and what this involves.

The presentation will include all the activities and events that the students runs. I will talk about our major events that we run each year. These events being Library Lovers' Day, Library and Information week and Book Week. I will explain what the events are and how the committee go about putting these activities and events together. This will include images and examples of these. How these events and activities are advertised to the school community.

As part of the Library Committee, some years the students have asked for guested speakers to attend the school. I will speak about how the students select speakers they would like to attend.

Biography

Currently employed at Haileybury as a Senior Library Technician, Edith works with senior school students and staff. She has worked at Haileybury for the last ten years. Edith is currently in her last year of study at Charles Sturt University undertaking Bachelor of Information Studies with a specialisation in Librarianship.

"We have lift off": the voyage into social space

Presentation- Currents: Engaging with community

Susan Courtland, City of Kalamunda Library Service

Session description

We live in a networked society with billions of people connected to the Internet. This increasingly connected world has fundamentally changed the way we live, work and socialise. New forms of social connection have evolved and continue to do so with the emergence of Web 2.0 social media technologies. Social networking sites have fast become the preferred platforms for many types of activities both personal and business.

It is essential for libraries to become increasingly more visual and participatory in the social spaces in which people frequent in order to make connections and facilitate more effective communication, collaboration and community building beyond the library's physical self.

Social media can be an effective information dissemination tool for libraries to promote resources, activities, services and events. If used correctly, internet-based social media sites such as Facebook and Twitter for example, become powerful platforms for library outreach and marketing.

The key decision for libraries embarking on the journey into the social networking sphere is determining what social sites to implement; what will best fit the library's requirements in terms of functionality, features and most importantly the ability to reach and engage with patrons and potential patrons.



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This paper discusses the direction and development undertaken in expanding library services into social spaces, and the challenge of establishing a social presence for community building through Facebook. The opportunity and challenge of implementing a social site has been a voyage of discovery on a personal and professional level, from pre-launch checks to diversification with lift off and diving in to shape the provision of a social library.

This presentation will provide a forum to discuss the impact of the library's social media efforts and offer opportunity for social networking knowledge sharing and learning.

Biography

Susan is the eServices Specialist for the City of Kalamunda Library Service.

Susan was the Conference Convenor for Back to Basics - Perth 2011, and in 2013 awarded the ALIA Library Technician of the Year. In 2015, Susan shared her professional journey in libraries at the Hobart Symposium.

Advocacy and the School Library Association

Presentation - Currents: Engaging with community

Dr Susan La Marca, School Library Association of Victoria

Session description

As a member of the National school library coalition of associations the School Library Association of Victoria (SLAV) has been part of the campaign 'Students need school libraries'. While this has been the focus of many initiatives since its launch in 2018 SLAV has had a focus on advocacy in its mission for decades. This presentation will explore ideas and initiatives around advocacy undertaken by the School Library Association of Victoria and the recent role of the current campaign.

Biography

Dr Susan La Marca is the Executive Officer of the School Library Association of Victoria, prior to this she was Head of Library at Genazzano FCJ College. Susan is the editor of Synergy and the Regional Director - Oceania of the International Association of School Librarianship. Susan has written and edited a number of texts in the field of teacher-librarianship.

It takes a village: community lounge room or safe haven? Introducing Libraries after dark

Presentation - Currents: Engaging with community

Fiona Malcom

Session description

"More than one-fifth of Australians rarely or never feel they have someone to talk to or turn to for help, and more than one quarter feel lonely for at least three days every week, according to a comprehensive study of loneliness and wellbeing being undertaken by Swinburne University and the Australian Psychological Society". (<https://bit.ly/2D6OBtz>)



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In 2017 & 2018 a number of public libraries in Victoria investigated implementing Libraries after dark initiatives. The library I was working at then was one of them. The original plan was to offer libraries after dark as an anti-gambling initiative but as our research grew the importance of the library in addressing social isolation could not be overlooked. Social isolation is also a key reason that many people gamble. So why not address both?

Biography

Fiona can't remember when she didn't want to be a librarian. From the moment she saw Batman on TV (Adam West version) and discovered that batgirl was a librarian her future was sealed.

