SPECIAL LIBRARIES

Unique Collections
What and where are Australia’s Special Libraries?

A corporate library’s foray into school education
Special collections with a Special Library

Library & Information Week
The After-Party
National Simultaneous Storytime

The National Office jumped at the chance to share in the simultaneous reading of *Little White Dogs Can't Jump*. Staff from all areas joined in as Group Liason & Awards Coordinator, David McInnes led us on the adventure.

See the results from the many LIW events around Australia, starting on page 35

www.alia.org.au/liw
Featuring this month
Special Libraries

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In my rambling to colleagues, National Office staff, and fellow Board members, I often speak about the broad church that is ALIA. ALIA’s constituency is obviously geographically dispersed but it is also incredibly diverse in terms of groups, libraries, and services offered.

Of the ALIA ‘orders’ the most diverse is undoubtedly the group broadly labelled ‘specials’. In fact that font of all knowledge, wikipedia, defines a special library as, a term for a library that is neither an academic nor school library, nor a public library. Special libraries may include law libraries, news libraries, government libraries, corporate libraries, museum libraries, and medical libraries. Special libraries often have a more specific clientele than libraries in traditional educational or public settings, and deal with only a specialized or particular type of information. They are developed to support the mission of their sponsoring organization and their collections and services are more targeted and specific to the needs of their clientele. (http://en.wikipedia.org/wiki/Special_library.Viewed 27/06/2010)

Special libraries also have a number of ‘sub-orders’, many of which are represented as an ALIA group or they have formed associations in their own right. (It would be great if the groups that have formed independent associations would consider the mutual benefits of being part of ALIA!) As it stands special libraries and those connected with special libraries form a sizeable proportion of ALIA members with 258 institutional members and 692 personal members.

While the term ‘special libraries’ provides a useful banner of inclusion, many of the libraries that fall into this category are poles apart. Our two special libraries in Rockhampton (there used to be four, but that’s another story for another day) and even demonstrate this. One is at Rockhampton Base Hospital servicing the needs of medical, nursing, and allied health staff. Its services, organisation, and operations are pretty much what you would expect for a health library. The other special library in town is at Ergon Energy, Queensland’s regional electricity utility. It has a sizeable collection, most of which isn’t housed in the main library but in offices and work spaces all over the state. The library also has to maintain and control all the manuals used by field staff wherever they may be – in offices, sheds, and even work trucks. Each library operates differently but each library has a tremendously important role to play in their respective organisations just as other special libraries in different types of organisations are doing all over the country.

As we all know when times are hard and funds are difficult to find, special libraries often fall into the crosshairs of corporate bean counters. In InCite April 1998 Deanne Barrett, then President of the ALIA Special Libraries Section wrote of the challenges facing special libraries as we were heading towards the new millennium. I’m sure the issues Deanne raised, such as tight fiscal situations, threats of irrelevancy due to the internet, and outsourcing are just as relevant today as they were in 1998. At last year’s National Advisory Congress there was quite a strong call from library staff working in special libraries for ALIA to advocate strongly in support of special libraries. The Board did take stock of this request in its decision to support the Every Member an Advocate campaign and it will explore other ways of supporting our members from Special Libraries. In order to ensure the needs of special libraries were met by the Association, the Special Libraries Advisory Committee was formed in 2009. One of the committee’s first accomplishments has been the revision of the Guidelines for Australian Special Libraries.

By the time you read this, there will only be less than a month to go until ALIA Access 2010 begins in Brisbane on 1 September. Organising a national conference in about 13 months is certainly a whirlwind experience. To get it to the stage where we are has taken a big effort by a relatively small group of people: ALIA National Office staff, ICE – our conference organisers, the conference organising committee, and last but not least the stream convenors. I vividly remember our initial discussions – how will we do it, what will it look like, and most importantly what will it be called. Naming a one edition conference is a bit like naming a child – how will the name be shortened, what image will it portray, has the name been used before, what does the acronym mean. The one good thing about conference naming was that we don’t have to worry about gender! Regardless of how we came to the name and what it’s called, ALIA Access 2010 promises to be a good conference with some well-documented differences, and, dare I say it, experiments. Although the early bird registration has passed, its still not too late to register. So if you haven’t already registered, hop onto the conference website at http://conferences.alia.org.au/access2010/. As they say in the ads, “please consider!”

I’m writing this edition of Frontline during the same week of the change of Prime Minister. While everyone thinks Julia Gillard replacing Kevin Rudd is the big news from Canberra, I’m afraid to say that isn’t really the case. The really big news is that the Parliamentary Papers Series is to be available electronically via an electronic repository based in the Parliament from the commencement of the 2011 Parliamentary Papers Series. The Joint Committee on Publications tabled its report on an inquiry into the development of a digital repository and electronic distribution of the Parliamentary Series on Thursday 24 June (the very same day Julia replaced Kevin). This outcome was in line with recommendations made by ALIA and other organisations. It’s pleasing to see that ALIA contributed to the making of history. Prime Ministers come and go, but Parliamentary Papers go on forever!!

Graham Black
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Feedback to your Board of Directors
Board members welcome your comments and feedback. Please feel free to contact a Board member at any time.

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Safer Internet Group and Internet Filtering

I was very proud to represent the Safer Internet Group at the roundtable hearing of the Senate Joint Select Committee on Cybersafety on 8 July. This was followed on 9 July with the announcement by the Government that RC Classification legislation would be delayed, with the Government taking further consideration on transparency. ALIA continues to be represented on the Department of Broadband, Communications and the Digital Economy (DBCDE) Cybersafety Working Group (CWG). We are also starting discussions with the Alannah and Madeline Foundation on progression of the e-Smart Libraries Project following on from the success of e-Smart Schools.

Election 2010

As the Federal Election has now been called for 21 August 2010 it is time for all ALIA Members to embrace the opportunity of Every Member being an Advocate. Our election materials are available from http://www.alia.org.au/advocacy.

If there’s just three things you do before this election:

• Use the template letters to ask your local member our ALIA lobby questions
• Take the opportunity to email your local member (you vote for them, they want to hear from you)
• Mention your National Association – ALIA – and that you join with the other 6000 members of your profession advocating together on common issues.

This is your chance to get involved and be part of our common voice for libraries. There’s a comprehensive Federal Election Kit available on the ALIA website. Advocacy resources are an important part of what your membership fees contribute to.

School Libraries

We will be doing a roundup of the Inquiry into School Libraries and Teacher Librarians so far, that all the public hearings have been completed. The 385 submissions, 12 public hearings, videos produced, significant national media, and our library e-list discussions on the topics and recommendations raised all prove the importance of this Inquiry to our profession. I encourage you to take a look through the links at http://www.alia.org.au/schoollibraries to see what it’s all about.

National Year of Reading

The National Year of Reading 2012 was launched in Brisbane, Albury, and Canberra during the week of 12 July. The website already has information, ideas, and news. Set aside some time at your next library staff meeting to talk about what your library will be doing in 2012 as part of this initiative (let your imaginations run wild!), then tell us by emailing advocacy@alia.org.au, and visit the website at http://www.love2read.org.au. ALIA is proud to be a founding partner of the National Year of Reading on behalf of all Australian libraries.

This Week in Libraries – Australian Edition

#Love2Read is also the lead story in This Week in Libraries – Episode #14, sponsored by ALIA, which highlights Australian Libraries and key library personnel who were interviewed on the recent Shanachie Tour (Erik and Jaap) including Brisbane City Council Libraries, the State Library of New South Wales, and The Edge at the State Library of Queensland. Check out the video at http://www.thisweekinlibraries.com

IFLA Conferences

Our congratulations to the Gothenburg 2010 IFLA WLIC Committee for pulling together the conference in just one year. Many Australian delegates look forward to experiencing Sweden and surrounds and the packed conference program.

The Asia and Oceania Region will host the 2013 WLIC and while Australia will not be bidding on this occasion, Australian library staff will be able to attend an IFLA Conference closer to home that year. IFLA will announce the location for the 2013 conference next year in Puerto Rico at the 2011 WLIC.

P.S.

Thanks to The Library Provocateur (page 8) for providing another interesting set of views in this edition, highlighting Special Libraries. I am pleased that many of our members’ questions will be answered in the informative articles and stories provided in the pages ahead. Thanks to all our special library colleagues who contributed.

