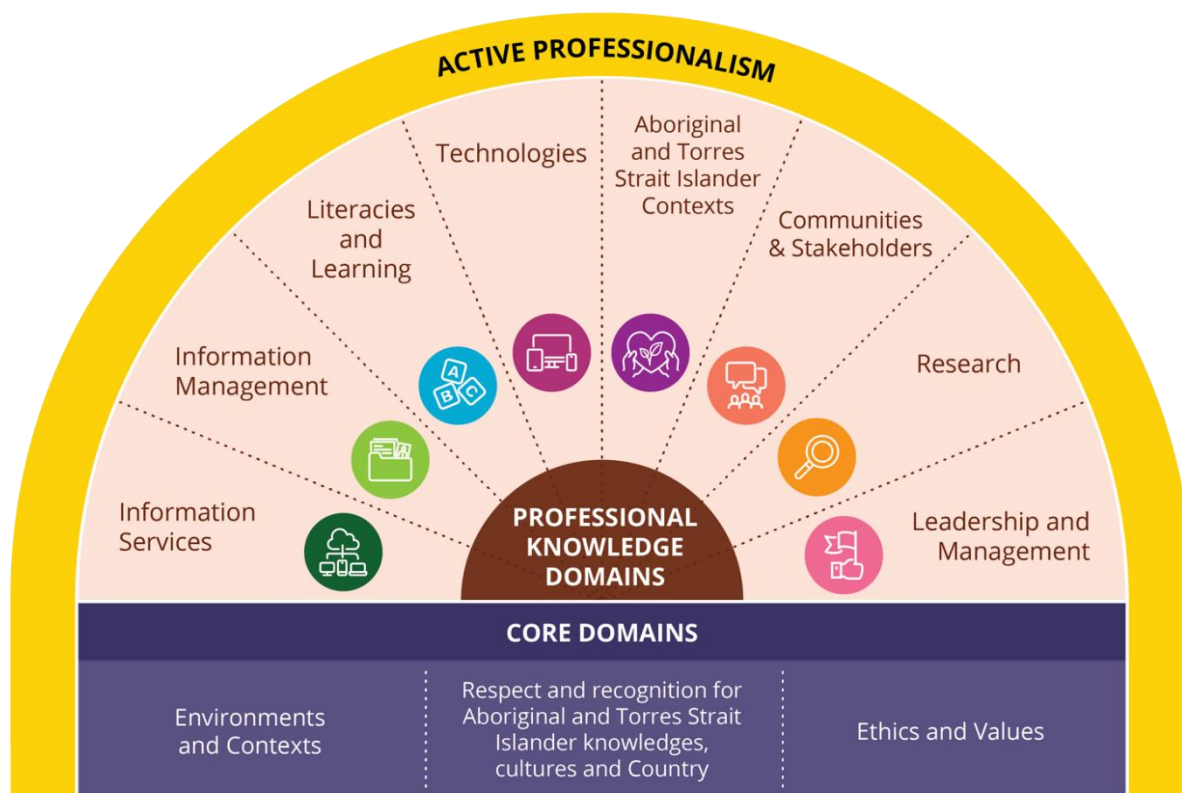


The ALIA Library and Information Services Workforce Framework Explanatory Materials



The Australian Library and Information Association (ALIA) Skills, Knowledge and Ethics Framework for the Library and Information Services Workforce

From 2020 – 2023 a significant workforce project brought together representatives from library and information service (LIS) sectors across Australia to develop an approach to ensure a resilient, diverse workforce with the skills, knowledge, professionalism and ethics required to navigate our rapidly changing workplaces.

This multi-stakeholder project has several component parts, and the first to be launched is the **ALIA Framework of Skills, Knowledge and Ethics for the Library and Information Services Workforce** (or 'the LIS Workforce Framework' for short).

At the heart of this Framework and project are the information needs of the communities served by the LIS workforce. The professional knowledge, ethics and values that are developed and put into practice underpin the diverse services that the sector offers these communities.