Her first encounter with a library was weekly visits to the old Doncaster East library and only borrowing 4 books. This was also her first foray into crime as she tried to bribe her siblings to borrow the books she wanted to read. (Her long standing love affair with Biggles shows the lack of success there). By the time Fiona realised that batgirl wasn't real she was already working in an academic library.

Fiona moved into public libraries mumble years ago where she shares her love of crimefiction with all and sundry.

Fiona believes that libraries are for everyone and that life literacies are a key component of public library programming.

Embracing Unexpected Change

Presentation - Currents: Engaging with community

Fiona Malcom

Session description

When a library hands you lemons make lemonade.

Restructure, Redeployment, Redundancy. The three R's of workplace & employment change.

You're working in a job you enjoy. Sure, there are always rumours about restructures but what happens when rumours becomes reality.

Faced with the 3 Rs find out what our intrepid presenter did and the resources available to others in this position.

Biography

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Alohomora: Unlocking Alohomora: Unlocking the library with Escape Rooms

Workshop - Currents: Engaging with community

Nikki Imberger, Casey Cardinia Libraries

Session description

Google 'escape rooms' in Melbourne and you get multiple hits for various companies offering an escape room experience. They cover themes of prison breaks to vampires to haunted houses and everything else in between. If you can think it, there probably is an escape room using that theme. There is no doubt they are popular.

But can they be implemented in a library? After all, an escape room is usually a single or even multiple rooms all set up with clues and puzzles for the participants to work their way through to the exit. Given they're usually custom built rooms that are more or less a permanent fixture of the building they are in, is it even possible to do this in a public library?

Using experience in running a Harry Potter themed escape room at Casey Cardinia Libraries, the process to creating and running an escape room (Harry Potter themed or otherwise) within the library setting will be discussed. We will go through the steps from initial planning to implementation, and examples from the CCL escape room will be presented.

Participants will be given the opportunity to try out some of the clues as well start the process of creating an escape room with the group, from initial concept to realisation.

Biography

Nikki Imberger is a Customer Experience Officer at Casey Cardinia Libraries. As a Ravenclaw it makes sense that she ended up in libraries even if it did take a few years and a bit of prodding before she started her Diploma.

Putting on Your Game Face. Taking Transferable Skills from Sport to Library Customer Service

Workshop - Currents: Engaging with community

Lauren Castan, Woollahra Library

Session description

Frontline customer service is the first point of contact for your library visitors, setting the tone for user experience at every visit. Many of the skills of this work are developed through experience rather than formal training. Library staff need to draw on transferable skills from their wider life to round out their customer service offering. These may come from employment in other fields, or through other life interests. Through my 40+ years of playing, umpiring, and coaching netball I have found much inform my customer service offering.



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This presentation and discussion will address customer service skills through the lens of netball. Working through concepts from sport such as training and preparation, teamwork, strategies, using statistics, developing deep knowledge of the rules (for good and evil), building a team style, use of body and voice, fair play, watching sport on TV, and even going to the judiciary, I will use some stories from my netball life and my library customer service life to show how delegates can think about their own transferable skills and put them into action.

Discussion following the presentation will centre on customer service issues for the library and information community, sharing ideas for training, gathering data and using it to train and deploy staff, developing a consistent house style, and dealing with difficult situations. Delegates can share stories about their favourite customer interactions (Best Players) and most difficult (Sin Bin) and we can discuss ways to give all visitors the best experience possible.

Biography

Having worked in the money market for 15 years, and in migration law for 10 years, Lauren Castan is the Senior Library Officer for Woollahra Library at Double Bay and has served on the ALIA Sydney Committee. A nationally accredited netball umpire, Lauren plays GD at Arncliffe Scots Netball Club.

Transferring Skills from Library Technician to a Casual Educator

Presentation - Currents: Engaging with community

Robyn Lather, Casual educator

Session description

In 2013 the then Premier Campbell Newman ripped through the Queensland Public Service by initiating a large-scale workforce reduction. This reduction in the workforce impacted a large number of library professionals across many departments. There was high competition for positions remaining in the library jobs and as a result I left the Department of Housing and Public Works after 27 years in Government. The flow on impact from this large-scale unemployment event meant a change in my focus from specific library work to utilising my library skills in a non-library role as a Teacher Aide. This paper will look at the way in which I have shifted focus from Library Technician to Teacher Aide and how I have adapted my library skills, such as book repair, to a new career in child care and education.