Sue Hutley
ALIA Executive Director
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Congratulations...

to Jan Fullerton, awarded the ALIA HCL Anderson award at a ceremony on 14th July. More in the next edition of inCite.
Conferences

ALIA Access 2010 Conference

Wednesday 1 – Friday 3 September 2010
Brisbane Convention and Exhibition Centre

The ALIA event of the year
(you wouldn’t want to be anywhere else!)

Want to gain the most out of your ALIA Access experience? Use social media!
We asked Warren Cheetham, Conference Digital Coordinator for ALIA Access 2010, a few social networking questions.

What’s with all the Twittering? Why not just talk to people!
While the rise of social networking seems to have permeated people’s working and personal lives, there remains a large portion of people who can’t see the point. It’s certainly very easy to dismiss out of hand the usefulness of certain tools and techniques if they’re unfamiliar or foreign. Twitter is a good example. One major criticism is that it is an insular, cliquey tool for those ‘in-the-know’. In a conference setting, I think it’s quite the opposite. People who are engaged and enthused ‘tweet’, sharing that excitement and knowledge with their followers, who may be anywhere in the world. A passionate, articulate group of people tweeting at the same conference is spreading the word about the conference in a way that is anything but insular. Take a stroll through a noisy conference exhibition hall at morning tea time. For all of the intellectual, insightful conversations about the conference, you’ll also hear comments about nice shoes, knitting, being tired, great cafes, and pet dogs. Expect to hear a similar range of comments on Twitter!

What online tools can people use at the conference?
We have established a number of online spaces ready for the conference, but the point about using online tools to amplify and extend a conference experience is that there are no fixed tools that you ‘should’ use. If Facebook is your online hangout of choice, write about your conference experiences there, upload photos, and connect with other conference attendees by becoming ‘friends’ online. The things that can tie a diverse range of online tools together is tags and hashtags. Kind of like a Library of Congress Subject Heading, by adding the tag ‘aliaaccess’ or ‘#aliaaccess’ for Twitter to your online content, people watching the conference from afar can use search tools like Google to draw together the rich content of blog posts, tweets, photos, and videos to paint a picture of what’s happening in Brisbane in September.

As to how to use the tools, one big rule to follow should take you back to pre-school or kindergarten – play nice in the sandpit. Respect yourself, your colleagues, and the online space you’re in.

What do you hope to experience at ALIA Access 2010?
I hope that people who have never used a blog or Twitter to report and reflect on a conference experience will do so at ALIA Access. I hope that the confident and experienced tweeters will take the time to show newbies some hints and tips. I hope that we have a range of people from around Australia and around the world not only reading and watching what is happening, but actively participating online by asking questions of conference attendees and speakers using the rich array of online tools available. If I don’t get to meet you in person in Brisbane, I hope to meet you somewhere online around the conference blog, twitter or Facebook page!

Conference blog http://aliaaccess2010.wordpress.com/
Conference Twitter stream http://twitter.com/aliaaccess

ALIA National Library & Information Technicians 2011 Conference

Back to Basics – Perth 2011
12–16 September 2011
Sheraton Hotel, Perth WA

Sponsorship & Exhibition Opportunities Now Available
The Conference Organising Committee ‘WATEC 2011’ is delighted to advise the launch of the Sponsorship and Exhibition Prospectus. The Committee have developed a range of fantastic packages to promote your organisation at the Conference. For the first time ALIA is offering special rates for sponsoring more than one ALIA Conference.

An exciting exhibition is planned for Libtech 2011, but places are limited – so don’t miss out! For a copy of the Sponsorship & Exhibition Prospectus, please email libtech2011@iceaustralia.com today!

Preliminary Program Now Available
Keen to know how the program planning is coming along? A preliminary program for the Conference has now been uploaded onto the website at http://conferences.alia.org.au/libtech2011/program.html

Staying in Touch with Libtech 2011
There are plenty of ways to keep in touch with what is happening in the planning & preparation of Libtech 2011 ‘Back to Basics’ Perth 2011.
Facebook: search ALIA National Library & Information Technicians 2011 Conference
Follow us on Twitter http://twitter.com/ALIAlibtec
Contact us directly libtech2011@iceaustralia.com

Save The Date - 5th ALIA New Librarians Symposium

16–18 September 2011
Sheraton Hotel, Perth WA

The Organising Committee is pleased to announce the 5th ALIA New Librarians Symposium (NLS5) to be held on Friday 16 September – Sunday 18 September 2011 at the Sheraton Perth Hotel, Western Australia.

NLS5 will provide the opportunity for new librarians and graduates within the industry to unite and collectively learn from highly developed leaders in the industry adopting the Symposium theme, Metamorphosis – What will you become today?

All Symposium sessions will be held at the Sheraton Perth Hotel which overlooks the breathtaking Swan River and is just a short walk from the city’s Central Business District. Delegates will be able to enjoy the large variety of shopping, dining and entertainment Perth has to offer.

The Conference program will feature library tours and an exciting mix of social programs all held during Perth’s beautiful spring weather, there will be no reason not to extend your stay at this wonderful time of year.

The 5th ALIA New Librarians Symposium will be held back to back with the ALIA National Library & Information Technicians (Libtech) 2011 Conference at the Sheraton Perth Hotel and will provide additional networking opportunities for delegates.

We’ll keep you up to date with more information as the planning for the NLS5 Symposium takes shape, and we look forward to greeting you in Perth during September 2011.
The IOG committee are delighted to announce these inspirational keynote speakers for the 2011 Conference

Iarla Flynn – Google
Iarla is Head of Public Policy and Government Affairs with Google for Australia and New Zealand. His policy focus is on preserving the benefits of the open Internet. He joined Google in 2007 as European Public Policy Manager. His role included leading Google’s advocacy for communications and spectrum liberalisation across Europe. Prior to joining Google he spent 12 years in senior roles in government and telecommunications operators in the Irish and European communications sectors.

Chris Winter – Australian Broadcasting Corporation (ABC)
Chris works with the Strategic Development group of the Innovation Division of the ABC, engaged in new platform projects. Until mid 2007, Chris was the establishing manager of the ABC's digital-only, national television service ABC2. While manager of ABC2 Chris won the Outstanding Contribution (AIMIA) Award, recognising his ongoing involvement with the interactive media industry and his ability to inspire and foster industry development. The awards are the peak Australian multimedia industry awards.

Sarah Houghton-Jan – Librarian in Black
Sarah is the Digital Futures Manager for the San José Public Library in the heart of the Silicon Valley. Sarah was named a 2009 Library Journal Mover & Shaker as a trend spotter. Sarah also works as a consultant for the InfoPeople Project and has been involved with a number of ALA groups over the years, including a three-year stint as a member of LITA’s Top Technology Trends Committee.

Michael Mace – Rubicon Consulting
Michael is a 20-year veteran of the tech industry. He is a widely regarded strategist who also does tactics, translating big ideas into practical implementation plans. Michael led development of the long-term product road map at Palm, drove Mac vs. Windows marketing at Apple, helped handset companies and carriers create their mobile data strategies at PalmSource, and managed worldwide customer research and competitive analysis at both Apple and Palm. Michael also writes the Mobile Opportunity blog.

ALIA IOG Excellence Award nominations now open
The award acknowledges excellence and innovation in performance by an information professional. Information on the 2009 award winner and nominees can be found on our blog.

The requirements, prize outline and nomination forms are available from the ALIA IOG Award website http://www.alia.org.au/awards/merit/IOG.excellence/index.html.

Follow us and keep up to date with all things IO via:
Our blog from our website http://www.information-online.com.au
Facebook http://www.facebook.com/pages/ALIA-Information-Online-Group/107887822586150
Twitter http://www.twitter.com/iogau
The conference hashtag is #aliaioc

2009 FA Sharr Medal

Catherine New, Librarian at Curtin University Library, was awarded the 2009 FA Sharr Medal by Margaret Allen, CEO and State Librarian and ALIA Vice-President. The medal is recognition by ALIA West that Catherine is a graduand who exhibits great potential and is most likely to have a positive impact on her preferred stream in the library profession, as well as demonstrating exceptional conceptual and analytical skills during the nomination process. The medal is named after Francis Aubie (Ali) Sharr, WA state librarian from 1953-1976 and was inaugurated in 1976.

Catherine began her library career in 2009 in the Research and Learning Services unit of Curtin Library. She is particularly interested in the use of technologies in the provision of information literacy and research support services in an online environment and was able to apply her interest and skills in a large information literacy project, producing online interactive tutorials for the library. She then co-presented a paper on early results of this project at the ShareCase 2009.