The ALIA LIS Workforce Framework was developed in consultation with sector representatives, industry practitioners, educators and was overseen by a cross-sectoral industry advisory board and the [ALIA Aboriginal and Torres Strait Islander Expert](#)

[Advisory Group](#). A strong evidence base and abundant cross-sector feedback received through public consultation have guided the refinements and development of the current design.

The Framework consists of three components:

- **Core Domains:** the universal knowledge, skills and ethics areas applicable for roles across the LIS sector, regardless of whether or not you have LIS qualifications.
- **Professional Knowledge Domains:** the key areas of LIS knowledge. Associate and LibTech members of ALIA would be expected to have some knowledge of all domains.
- **Active Professionalism:** encompasses the professional mindset and the behavioural skills that are critical for the successful application of the Core and Professional Knowledge Domains in the workplace.

Purpose of the Framework

The Framework distils the skills, knowledge and ethics needed to work effectively in the LIS sector and to provide high-quality services to library communities.

The Framework is aimed at a multitude of LIS stakeholders, bringing students, employees, employers, educators, training providers, organisations and the professional association together into a common presentation of the knowledge, skills and ethical behaviour that underpin the workforce and the sector.

Because the Framework is sector-wide, it can serve as a mechanism to foster professional cohesion and be used as an advocacy tool through the clear expression of the vital significance of our core values and ethical principles, providing a visible structure to our field of practice and articulating our contemporary identity.

The Framework communicates both within and outside the LIS sector, offering a clearly articulated presentation of our shared ethics, values and knowledge areas. Having a clear impression of the sector will support those looking to transition careers, bringing with them a diversity of skills and experience.

How to use the Framework

For individuals

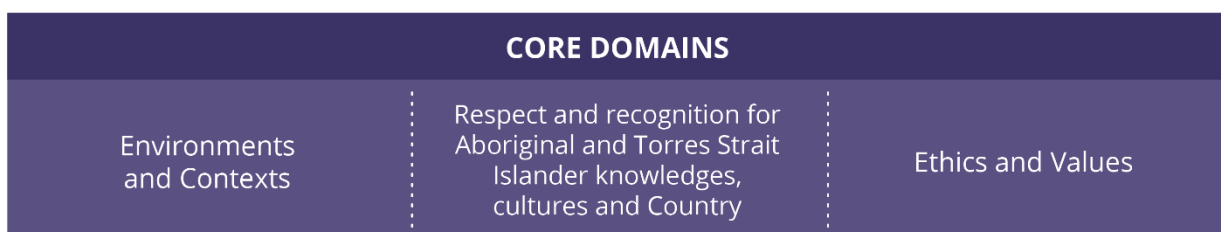
- For individuals working in the library and information services sector at all levels, the Framework can be used as a compass to map out one's skills development and career journey.
- It can be used as a personal skills gap analysis tool, indicating the areas that skills and competency that have been achieved and highlighting the areas to develop.

- The Active Professionalism Domain articulates the commitment to lifelong learning that accompanies peoples' career trajectories. The Framework scaffolds continuing professional development (CPD) activities with integration into the ALIA CPD Scheme.
- Transition from one LIS sector to another or between roles within the same sector can be guided through identification of skills and knowledge areas required to move successfully and confidently.
- For specialist practitioners, the Framework can articulate the difference and unique skills that their professional specialisation harnesses, and be a support for professional advocacy.

For organisations

- At the organisational level, the Framework can be employed as a skills map tool or skills gap analysis framework for the whole employee body, for teams or to for individual team members.
- Through alignment with the CPD Scheme, the Framework can scaffold staff development and CPD programs, and be used in career development plans and performance reviews.
- For recruitment purposes, the Framework can underpin role description criteria by mapping out competency areas required or desired for particular roles.
- By centring the sector's values and ethics, as well as presenting the applied skills and competencies, the Framework can be used to attract potential candidates to the sector and enhance recruitment.