Biography

27 Years in the Queensland Government Department Library. Current Committee Member for the Queensland Library Technicians Group. Worked in Public Library and School Libraries. Causal Educator for Ranstad Australia working in Child Care Centres, Before, After & Vacation Care in Schools, Kindergartens. Volunteer Driver for the Gold Coast Commonwealth Games & Pan Pacific Masters Games in 2018.

Utilising volunteers in a school library

Presentation - Currents: Engaging with community

Susan Grieve, Tarneit P-9 College, and **Sarah Huculak**, Overnewton Anglican College - Keilor

Session description

My experience is that even if a school is very big on the values of Library, reading and worth and value of the Library it is still not a top priority. I am constantly pushing for the Library and it worth. I have had to be



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innovative and work hard with teachers to keep 1 session per class every week. I currently have 87 classes and 15 local kindergarten classes a week using the Library and rely heavily on Library Industry Placement Library students and student and parent volunteers. The last 3 years I have worked very closely with Victoria University and the staff doing the Library Technician course and have had up to 10 students do their Industry placement hours. Out of these 10 student 8 have jobs within the field, 2 are still currently looking for work and are still studying. This presentation is on the use of Volunteers and how they benefit and do not benefit within a library session.

Biography – Susan Grieve

Susan currently runs 2 Libraries at a school with 1 part-time staff and 1 full time staff and many volunteers. The school has over 200 staff and 2100 students for a very diverse background. She has been qualified for just under 2 years but has worked and trained as a Library Technician for the last 5 years.

Biography – Sarah Huculak

Sarah graduated from Monash University in 2011 after completing a B.A Hons. (Creative Writing) and GradDipEd (English/History) consecutively. After working as a classroom teacher until the end of 2016, Sarah completed a Diploma of Library and Information Services and moved into school libraries. She is currently studying for a Master of Education (Teacher Librarianship) while working full time as a Teacher Librarian and is always keen to learn more about school libraries.

Paws the Pressure: engaging with students at Victoria University Library

Presentation - Currents: Engaging with community

Rachel Neumann, Victoria University

Session description

From little things big things grow. Back in 2016, Victoria University library developed and introduced a ground-breaking program to engage with and support students at the University. The program was called "Paws the Pressure"; 3 events across different campus libraries where therapy dogs visited the libraries to help students "de-stress" during the exam period. The events were very successful and gained national media attention. In 2017 funding was received to expand "Paws the Pressure" into a larger "De-Stress Festival" that offered a broader range of activities to support students. In 2018 the Library worked with the Student Life team to hold the "De-Stress Fest". The "De-Stress Fest" is now managed by the Student Life team and the Library is looking for new ways to engage with students.

This presentation will look at the "De-Stress" journey at VU, it's success, the challenges and the learnings for VU library, and the future of the Library's engagement with students. A future where "students lead the library".

Biography

I have worked in libraries in the tertiary education sector for over 20 years, progressing from library project officer at the University of Melbourne to management roles at SuniTAFE Mildura and currently Victoria University. My passions are staff development and student engagement including taking part in the ALIA and CAVAL mentoring schemes.

ALIA Futures Report

Presentation



ALIA National Library and
Information Technicians'
Symposium 2019

Melbourne 13–15 November 2019

#LibTech19

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Sue McKerracher, Australian Library and Information Association

Session description

Sue will provide an update on the ALIA Future of the Profession report, which was originally launched in 2013. ALIA set out to investigate the big questions about our future:

- How will libraries remain relevant for users?
- What changes will institutions and individuals in the sector experience?
- Will 'library and information professional' continue to be a necessary and desirable occupation?

Biography

Sue McKerracher was appointed to the position of CEO, ALIA, in August 2012. Sue is well known in library circles as director of The Library Agency, the team that managed the National Year of Reading 2012 on behalf of 15 founding library partners. Over the years, she has also worked with state libraries, public library services, local councils, state government departments, several not-for-profits, a publishing house and a university. Prior to coming to Australia, she was involved with the UK Museums, Libraries and Archives Council and the British Library.