Already holding a graduate diploma in Library and Information Management from Charles Sturt University and a Bachelor of Arts (English and Film and Television) from the University of Queensland, Catherine is currently studying towards a Masters in Information Architecture through Charles Sturt University.

At the awards ceremony, Catherine addressed the audience on the adaptability of librarians and their ability to remain visible and relevant to their clients, particularly in the academic sector, by ‘embedding’ librarianship at the point-of-need. A keen believer in ALIA values, Catherine generously donates her time in promoting the industry and was thrilled to receive the award. Her parents travelled from country NSW to share the special evening in Perth with her.

Lesley Budrovich
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Special Libraries - The canary in the mine

For any librarian from a public or academic library background, stepping into a special library for the first time can be a surprisingly disconcerting experience. I liken it to an AFL player scooped up from the MCG mid-disposal and plonked down in the middle of a Rugby scrum. The players’ uniforms, boots, and ball look vaguely familiar as the observer’s head is pounded into the turf, but the rules of play are clearly very different!

In almost every respect, special libraries are decidedly unlike their public and academic cousins. The most obvious points of difference include fewer colleagues (a professional staff of one is common), smaller and more focused collections, greater professional isolation, and acute vulnerability to the prosperity or otherwise of parent organisations. We’ve all heard the apocryphal tales of mining companies opening, closing, and re-opening corporate libraries on the basis of metals prices. There is sometimes a grain of truth in such stories.

Special libraries are also commonly the least understood and appreciated by the library profession as a whole; and the library sector most often overlooked in advocacy campaigns. In spite of this, or perhaps because of it, special librarians remain exciting and innovative workplaces, with much to teach the wider library profession about corporate politics, customer service, return on investment, and responding positively to change.

In fact, I would be so bold as to suggest that special libraries may actually provide us with a litmus test for the future of libraries generally. When the political and corporate acumen of special libraries is tested in extremis, we should all take notice.

And here’s why.

Special libraries, I believe, represent the oldest and most authentic expression of library practice. To forget why we came into being historically is to lose sight of how we can set about providing meaningful value to customers and clients in a Googleised world.

In its purest form, a special library is established by an organisation for the explicit purpose of meeting the information needs of the members or clients of that entity. How the ‘meeting of member information needs’ is actually achieved differs widely according to the nature of the organisation and its members, but therein lies the real art and adventure of special librarianship. There are no rules. No two working days are the same and professional mettle is tested at every turn.

In historical terms, special libraries predate academic and public libraries. If we take a moment to consider our professional lineage, they are where we all served our apprenticeship and learned our trade. Three elements dominated then and remain with us now, in order of importance: users, the information needs of those users, and the collections developed to meet the information needs of those users. Everything else, including arguments about digital versus print, is humbug – the trappings of ‘professionalism’ that few if any library users care much about.

In Australia, the first recorded library was a special library - formed in Sydney in 1821 by the Philosophical Society of Australasia.1 Arguably Australia’s first ‘public’ library opened a few years later in Hobart in 1825. Free public libraries run along the lines familiar to us now were not to emerge for another 120 years. Our first academic library did not follow its special library progenitor until after the founding of the University of Sydney in 1850.

For over a century the growth of special libraries in Australia was phenomenal; particularly in the economic boom decades following the Second World War. In the four decades from 1952 (the 1st edition of the Directory of Special Libraries in Australia) to 1991 (the 8th edition), the number of recorded special libraries increased threefold from 384 to 1218.2

Sadly, just as things started to get interesting during the recession of the 1990s, the Directory ceased publication after its 10th edition in 1999. True, there is Australian Libraries: The Essential Directory (ALED), now in its 9th edition, but experience of that directory leads me to question whether it is providing a comprehensive picture of the special library sector. Not all special libraries respond to the publisher’s questionnaire and restructing of libraries within government agencies seems to occur at such furious speed that any publisher could be forgiven for being several iterations behind reality.

Anecdotal evidence from within the broader special library sector suggests a net decline in the numbers of health, law, government, and corporate special libraries. A quantifiable measure of losses in the sector over the last decade is anyone’s guess though. And that should be a concern to every library professional in this country!

Despite workforce modelling projects such as Nexus and Nexus2, finding useful, never mind comprehensive, contemporary statistics on special libraries in Australia is nigh impossible. Nexus2 only attracted a very small sample (n=34) – hardly representative of a sector with more than 1200 libraries a decade earlier.3 ALIA recognises 258 institutional members identifying as special libraries and 692 personal members identified as working in special libraries.

Without a more comprehensive picture of the sector, mounting a national case for public and private sector support of special libraries would be extremely difficult, if not impossible. This is not a new issue however.

The April 1998 issue of inCite was dedicated to Corporate Libraries, and, incidentally, featured a senior minister of the Howard government on the cover promoting Australian Library and Information Week. In an opinion piece entitled “Change and competition challenge special libraries”, then National President of the ALIA Special Libraries Section, Deanne Barrett highlighted the “need for more research into Australian special libraries”; focusing in particular on “performance measurement and value-adding” as means by which to ensure their survival. Barrett noted but did not provide details of an ALIA project from that year, The Value of Corporate Libraries.

Where I wonder are the results of that project now? Who indeed remembers it? Has the time come to reprise its work? I say yes, it is!

At very least I contend we are overdue for a comprehensive census of special libraries in Australia and New Zealand. For as long as special libraries continue to be soft targets for governments and companies seeking to cut costs and boost their bottom lines, our profession needs to respond with good and useful data. We need to support our colleagues in special libraries by helping them to quantify and demonstrate their return on investment to parent organisations and the nation as a whole.

I believe our goal longer term must be a set of common benchmarks and meaningful ROI measures for special libraries. Without compelling data, our profession’s senior sector may be the first to succumb to the new world information order; despite best efforts to the contrary. And like the canary in the coal mine, the demise of special libraries will be a warning to us all. The critical question is this though: will it be too late for the rest of us?

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1 Peter Biskup (1994) Libraries in Australia, Wagga Wagga, NSW: Charles Sturt University, p 279
2 Ibid

On the Edge aims to be a conversation-piece, promoting discussion, engagement, and interest in the monthly theme.

The opinions expressed in On the Edge do not necessarily reflect those of the Australian Library and Information Association.
The ALIA Special Libraries Advisory Committee was established by the ALIA Board of Directors in May 2009. The last 12 months have been a busy time for the Committee with much achieved and several key projects identified for the next 12 months.

The Committee's role is to advise the Board on the development of a strategic program for members working in special libraries or with interests in special librarianship. The Committee's terms of reference can be found on the Committee's website http://www.alia.org.au/governance/committees/special.libraries.

Committee members are: Deanne Barrett (Chair) (WA), Caryl Armstrong (SA), Cathy Brady (ACT), Emma Datson (ACT), Gaik Khong (ACT), Andrew Meier (Vic), Joanna Ruxton (Qld), Louise Segafredo (Vic), Meier and Louise Segafredo have been tasked with managing the survey. Questions and comments can be directed to either Deanne or Louise. http://www.alia.org.au/governance/committees/special.libraries/wiki/pmwiki.php

The Advocacy project focuses on the value that special librarians and special libraries bring to an organisation. The Committee is working to produce a series of documents focusing on special librarians to complement the Guidelines for Australian Special Libraries. The Committee is seeking feedback on the value, role, and competencies of special librarians. The Committee is particularly seeking case studies, profiles, and practical examples to support this documentation which, when completed, will become a resource on the Special Libraries Wiki.

Members of the Committee, in partnership with AGLIN and Special Libraries (Vic) have worked hard to create a special libraries stream for the ALIA Access 2010 Conference. With the success of this initiative the Committee will continue to look for conference and PD opportunities.

Our elist has been renamed aliaSPECIALS and I encourage everyone to join the list http://lists.alia.org.au/mailman/listinfo/aliaSPECIALS/. The discussion list is to promote the interests of special libraries.

In order to best represent the interests and concerns of special libraries across Australia, the Committee welcome and encourage your comments and feedback. Please contact us or visit our webpage to follow our progress.

Deanne Barrett
ALIA Special Libraries Advisory Committee (Chair)
deanne.barrett@fedcourt.gov.au

Special Libraries Program Stream at ALIA Access 2010

The ALIA Special Libraries Advisory Committee, in conjunction with the Australian Government Libraries Information Network (AGLIN) and ALIA Special Libraries (Vic), are convening a stream at the ALIA Access 2010 Conference in Brisbane.