Core Domains



The three **Core Domains** represent the expected knowledge, skills and ethics required for all roles across the LIS workforce. The **Core Domains** are foundational and provide shared understanding of the sector's ethics and values and of the wider context of the LIS sector, however, alone they are not sufficient for the majority of LIS roles. Some roles will require all the Professional Knowledge Domains obtained through an ALIA-accredited LIS qualification while others may only require evidence of one or more specific Professional Knowledge Domains. The overarching domain of Active Professionalism is an important focus for all roles.

The Core Domains are:

- Environments and Contexts
- Respect and recognition of Aboriginal and Torres Strait Islander knowledges, cultures and Country
- Ethics and Values.

While the **Core Domains** anchor the LIS Workforce Framework, people may develop understanding in any order and may come to the **Core Domains** after building expertise in other Professional Knowledge Domains. The **Core Domains** underpin the application of LIS skills within the different Professional Knowledge Domains.

C1

Environments and Contexts CORE DOMAIN

The **Environments and Contexts Core Domain** addresses knowledge and understanding of the unique and diverse environments of the library and information services sector. Knowledge areas in this domain embrace the wider library and information context, as well as the specific sector area of employment and the way in which they operate in their areas e.g. schools, university, public, health, law, etc.

This includes current knowledge and understanding of the library and information environment, including:

- historical background and changing nature of the library, information and knowledge environments
- contexts in which information is originated, described, stored, organised, preserved, retrieved, modified and used in general and in the particular sector of practice or employment
- wider political, economic, social, cultural, educational, technological and environmental factors and events which may impact on the profession and on the particular sector of practice or employment
- legal and regulatory frameworks which may apply to professional practice in the broader context and those that apply to the specific area of practice or employment
- policies and standards of relevant government, corporate and professional bodies and those that apply to the specific area of practice or employment
- terminologies and vocabularies as used in different professional and technical contexts, and those employed in the specific professional or technical area of practice
- understanding of open access, open science, open data and Indigenous Cultural Intellectual Property (ICIP).

C2

Respect and recognition for Aboriginal and Torres Strait Islander knowledges, cultures and Country CORE DOMAIN

The **Respect and recognition for Aboriginal and Torres Strait Islander knowledges, cultures and Country Core Domain** is for all people engaged in library and information services in Australia, Indigenous and non-Indigenous, embedding a recognition and respect for Aboriginal and Torres Strait Islander peoples in practice.

This involves current understanding of cultural protocols for Acknowledgement of Country across the diverse First Nations communities of Australia, and awareness of Aboriginal and Torres Strait Islander knowledges, cultures and Country in relation to the library and information environment, including:

- an acknowledgement that we are all living and working on Aboriginal and Torres Strait Islander Country
- an understanding of the diversity and importance of Aboriginal and Torres Strait Islander peoples and knowledge systems
- the significance of Indigenous worldviews and cultural practices as these relate to the library and information sector
- the provision of services addressing unique information needs of Indigenous people and communities
- the impact of colonisation and the relationship with libraries and information systems
- protocols around Indigenous collections and access
- the importance of First Nations' voices and representation in LIS practice, especially in work or collections about or for First Nations peoples
- cultural competency to support Aboriginal and Torres Strait Islander colleagues' wellbeing within the workplace
- a commitment to uphold the [United Nations Declaration on the Rights of Indigenous Peoples](#).

C3

Ethics and Values CORE DOMAIN

The **Ethics and Values Core Domain** acknowledges that our shared ethics and values unite those working in the LIS sector and guides our service delivery. People engaged in library and information services are members of a profession committed to act with integrity, ethics, trust, expertise and for the promotion of public good. This includes upholding core ethical principles, including:

- Access to information

- Responsibilities towards individuals and society
- Privacy and transparency
- Principles of open access and intellectual property
- Neutrality, personal integrity and professional skills
- Colleague and employer/employee relationships.