The stream convening committee draws on members of the three ‘parent’ committees, and this collaboration has worked very well enabling the pooling of expertise, resources, contacts, and experience. The committee has worked very hard this year to deliver an interesting program of professional development for special librarians and library technicians.

The theme for the stream is ‘demonstrating value’ and eight invited speakers will explore how to add value to library services, demonstrate the value of special libraries to their parent organisations, and find effective strategies to advocate and promote library services.

The presentations will cover change management; strategic planning; advocacy and leadership; library branding and marketing; library services for remote and geographically-dispersed staff; alternative library service models; current awareness/alerting services; innovative technologies and practices (including web 2.0); digitisation; and online/interactive training and service provision.

A panel discussion involving all the speakers will conclude the day and should stimulate some interesting discussion and audience participation. The Special Libraries Stream Convening Committee looks forward to welcoming you to Brisbane!

Catherine Brady
Convener, Special Libraries Stream
ALIA Access 2010

Special Libraries Program Stream at ALIA Access 2010

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Catherine Brady
Convener, Special Libraries Stream
ALIA Access 2010

What and where are Australia’s Special Libraries?

As part of its terms of reference the ALIA Special Library Advisory Committee (SLAC) is to undertake a statistical study of special libraries in Australia during the last half of 2010. Respondents to the survey will come from several distinct groups: parent organisations, employers (management), and staff of special libraries.

The results of the survey will enable ALIA and special libraries members and employers (management) to gain a better understanding of the current state of specialist information services in Australia. It is also hoped that the findings may be used to increase the level of general public awareness of the specialist library sector.

Methodology

The Committee will conduct an online survey with the option of a hard copy upon request. The survey will be conducted over a 2 month period. The Committee will disseminate and promote the survey via e-lists, web 2.0, professional contacts, conferences, seminars, newsletters and inCite, and various other library groups and related associations.

Special Library Advisory Committee members Andrew Meier and Louise Segafredo have been tasked with managing the survey. Questions and comments can be directed to either Andrew or Louise. http://www.alia.org.au/governance/committees/special.libraries/

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OPALs – one-person Australian libraries – are small special libraries that operate within a wide range of organisations, including government agencies, hotels, prisons, and professional associations. The OPAL faces a range of challenges in its everyday operations, as the librarian tries to be ‘all things to all staff’. However, I find it a rewarding and varied job, and one that, on the whole, provides good job satisfaction.

**What we do:**
I work in a one-person Australian library in the ACT, in a medium-sized government agency. We have a distributed library, with small sub-collections in nine different locations, including each of the capital cities. These are run by non-library staff, so we are always available to them for stocktaking queries and to catalogue any purchases they make. I have a 0.6 assistant, so we are 1.6 FTE serving 500 staff. Between us, we provide all the services that a larger library provides: from current awareness to cataloguing, providing inter-library loans, managing serials (both print and electronic), managing acquisitions, answering reference inquiries, managing the library budget, and devising and performing outreach activities. This outreach includes writing for the staff intranet and maintaining our library intranet pages; the list goes on, as you would know.

**How we do it?**
Being a small library, we try and provide a personalised service with as few protocols as possible. Staff members contact us through emails to a dedicated library box, or they ring or visit us. Our standard of service is same-day where possible, and we hand-deliver or deliver to the desktop, depending on where the staff member is located. Within the organisation we are embedded in the Human Resources team, and our library is located in the basement of our building; we sit two floors away. The library has been refurbished with a contemporary colour scheme and furniture, so it is quite popular with staff as an alternative office and meeting room.

Since we are embedded in a section which is not a library or information management area, we have had to manage that relationship. Sometimes it is handy to have non-IM people to test things on; likewise, we can provide the same opportunity to the HR team. It has been a steep learning curve for both of us, and we now have a much better understanding of each other’s roles.

As part of our outreach activities, and in keeping with the marketing strategy of taking the library to where the users are, we have ‘taken over’ the breakout area on our floor, which serves as the staff amenities room. We have a magazine stand, a newspaper stand, a bookstand and a fiction swap box (which now has a life of its own). That way, although we have a predominately technical library, I can indulge my passion for getting people to read by providing lots of encouragement as they have their lunch. Often this does encourage staff members who are not library users to venture down to the basement to visit the library.

We have extensive library pages on the staff intranet, and I put up a newsletter-style article fortnightly, advising staff of new acquisitions and anything else that I think needs to be publicised.

**Cons of being in a one-person library:**
The one-person library is not the place to be if you want a high-flying career. You will be a middle manager, doing mostly operational tasks, with little access to high-level strategic planning. So if you have plans for a high-flying career you may want to consider an alternative path, although time in a one-person library does provide the opportunity to consolidate your skills. It is a position where you work on your own, or possibly in a team of one to five people. You may be the only professional, so you don’t really have collegiate support. There are many trained librarians at my workplace, but only one (my predecessor) has experience like mine. Consequently, it is vital to network outside your own organisation so you get to ‘talk shop’ on a regular basis.

**Pros of being in a one-person library:**
If you like being your own boss, as much as you can in the public service, and like to perform a wide variety of tasks – for example, not just reference work – then being an OPAL librarian is for you. You will be mainly hands-on and operational, and need to be able to ‘do everything’ from photocopying and scanning to ILLs, shelving, and reference; from recruiting to web page maintenance; and from outreach activities to providing research support to your Executive from time to time. You will be the one who learns the new technology (for example, how to use RSS feeds, what is cloud development) so that you can pursue innovation in your library. You will be the one to write your policies (or at least the drafts), and procedures, and maintain them. Needless to say, time management must be a forte!

As you can see, my list of pros outweighs my list of cons, so I can certainly recommend working as a librarian in a one-person library. You can really influence your organisation’s attitude to libraries.

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**Sustainability**

Please help ALIA be greener by letting us know if you would like to receive ALIA’s Annual Report and financials electronically. Contact us on enquiry@alia.org.au with your name and member number.
Do you remember the thrill of getting your first library job? How the idea of using your newly found interests motivated you to apply? Then perhaps you can experience again that passion through working in special libraries. In my career I’ve been lucky enough to see, learn, and grow professionally through positions in some inspiring organisations. They have taught me far more about my abilities and capabilities by showing me to how these can work within dedicated fields of expertise, as well as introduce me to new ways to use my skills within specialised frameworks.

But perhaps the below will whet the appetite far more than a personal reminiscence would ever do.

History
The Sherman Library is a research library located in Corona Del Mar, which specialises in collecting and preserving materials about the Pacific southwest, in particular California, Arizona and some parts of Nevada. With approximately 25,000 printed items as well as microfilm, photographs, and maps, the library is used by academic researchers (from 7 to 70), as well as those studying the changes in the area for diverse needs such as history texts, environmental geography, and fiction writing. Open three days a week, with a single staff member, the main building is an extension to the original adobe building that was originally a home before becoming the library.

Website: [http://www.slgardens.org/the_library/default.asp](http://www.slgardens.org/the_library/default.asp)

Mystery
The Milford Mystery Library started its life as being part of the larger public library. However the bequest of a building by a local resident gave birth to an extraordinary set of circumstances. If the building is not used as a library, it defaults to the local Episcopal Church; and when the Clermont County Public Library decided to move the main public library in 1983, a decision was made to keep tenancy on the building through the development of a crime and mystery library. Staffed by volunteers, this dedicated library of intrigue is open to armchair detectives four days a week in the city of Milford, Ohio.

Website: [http://milfordmysterylibrary.org/default.aspx](http://milfordmysterylibrary.org/default.aspx)

Cookery
The Bibliothèque et musée de la Gormandise, located in Hermalle-sous-Huy, is the largest gastronomic library in Belgium with over 17,000 items about food. Unusually for a research based library, it offers bed and breakfast accommodation for those wishing to view the collection at Ferme Castrale (where the library is located). Staffed by volunteers, who are slowly cataloguing books on to a computerised database, this relatively youthful library began in 1997 and is considered to be one of 20th largest libraries on food within Europe.

Website: [http://www.gastronomica.be/](http://www.gastronomica.be/)

Movies
The library at the Deutsches Filmmuseum in Frankfurt has over 80,000 publications on the history of film, including film novels, movie scripts, programs, magazines, film theory, censorship, and the film industry itself. It is the largest collection on cinematic studies in Europe, and includes 6500 films on video and DVD within its archive, many of which are shown within its own cinema.

Website: [http://www.deutschesfilmmuseum.de](http://www.deutschesfilmmuseum.de)

So, if you have an interest in a specific subject, who knows where it may lead?