Australia does not yet have a code of ethics unique to this country, however, in 2018 [ALIA formally endorsed the Code of ethics published by IFLA](#) the International Federation of Library Associations: [IFLA Code of ethics for librarians and other information workers \(2012\)](#). ALIA will be working to create an Australia-specific code of ethics as part of the Pathways Projects in 2024.

Further guidance on ethical behaviour is provided in the [ALIA professional conduct policy statement \(2020\)](#). These documents stress that people engaged in library and information services are members of a profession committed to act with integrity, ethics, trust, expertise and the promotion of public good.

In addition, the [ALIA Core values policy statement \(2018\)](#) outlines ten core values that library and information services professionals commit themselves to:

1. Promotion of the free flow of information and ideas through open access to recorded knowledge, information, and creative works
2. Delivery of authentic information and evidence-based practice supported by quality research
3. Connection of people to ideas, knowledge creation and learning
4. Dedication to fostering reading, information and digital literacies
5. Respect for the diversity, individuality and equality of all and recognition of the rights of Aboriginal and Torres Strait Islander peoples
6. Adherence to information privacy principles
7. Management, organisation and preservation of the human record
8. Excellence, accountability, integrity and responsibility in services to our communities
9. Commitment to maintaining currency of professional knowledge and practice
10. Partnerships and collaborations to advance these values.

Professional Knowledge Domains



The eight Professional Knowledge Domains represent the key areas of LIS knowledge. It is acknowledged that the specific range and scope of application of each domain depends on the different parts of the LIS sector and/or workplace roles, along with the need to accommodate innovation and change in practice over time.

People with librarian or library technician qualifications are expected to have some knowledge drawn from each of these Professional Knowledge Domains. As people working in more specialised roles are likely to have developed deeper expertise in one or more Professional Knowledge Domains, they are not expected to apply knowledge from all of the Professional Knowledge Domains in their practice.

The eight **Professional Knowledge Domains** are:

PK1	Information services PROFESSIONAL KNOWLEDGE DOMAIN	
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Current knowledge and understanding of the delivery of data, information and knowledge services that connect users with the resources they need at the right time and place, and in the right format, including:

- client engagement
- information needs analysis
- information seeking behaviour, user experience and accessibility
- retrieval, evaluation and synthesis of information
- reference services and interviews
- research consultation services in different disciplines

- research support services and informetrics
- customised delivery of resources tailored to target client groups
- awareness of Indigenous approaches in providing information services that support the care and protection of Indigenous data and knowledges.

PK2

Information management PROFESSIONAL KNOWLEDGE DOMAIN



Current knowledge and understanding of the acquisition and management of the multiple information formats used by individuals and organisations, including:

- information architecture to determine the structure, design and flows of data and information
- storage, curation, protection, preservation of collections, data, records and knowledge
- migration, restructure, manipulation, transformation and presentation of data and records
- cataloguing, classification, metadata, interoperability and other information standards and schema
- thesauri and subject indexing
- collection analysis and management
- acquisition, negotiating with publishers and providers of resources, licensing and monitoring publishing trends
- digitisation and digital repository management
- research data management
- intellectual property rights, copyright, Indigenous Cultural and Intellectual Property (ICIP) and creative commons.

PK3

Literacies and learning PROFESSIONAL KNOWLEDGE DOMAIN



Current knowledge and understanding of the importance of literacies and learning to connect individuals and communities to ideas and knowledge creation, including:

- advocacy for reading, literacy and digital literacy
- programs to meet the literacy, early literacy, educational, information literacy, digital literacy and media literacy needs of individuals and communities
- cultural events, exhibitions and displays, and activities that foster discovery, creativity and collaboration
- training needs assessment

- community-focused training programs and learning activities
- pedagogic methodologies, including technology-enhanced learning
- awareness of Indigenous priorities in relation to literacies and learning.