Vena McGarry
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Being a specialist library worker

Libraries Alive!
Library and information consultants.
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Experienced, effective, refreshing – adding value for libraries and information services.
Details: Sherrey Quinn or Ian McCallum 02 6257 9177
www.librariesalive.com.au
Enter the e-library

It’s certainly a conversation stopper – you’re a librarian (guilt - I haven’t returned my library books) and you work for the Tax Office (more guilt – I haven’t lodged my tax return). But telling people how the ATO has revolutionised information services to its 22,000 staff located across 58 sites throughout Australia usually stops the guilt trip and kick-starts the conversation.

A review of our library services in 2008 recommended placing less emphasis on physical libraries, and a greater emphasis on online information provision. The solution: our award winning virtual library service – the eLibrary.

eLibrary is much more than a library catalogue – it is a complete information sharing mechanism that captures and disseminates expert knowledge. We are now eLibrary Client Services and Content Development Librarians. The two roles are closely tied, as research requests are opportunities to use innovative web 2.0 technologies to build online resources for use by others with similar information needs.

eLibrarians also approach teams throughout the ATO to understand the work they are doing, then collaborate with experts to develop eLibrary products to provide the resources needed to complete the work.

Subject matter experts are sharing their knowledge by writing wiki articles and eLibrarians are adding value by contributing RSS newsfeeds and links to online resources – web sites, ebooks, eJournal articles, internal databases, research guides, and related wikis. eLibrarians then provide virtual wiki creation and editing training to these experts, allowing them, as wiki owners, to maintain and update the wiki.

Virtual training is conducted using teleconferencing and computer application sharing software that enables participants to see the trainer’s screen on their own monitor.

The ATO has virtual teams spread throughout Australia, so the training session could be attended by staff located in all states.

eLibrarians also work in consultation with ATO subject specialists, creating subject specific online ‘rooms’ within the eLibrary, including news feeds, web sites, research guides, and the general library catalogue search function. This option is preferred for dynamic content or research information available. Alerting services are also widely promoted to monitor industries, companies, people, and trends.

Podcasts and webcasts of CPD sessions, guest speakers, and debriefings held throughout the ATO are posted onto the eLibrary’s rooms or wiki for all to access from their desktops.

Despite the revolution, we still have print resources, although ebooks are taking over in popularity. A Central Lending Collection, located in one of our Canberra Offices, holds the print collection which covers tax (obviously) both in Australia and internationally, accounting, business, government, industries, law, management, technology, and everything in between.

ATO library staff have mastered many web 2.0 applications working within the restrictions of the ATO’s sophisticated firewall.

All use modern research tools, knowledge sharing, and web 2.0 technologies, and readily engage in client liaison, collaboration, and co-design to create eLibrary content. It is both exciting and satisfying to have the ability to implement innovative applications which keep us at the forefront of developments in information provision.

You can find more details about eLibrary at the 2009 Excellence in eGovernment Awards web site.

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libraries australia

Join Libraries Australia and Reap the Benefits

- Gain access to the Australian National Bibliographic Database (ANBD), the global catalogue WorldCat and other external databases to meet copy cataloguing needs.
- Gain access to the Australian Public Affairs Information Service (APeIS) and to Blackwell Tables of Contents data.
- Have full use of the national interlibrary loan system, access to the national payments service and support for reciprocal transactions.
- Receive alerts through a personal account in Libraries Australia Search.
- Enjoy real time synchronisation of catalogue data of member libraries to the global catalogue WorldCat, ensuring visibility of Australian collections.
- Collaborate and share advice with other libraries to streamline workflows.

More than 500 special libraries already receive the benefits of Libraries Australia membership. Your library can too.

To join, contact our Help Desk on 1800 026 155 or visit nla.gov.au/librariesaustralia/contact
Health and Medical Libraries: changing times, emerging roles

Health libraries comprise one of the major groups of special libraries in Australia. There are currently 418 self-described health/medical libraries in Australia, comprising approximately 12% of the total number of libraries (3478) registered with the NLA’s Australian Library Gateway. There is a broad range of employment contexts for health librarians, and professional roles and responsibilities for this group are changing in response to trends in the health sector in Australia.

As reported in an earlier issue of inCite (Hallam, May 2010), the ALIA group Health Libraries Australia is currently engaged in a research project with two main aims: to determine the future skills requirements for the health library workforce in Australia, and to develop a structured, modular education framework (post-graduate qualification and continuing professional development structure) for health librarians to meet these requirements. Part of this research has involved conducting two online surveys, one of individual health librarians and one of health library managers, with the aim of compiling information about the current and likely future professional roles and responsibilities of Australian health librarians. While the results of those surveys will be reported in depth elsewhere, it is interesting to look at some preliminary survey results which provide a snapshot of Australian health libraries.

The largest proportion of respondents to the surveys served hospital-based clients, with universities, research institutes, and government departments following in decreasing proportions. Many health libraries served a mix of hospital and university clients. Smaller categories included dentistry (usually in combination with medical libraries), consumer health services, professional associations and colleges, pharmacy libraries and drug companies, primary care, pathology, and health informatics. Those respondents who fell into the category of ‘others’ provided comments indicating that they served areas such as allied and community health, indigenous health, disability, health administration, private health services, complementary or alternative health, and health sciences education. Nearly all respondents indicated that their library served a mix of clients. The range of areas of the health sector served by health libraries in Australia is an indicator of the breadth of the sector, and the potential for different roles for health librarians depending on their employment context.

The range of responses to the question “What is your current job title?” in the individual survey also illustrates the range of professional roles filled by Australian health librarians. As expected, the largest proportion of respondents described themselves as librarians, followed by library managers and liaison librarians. However among the respondents there were also the following job titles: clinical librarian; clinical training librarian; health information officer; information specialist; library and knowledge manager; librarian, archivist and records management officer; library technician/TFO and graphic design officer; policy and research officer; professional research officer; project officer – clinical knowledge resources; senior medical writer; and web content manager. This range of job titles indicates that health librarians are expanding the scope of their professional roles and responsibilities beyond the traditional definition of health librarian.

However all health librarians, regardless of their employment context or job title, retain a common role in supporting the training of Australia’s health workforce, the delivery of health care, and the quality of patient care. Health librarians provide a range of services to healthcare professionals including expert, value-added search services, management of health information resources, and instruction in health information literacy skills. An emerging specialist role for health librarians is developing via the establishment of clinical librarian positions. Clinical librarians typically work as part of the health care team answering requests for clinical information which is used to provide optimal clinical care, or they may work with clinicians to develop evidence-based guidelines, policies, and procedures.

Besides working with health professionals, many health librarians also work with patients, carers, and consumers who are seeking information about their own medical care. Thus, health librarians provide high-quality, patient-centred information through consumer health organisations such as Alzheimers Australia (http://www.alzheimers.org.au/), or via online portals such as HealthInsite (http://www.healthinsite.gov.au).

Delivery of health care in Australia is under scrutiny at present, as illustrated by the Commonwealth government’s plan to implement the National Health and Hospitals Reform Commission’s blueprint for reform. At present it is unclear if, or how, these reforms will affect health librarianship. However two other major initiatives in health have the potential to reshape health librarians’ roles and responsibilities into the future. The first of these is the establishment of a National Health Workforce Taskforce and a National Clinical Training Authority, and the move towards national registration for all health professionals. The challenge for health librarians is to be part of this process and stake a claim to be considered as health professionals rather than administrative or support staff, and to be part of the education and training framework which will have to be developed to support ongoing professional development and accreditation for the health workforce.

The second initiative likely to impact on health librarians’ roles into the future is the implementation of the National eHealth Strategy, one aspect of which is integration of decision-support clinical knowledge resources with the electronic health record at the point of care. A further aspect of the Strategy is creation of a national health knowledge portal. Both these initiatives will create opportunities for health librarians to provide expertise in selection, management, customisation and evaluation of knowledge resources, including consultation within a multidisciplinary team, and training health professionals and health consumers to use these tools effectively.

It is a mark of the maturity of the profession that in 2009 Australia successfully hosted the 10th International Congress on Medical Librarianship (http://www.icml2009.com/). For those librarians with an interest in health librarianship, the aliaHEALTH elist (http://lists.alia.org.au/mailman/listinfo/aliaHEALTH) is a great way to keep up-to-date with developments in health librarianship. The future for health librarianship in Australia is both challenging and exciting. New roles are emerging and health librarians are well positioned to develop and expand their scope of practice to encompass those roles.

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Libraries Australia and Trove – a special network for special libraries

All libraries are special. Libraries Australia, the national cooperative information service, recognises this by supporting each sector of libraries through a separate funding model. The group of libraries known as special libraries has to be broad-ranging in the scope of its responsibilities, because each special library has a particular remit to meet the subject-specific demands of its community.

**Special library representation in Libraries Australia**

Libraries Australia has supported special libraries since its inception as the Australian Bibliographic Network in 1981. They were broadly defined; their library services may be delivered to federal, state, and local government departments, the education sector, health service providers, the legal community, or to corporate agencies. Since then, special library participation has ebbed and flowed, but following the launch of the current service in 2006, the special library sector has contributed a modest proportion of Libraries Australia revenue (about 16%) while representing the largest number of libraries subscribing to the service (more than 500). Those 500 member libraries now reap the benefits of the newest service provided by the National Library – Trove.

**The Libraries Australia – Trove connection**

Trove has been developed over more than three years. It is built on the 20 million bibliographic records and 42 million holdings in the Australian National Bibliographic Database (ANBD) and the 220 000 authority records in the Australian National Authority File (ANAF). Trove also combines the content of many other services including Picture Australia and Australian Research Online (ARO) to provide a ‘one-stop shop’ discovery experience for all Australians. Other rich sources of information have been contributed via the People Australia program and external sources of interest such as Wikipedia are linked in. However, it is the complementary features of Libraries Australia and Trove which can be tailored to each special library community that make their connection valuable for individual libraries.

All libraries that are members of Libraries Australia have committed to a common good to share in that network, especially those libraries which send their holdings to the ANBD. Why are holdings important? When libraries share their holdings on the ANBD, keep location and availability information up-to-date, and ensure web links are current, many processes are streamlined for any library. Collection development and analysis are far easier, interlibrary loan requests are also streamlined. For materials which only exist in print form, a situation likely to continue for a few decades at least, the ability to allow staff to activate unmediated requesting in these agencies (known as enhanced requesting in Libraries Australia) is a value-added service which works most efficiently at the network level because it invokes interlibrary lending seamlessly.

Trove provides a new spotlight for shared Australian holdings. If you need to know where government publications reside in your state or federal counterpart because you are considering collaborative purchasing, an exchange or a shared repository arrangement, then Trove can help to provide the answer. If special libraries are considering a collaborative purchase, a Trove profile can be set up for a group of affiliated or networked libraries to examine distributed holdings.

While Trove offers this functionality to its fullest extent (any number of libraries of interest can be declared in a profile), it is building on the data received by Libraries Australia and the agencies which list themselves in the Australian Libraries Gateway. The functionality could also be exploited to create a virtual shared catalogue. This is true for any group of libraries which have an interest in affiliating with each other. Given the flexibility of the Trove design, the addition of bespoke branding is also feasible. The power of a shared discovery layer across a range of open sourced and vendor-sourced integrated library management systems should not be underestimated, especially for the research communities which special libraries support.

The intermediate step of submitting records to the ANBD is satisfied by a range of technologies supported in Libraries Australia. They include the Record Import Service, SRU Record Update, and OAI’s Protocol for Metadata Harvesting. These technologies also work in reverse for local catalogue refreshment and enrichment. On behalf of Libraries Australia members, through a virtual catalogue experience or through its entire corpus, Trove returns researchers to their individual member services. Dempsey describes it as indirect discovery: “… ‘leverage’ a discovery environment which is outside of your control to bring people back to your environment.”

**Unlocking special library collections**

The value of all of these features becomes significantly greater when special libraries share the details of their unique collections across the Libraries Australia network. The national, state, and territory libraries have been working on a project to help unlock the value of undiscovered collections. Recognising that individual item description is costly and time-consuming, the project “aims to identify ways of achieving faster, simpler, and less resource-intensive record creation and to agree on the metadata standards that should apply to different categories of material.” New guidelines for describing materials and sharing them via Libraries Australia and hence Trove will be available soon.

**Conclusion**

In an age of globalisation when library services are being redefined, the National Library has used 21st century technologies to deliver their continued promise. However, the technologies are successful because of the commitment and contribution to national platforms. Special libraries can leverage this commitment extensively for their own tailored services.

**Acknowledgement**

The author is very grateful for the advice provided by colleagues in special libraries for this article.

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I retired from the Queensland Dept of Primary Industries ‘special’ library in 2000 due to ill health, and in 2008 I commenced work as a volunteer librarian at the Historical Society of Beaudesert.

When I arrived at the Society the two main sources of information were contained in two alphabetically self-indexing filing cabinets, the first containing folders of family names and the second containing folders of subjects, which were referred to as the “Archives”. These two archives files consisted mainly of newspaper clippings, ephemera, and pamphlets. The Society also has about a dozen organisational archives, in the traditional sense of the word.

Traditionally, the historical information service was based on the archives and the personal memories of volunteers who were long term residents. Some of the research assistants were also active in the Genealogical Society of Queensland Beaudesert Branch. While I had lived in the district as a teenager, my personal experiential knowledge was very scant. When I started work at the Society I had no idea of the big picture of the resource documents within the Museum, and it was only by fossicking that I gradually improved my knowledge of the collection. Also, until recently, there was no database software I could use to upload a catalogue into. It was only in the last six months that a kind commercial benefactor provided the funds to purchase MOSAIC software.

So in September 2008 I started cataloguing the books and pamphlets I could find into a Microsoft Word-based alphabetical format. As this approach would probably be seen as antediluvian by most librarians, my approach may be unique.

There are several types of historical books of use as local history resources: district histories, family histories, church histories, school histories, and also occasionally, thematic histories. Nearly all of these have no index, and this is compounded by the fact that there are relatively few of them available. Consequently my catalogue is that it incorporates a reasonable number of these histories, exhaustively indexed. Currently our catalogue contains about 25 000 subject and name access points.

About 80% of research enquiries received by the Society relate to family history.

As we are an historical society, rather than a genealogical society, our emphasis is not on genealogical tables, but the stories of individuals and society, and at the very least, data which identifies individuals or families within our district. Harvesting of names is therefore important.

Beaudesert is the administrative centre of the local government Scenic Rim Region, and there are about eight museums within this region which supply similar kinds of historical information about their respective districts. Library and information professionals have traditionally constructed union catalogues of their holdings to increase the available information to clients, and this is what I would like to see in the Scenic Rim Region, though this kind of cooperation is probably at arm’s length from the separate societies which tend to compete for clients.

A depressing fact of work in this informational environment is that there are quite a number of amateur local historians who see the society as a source of information rather than a depository of research. However, a significantly rewarding aspect of our service is working with the Scenic Rim regional public library service, which houses an important local history collection.

Finally I would like to comment on the terms ‘culture’ and ‘heritage’ which are currently what might be called ‘hurrah’ words in a milieu which places little esteem on the word ‘history’ and its methodology. This creates a difficulty for those brought up to appreciate the humanities.

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Libraries in the cut and thrust: parliamentary library and research services

Have you ever wondered how members of parliament are able to produce information – statistics, international examples, costings – for an enormous range of policy issues? Parliamentary research and library services are a very important source for members of parliament, their contribution to debates, discussion in committees, and public representations.

Australia’s parliamentary libraries have existed almost as long as its parliaments. As the Australian state and federal parliaments were established, so too were their libraries; the first parliamentary library was established in Australia in 1840 to serve the Legislative Council of New South Wales. Compared to this, the federal Parliamentary Library is a relatively recent organisation, having been launched on 9 May 1901 in the Exhibition Building in Melbourne. These early parliamentary libraries provided quite a different range of services to those offered today:

Parliamentary libraries grew up in the nineteenth century tradition of the cultured gentlemen’s library and were, for many years, little more than well appointed clubs were members could read their favourite newspapers and find the occasional literary allusion or quotation for speeches. 1

Today, parliamentary libraries are far removed from these static ‘gentlemen’s club’ environs; they play a critical role in supporting the democracy of the nation.