PK4

Technologies PROFESSIONAL KNOWLEDGE DOMAIN



Current knowledge and understanding of information and communications technologies, including:

- library business systems and platforms
- content, learning, research data, repository and database management systems
- web and network management services
- industry standards relating to eResource management
- identity management and authentication systems
- principles of information privacy and cybersecurity
- mobile technologies and applications, including systems interoperability
- artificial intelligence (AI) and machine learning
- social media and collaborative tools
- assistive and related technologies
- data analytics and the value of data as evidence in decision making, policy and research contexts
- the potential of emerging technologies for future library and information practice.

PK5

Aboriginal and Torres Strait Islander Contexts PROFESSIONAL KNOWLEDGE DOMAIN



The Aboriginal and Torres Strait Islander Contexts Professional Knowledge Domain recognises the importance of supporting Indigenous knowledges and community engagement across Australian libraries.

It is intended that knowledge, understanding and competency in this domain is the responsibility and to the benefit of all people working in the library and information services sector in Australia, Indigenous and non-Indigenous colleagues alike. While non-Indigenous LIS workers may become proficient and knowledgeable in this Professional Knowledge Domain through training, continuing professional development and professional engagements, the personal lived experience of First Nations LIS workers is non-substitutable, holds unique value and may translate into greater competency and expertise in this area.

This domain focuses on developing the skills and knowledges in Aboriginal and Torres Strait Islander contexts, understanding the priorities and needs of Indigenous people in the context of redressing harms from colonisation and developing approaches supported by Indigenous ways of knowing, being and doing.

Current knowledge and understanding of Aboriginal and Torres Strait Islander professional knowledge as it relates to the library and information environment includes:

- Indigenous information and knowledge systems
- principles of Indigenous rights to self-determination and sovereignty
- Indigenous information initiatives, policies and protocols, such as the ATSILIRN Protocols and Right of Reply
- history and legacy of colonisation and impacts on Indigenous peoples' knowledge and information needs
- Indigenous authority, ownership, control and the protection of Indigenous Cultural and Intellectual Property (ICIP)
- relationality, wellbeing and respect in Indigenous information contexts
- cultural context of the Indigenous library workforce.

PK6

Communities and stakeholders
PROFESSIONAL KNOWLEDGE DOMAIN



Current knowledge and understanding of the strategies and practices that contribute to the development of strong communities, including:

- ethical issues associated with working with a wide range of client groups and third parties
- awareness of cultures, histories and contemporary realities of communities and understanding of protocols to engage effectively in diverse cultural contexts
- awareness of Aboriginal and Torres Strait Islander protocols, contemporary realities and the need and means to engage and work effectively in Indigenous contexts
- commitment to inclusion of diverse communities
- community information and recreation needs
- information resources, programs and services designed to support community engagement and social inclusion
- principles of community development and evaluation strategies for community engagement
- relationships and alliances achieved through consultation, liaison and partnering with other groups and organisations
- building and maintaining engagement with stakeholders
- fulfilling the role of placemaking, cultivating a sense of place and creating safe spaces in both physical and digital environments.

PK7

Research PROFESSIONAL KNOWLEDGE DOMAIN



Current knowledge and understanding of different kinds of research activities in the library and information sector, including:

- the importance of evidence-based information practice to support decision making at all levels
- quantitative and qualitative research methods
- conducting research projects including, quality improvement, evaluation and innovation projects
- dissemination, translation and sharing of research findings into industry practice
- engagement with research outputs and practice including through communities of practice and practitioner research
- critical appraisal and synthesis of research literature
- interpretation and presentation of data and statistical analyses
- scholarly communications and an understanding of open access, open science, open data, rights retention, FAIR and CARE principles, and Indigenous Cultural and Intellectual Property (ICIP)
- awareness of Indigenous research methodologies and their application in LIS.

PK8

Leadership and management PROFESSIONAL KNOWLEDGE DOMAIN



Leadership

In this domain, the emphasis is on leadership at all levels, all job titles and on projects and initiatives big and small. It is about fostering a culture in which leadership qualities and a sense of ownership can develop. Current knowledge and understanding of the principles of leadership including:

- delivering innovative service and practice improvements
- program, project and change management
- facilities and technology management
- physical and digital library space design
- leading and inspiring individuals and teams
- communications, marketing and public relations
- advocacy and influencing key stakeholders
- development and application of policies and procedures
- incorporating principles of sustainability into practice
- risk assessment.