Our clients are members of parliament and their staff and parliamentary department staff, but generally not ministerial staff. In total approximately 320 parliamentary library staff in Australian and New Zealand serve approximately 5800 core clients. Our clients are demanding, time pressured, and required to be across all the issues that are relevant to national, state, and territory parliaments. They greatly appreciate our services:

“...sometimes think we do not realise how well we are assisted by this parliament. We certainly do not go around recognising that we have one of the best parliamentary libraries in the world, and we should. That is one of the things I can tell you all from this conference: that we are up there with the Library of Congress and perhaps the Canadian parliamentary library. Firstly, we should be aware of that; secondly, we should be very proud of it; and, thirdly, we should be concerned to make sure that the excellent library to assist parliamentarians in this place continues... We are dealing with decisions that need to be made, I believe, to maintain our parliament—because, in the end, what the Parliamentary Library provides to parliamentarians in this place contributes to that precious thing called democracy.” 2
- Senator Crowley, Senate Hansard 29 August 2001

But what do we do? Parliamentary library and research services have some different services and characteristics to other special libraries. Many parliamentary libraries have research services where experts in areas such as law, statistics, economics, health, education, politics, and science provide advice through written analysis provided to clients and publications. For many enquiries from clients the collaboration between library staff and researchers is vital for the response. We also have a focus on news and many have online systems to provide access to press clippings, radio programs, and television programs. At the Parliament of Australia Library over half the collection budget is spent on media including online newspaper collections, newswire services, and databases, including newspapers.

Our clients are on the move – more often than not in electorate offices, electorates, or travelling in their representational role. For parliamentary libraries this means online and now mobile technologies are a vital part of our service delivery. We are keen 2.0 users. You can find the Parliament of Australia Library on Facebook and twitter. Our RSS feed was the second top-used page on the Parliament of Australia website (over 2.9 million page views in 2009).

In addition, there can be great change in our client group – at the last federal election almost a quarter of those elected were not members in the last parliament. A strong focus of parliamentary libraries is therefore on helping new parliamentarians, and their staff, understand and use the services available to them.

The majority of our clients are those who are not in government, primarily because those in government have access to support through government agencies. For the Parliament of Australia Library approximately 32% of enquiries are from government senators and members:

Parliamentary libraries provide services through working closely with other parliamentary support areas, for example:

- Parliamentary Education
- Management of Historical Information on MPs
- Management of Current Information on MPs
- Digitising of parliamentary records including Hansard and other document
- Whole of Parl Website Management
- Exhibitions; and
- Parliamentary history.

For more information go to the Association of Parliamentary Libraries of Australasia (APLA) website http://www.apla.org.au

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2 http://parlinfo.aph.gov.au/parlInfo/search/display/display.w3p;query=Id%3A%22chamber%2Fhansards%2F2001-08-29%2F0076%22

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A day in the life of a Health Services Librarian

This article describes an average workday for the Mackay Health Service District Library Manager. The Queensland Health Mackay Health Service District Library is a small special health library providing information services to over 1300 staff based in an area of 90 000 sq km through 13 sites. The library currently employs a professional librarian (Library Manager) and a library assistant/web publisher. The role requires a broad range of skills in addition to subject specialisation. Within a contemporary health service, the requirement for integrated and cross-discipline evidence-based practice and ongoing professional development and support makes the position vital.

0630: Arrive at work, check the library for tidiness, check and refill the printer/copier, log in to my own computer, check and action the generic library and my email accounts. There are already people in working on the client access computers and I often get requests for assistance on my arrival. If there are no immediate requests, I have a cup of tea at my desk as I peruse my diary for meetings and scheduled work requirements, prioritise the day’s work, and then get into it.

0745: Ros Pearse (our Library Assistant) arrives – quick hello and catch up – Ros opens the front door and checks in any returned items and deals with interlibrary loan/document delivery requests. She is the first port of call for library clients.

0800: We are officially open for business. Our hours are 0800 - 1600 Monday to Friday, but we offer 24-hour access to District staff via an electronic pass card.

0830: Undertake a client literature search on the current best practice for timing of intravenous antibiotics in surgery. Develop a search strategy and apply it to several databases. Collate resulting citations and abstracts.

0935: Client pops head in my office to ask how to access information on child welfare. Show her then return to the lit search.

0950: Email lit search to the requester with instructions on how to access the supplied citations. Check emails again – send out Table of Contents and SDI services to clients.

1000: Spend 20 minutes on some professional reading or online study and some background reading for my next meeting. Grab a cup of tea at my desk as I do.

1030: Meeting of the Education and Research Council (the overarching body providing Education Services to the District.)

1200: A busy period in the library as clients come in during their breaks to use the computers, seek advice with their study or research requirements, read the paper, and have their lunch.

1330: Have a break for lunch. Catch up with Ros and check on her morning. A quick check of the library as I move around to ensure everything is ok.

1400: Present a training session on finding information and evidence-based practice to post-graduate nurses, tailoring the session to their specific learning requirements.

1445: Select resources and submit order to our vendor. Check incoming resources and catalogue items. Append items to new resources list for sending out at the end of the month to clients. A quick check of the library as I move around to ensure everything is ok.

1515: Work on Statewide Queensland Health Libraries Network project. Contact colleagues to discuss issues and identify solutions.

1545: Pack up in my work area. Go and see Ros and see if there is anything she needs a hand with or wants me to know about; deal with any issues and then say goodbye. A final check of the library as I leave.

1600: Off to my car and drive home; another interesting and varied day over!

Jane Orbell-Smith
District Library Manager
Mackay Health Service District Library
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New Norcia Library – religious tradition and national heritage

Today, we came across a recently donated book published in 1672 written by early scientist Robert Boyle. The book is in a very poor condition, but it was an exciting find.

Donated books are the basis of the New Norcia Library, a private library owned by the Benedictine monks of New Norcia. The large collection (over 80,000 books) has greatly increased over the last thirty years under the guidance of Abbot Placid Spearritt, who died suddenly in 2008. Abbot Placid encouraged donations of religious books to develop New Norcia Library as a repository of last resort. Books no longer needed in universities, seminaries, colleges, convents, or in private collections have a long-time home in New Norcia.

This library is a heritage for the nation, available not only to the monks but to interested students and researchers (see http://www.newnorcia.wa.edu.au/library-archives). The basic Catholic collection has been enriched by gifted books covering a broad range about Christianity as well as other religions. There is also an extraordinarily eclectic range of non-religious books, with strengths in Western Australian and Australian history, Indigenous Australian history, and sacred art. On request and to my continuing surprise, I have found books on such diverse topics as vintage rose varieties, Druid medicine, maritime navigation, and Lord Nelson’s letters to Lady Hamilton. Why are those books in a monastic library? Generally speaking, it is because someone at some time donated them.

Benedictine monks take a vow of stability, and their monastery has been a stable presence since 1847 in the small settlement of New Norcia, 130 kilometres north of Perth. The monks came with books, and their library has been growing ever since. Benedictines value reading, and lectio divina, or sacred reading, is an important part of their regular religious practice. Books are read aloud during their mealtimes, so that even the most reluctant reader becomes informed. Our book budget is spent on relevant and current religious publications.

In the early 1900s, the monks built a beautiful baroque style library with wood paneling, ceilings of pressed metal, and large wooden bookshelves reaching to the high ceiling. This room is no longer adequate for the growing collection, which is now housed in ten rooms in four buildings spread across the whole site of New Norcia. I identify with Terry Pratchett’s librarian as my knuckles become ever closer to the ground from carrying books from building to building.

The journal collection is extensive. Its holdings of monastic journals are unequalled in Australia, with some unbroken runs from the 1880s. The library continues to receive journals in hard copy.

A library committee makes policy decisions. The librarian works for three days a week, with help from qualified volunteers when they are available. Visitors can visit some parts of the library when the librarian is at work. Books and journals can be read on site, or borrowed by inter-library loan.

The library also hosts an annual lecture day for librarians. This is well supported by professionals across the library spectrum, as well as by the Curtin University Department of Information Studies. This year’s lecture is on September 8, with the key lecture by broadcaster Geraldine Doogue, and supporting talks by Margaret Allen, CEO of the State Library of WA, Jan Rutherford from Murdoch University, and historian Geraldine Byrne.

Sue Johnson
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The Adelaide Theological Library (ATL) was formed in 1997 when four theological collections were combined at the new Adelaide College of Divinity Campus. The Adelaide College of Divinity (ACD) is an ecumenical consortium of theological colleges from the Anglican, Catholic, and Uniting Churches, established in 1979; the ACD is also affiliated with Flinders University as the School of Theology. Faculty in ACD member colleges teach all the Flinders University courses in theology, and most of the teaching takes place at the ACD Campus.

The library's mission is to support people in their search for theological understanding by providing a professional and accessible service in a welcoming environment, and by developing an ecumenical collection.