Management

- governance and accountability
- the value of organisational policies and procedures
- people management and development, including equity, multicultural, diversity and cultural issues
- risk management and workplace health and safety
- strategic, business and workforce planning
- budgets, financial management and fiscal accountability
- business continuity and disaster management.

Active Professionalism



Active Professionalism connects all the elements of the Framework through the professional mindset and the behavioural skills that are critical for the successful application of the Core and Professional Knowledge Domains in the workplace.

Active Professionalism stresses the importance of positive and productive interactions with colleagues and clients and an ongoing commitment to lifelong learning.

AP1

Professionalism
ACTIVE PROFESSIONALISM

It is expected that people engaged in library and information services in Australia maintain currency of professional knowledge and practice and uphold professional standards and values, through:

- the understanding and application of moral, cultural, ethical principles and legal responsibilities involved in the provision of library and information services to individuals and communities
- advocacy for the library and information profession
- active contribution to society by sharing specialist knowledge and expertise as a library and information professional
- membership of and participation in ALIA as well as other professional associations, as appropriate to the individual's specialisation

- commitment to undertaking formal and informal continuing professional development activities to build knowledge and skills
- professional certification through the relevant ALIA CPD specialisation
- mentoring and coaching activities
- research and publishing in the professional literature.

AP2

Behavioural skills
ACTIVE PROFESSIONALISM

It is expected that people engaged in library and information services in Australia cultivate and apply strong behavioural skills to successfully interact with others in the workplace and to contribute to a positive and productive work environment, through:

- self-awareness and self-management
- communication skills
- interpersonal skills
- relationship building
- collaboration
- empathy
- conflict resolution
- intellectual curiosity, flexibility and adaptability
- critical reflective practice
- creative and positive thinking
- critical thinking and problem solving
- resilience
- enthusiasm for lifelong learning and new roles.

First Nations Domains

It is crucial that the library sector supports and represents Indigenous people's library and information needs. The LIS Workforce Framework includes the knowledge, awareness and skills that inform culturally appropriate engagement with First Nations communities and collections. There are two domains that cover different aspects of Aboriginal and Torres Strait Islander priorities, developed in close collaboration with the [ALIA Aboriginal and Torres Strait Islander Expert Advisory Group](#).

Respect and recognition for Aboriginal and Torres Strait Islander knowledges, cultures and Country is a Core Domain, and it is expected that everyone working in the LIS sector in Australia, both Indigenous and non-Indigenous, has capability in this domain and embraces the need to embed an acknowledgement of Aboriginal and Torres Strait Islander peoples in practice. **Aboriginal and Torres Strait Islander Contexts** is a Professional Knowledge Domain encompassing specialised professional knowledge areas required for working with Indigenous information and knowledge systems. As a Professional Knowledge Domain, it recognises the potential to develop expertise in the area and supports acknowledgement of professional accomplishment in this area of practice.

C2

Respect and recognition for Aboriginal and Torres Strait Islander knowledges, cultures and Country
CORE DOMAIN

PK5

Aboriginal and Torres Strait Islander Contexts
PROFESSIONAL KNOWLEDGE DOMAIN



While both the Core and Professional Knowledge Domains are intended to develop pathways for professional practice for all Australian library workers, there is recognition that Aboriginal and Torres Strait Islander workers will bring their lived experience to the domains.

While competence may increase support for people's cultural competence and increase diversity within the profession, this is not its primary aim. These areas of priorities are addressed in relation to wider diversity, inclusion and cultural competence areas across the Core Domains, the Communities and Stakeholders and Leadership and Management Professional Knowledge Domains. Indigenous perspectives are woven through each domain to ensure an embedded approach for the support of First Nations priorities across Australian libraries.