The ATL is affiliated with the Flinders University Library, and is a member of the South Australian Universities Reciprocal Borrowing Agreement. The ATL is also open to students from other educational institutions and members of the public.

The permanent staff (2.28 FTE) are assisted by a small group of dedicated casual staff and volunteers. As at the end of 2009, the ATL collection included approximately 66,000 titles and 230 paper and online periodical subscriptions. Flinders University Library provides selected technical services to the ATL through an annually negotiated Memorandum of Agreement. A major part of this activity is the Retrospective Cataloguing project which targets works published before 1960, and adds approximately 1200 titles to the catalogue each year. ATL catalogued items are recorded on the Flinders Library catalogue and Libraries Australia.

In addition to our regular purchases to support the courses taught at the ACD, we receive many donations from past students and retired clergy. Donations surplus to the library’s needs are offered in our regular book sales which raise funds for the library.

Photograph courtesy of Jon Guppy, Flinders University

Theological Librarianship: God’s calling to librarians

Theological librarianship is a very special form of special librarianship. For many theological librarians, it is often regarded as a ministry role within the religious denomination. Theological libraries are the cornerstone of theological education institutions as they provide students, lay persons, ministers, and others with a gateway to the historical development of theological thought throughout history. Theological libraries cover a wide array of religious beliefs, spiritual disciplines, and faiths. They exist to support their students’ growth, both intellectually and spiritually within the security of an educational institution. Theological libraries also provide access to the general public interested in religious information of any sort.

Theological libraries are frequently understaffed, which means theological librarians are often multi-talented, multi-skilled, and able to do almost anything. Many theological libraries are OPALS and the theological librarians within them are true gems! Networking opportunities with other theological librarians are highly valued and keenly sought after. The specialist skills needed are valuable, such as those acquired through the development of a theological institution. Theological librarians need to be adept at all numerous library tasks, just like any other special librarian, but they must also be familiar with the intricacies of not only their institution’s denomination, but those of others as well.

Professional support for the theological librarian is available from numerous areas. For example, Australian and New Zealand theological librarians value belonging to an association like ALIA and the Australian and New Zealand Theological Library Association (www.anztla.org). It is here that like-minded librarians support each other, promoting professional development. This has especially been the case through the ANZTLA annual conference and state-based chapters.

In a world of ever-increasing subscription prices and publishing costs, theological texts can often be very expensive, meaning bargain-hunting skills are a valuable asset for the theological librarian. Being able to hunt around for the best price is a skill that many theological librarians possess and use well. Interlibrary cooperation is also a valuable tool among the theological library community. This ensures that students have access to the best resources they require to be able to complete their studies, regardless of the level of study – from Certificate IV through to Doctorate studies.

The Bible, for Christian theological librarians, defines ministry as a calling in a number of ways. For example, this ministry can be said to entail: prophesying, serving, teaching, encouraging, contributing, leadership and showing mercy, (Romans 12:3-8); apostleship, evangelism, pasturing and teaching, (Ephesians 4:11-12); and apostleship, prophesying, teaching, miracle working and administering, (1 Corinthians 12:28-31). Theological librarians are capable of excelling in all these areas of their ministry, whether they realise it or not.

Kerrie Stevens
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Zoo libraries conservation program

Every time I introduce myself to colleagues as the librarian of the Adelaide Zoo, the reaction is: ‘It must be fantastic to work in such pleasant surroundings, and stroll around the zoo in your lunch time every day.’ Few of my colleagues, however, have ventured deeper and asked about the challenges such ‘pleasant surroundings’ pose. There are many and very big.

Many libraries in organisations that belong to of Zoos and Aquaria Association or ‘ZAA’ are managed by a staff member with no formal training in librarianship and whose full-time position covers a different area of management like animal record management, teaching, or administration. Where library professionals are employed the maximum time for the position is 0.5

This leads to all sorts of challenges. Circulation is a major one. "It is always challenging to manage an area when it is open at all times, and it is only a small part of someone’s job," one of my colleagues writes. "When I first started, I completed an inventory count and found there were approximately 170 missing books. In the following 7 months, some books have made their way back to the library but there are still approximately 140 books missing."

My record for a book return is ten years. The book was returned in a white envelope, anonymously. Consistently enforcing strict borrowing procedure is the only way to curb this problem.

We also have to contend with the logistics of managing circulation with clients working at different properties distant from each other. A good working relationship with staff and a strong sense of team work is the key.

Staff members in institutions like ours keep the most intensely used resources in their departments, on permanent loan. We need to find ways to entice them to explore the library. “I have tried to get more attention on the library by ‘revamping’ the area which has made it much more user-friendly and it has resulted in people understanding better what is expected from them (i.e. how long they can borrow books for, late fees, etc.),” writes Tineke Nielsen-Joustra, Registrar of Auckland Zoo.

We are expected to source specialist information and grey literature (which forms a great part of our resources) with no access to specialist databases, whose cost we cannot justify to our financial managers. The answer for me was to select The hidden web by Maureen Henninger as my PD personal study and learn to squeeze all I can out of Google and other free search engines. No choice.

Budgets are small or non-existent. Private zoos, like Adelaide Zoo, are financially very dependent on visitation. They are also outdoor facilities at the mercy of the weather. If visitors do not come through the gates because it is too hot, too cold, or too wet, the already small budgets are cut.

If special librarians suffer from isolation, zoo librarians must be among those at the extreme end of the spectrum. My closest colleague is based among those at the extreme end of the spectrum. My closest colleague is based at all times, and it is only a small part of someone’s job," one of my colleagues writes. "When I first started, I completed an inventory count and found there were approximately 170 missing books. In the following 7 months, some books have made their way back to the library but there are still approximately 140 books missing."

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If special librarians suffer from isolation, zoo librarians must be among those at the extreme end of the spectrum. My closest colleague is based in Melbourne.

So, how can we meet all these challenges? In 1992 Margaret Apsley, Librarian of the Royal Zoological Society of South Australia Inc. (Adelaide and Monarto Zoos), started a network of zoo libraries with colleagues from Perth Zoo, Taronga Zoo, and Western Plains Zoo, based on a similar network existing in North America. After a period of quiescence in the late 1990s, I managed to restart the network in 2003 as the ‘ARAZPA (now ZAA) Libraries Network’ to gain formal recognition for the network as a sub-group of the Education Advisory Group.

The network was first established to share resources (‘widening’ our collections without spending money), to contribute ideas, and to keep in contact at a personal level, breaking the feeling of isolation. Within the network we offer interlibrary loan and document supply, free of charge. This collaboration works well with the type of resources we need, often held only in zoos and aquaria.

At the moment we are exploring ways to make our catalogues available to each other with nothing more at our disposal than MS Word. We are sure our collective lateral thinking will provide some solution.

So, with so many obstacles, why do we turn up at work every day? Why do we not seek employment elsewhere? Our strong belief in the value of zoos and other conservation centres is a huge motivator. We are also fortunate to work with clients that are friendly, patient, and helpful. To quote Tineke again: “The most rewarding part of the library [work] is when we have materials available to help staff with their professional development.”

Zoos, sanctuaries, and aquaria implement conservation programs for wildlife in order to preserve the precious network of biodiversity we all are so reliant upon. We zoo librarians need to implement a conservation program for ourselves, to preserve our network of information provision which our parent organisations are so reliant upon, even though they forget about this fact.

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David Mattner dmattner@zoossa.com.au

The photos show Liza Moser, Children’s Zoo Keeper, and Cricket reading Biology of the koala, while Delta (named after Delta Goodrem who fell in love with the little joey when she visited the zoo) is absorbed in a facsimile edition of Kangaroos by John Gould. I wish to thank Mr David Mattner for allowing use of these photographs. Photos © David Mattner.
A corporate library's foray into school education

What do corporate libraries, school education, and water have in common? Quite a lot if you work at the South Australian Water Corporation (SA Water).

The SA Water Library Service is a one-person library which traditionally serves a core group of staff in the fields of engineering, water quality research, and analysis. It is accessible to all SA Water and government staff. A restructure in 2007 saw the library merge with the education team, resulting in a broadened focus to include school education. SA Water’s new headquarters at Victoria Square, Adelaide, includes a Learning Centre for water-related school education. The centre opened in February 2009 as a dedicated space for ongoing learning programs on water and sustainability.

To coincide with the opening of the Learning Centre we launched the SA Water Brainwave School Education Program. The program is a partnership between SA Water and The Department of Education and Children’s Services with a focus on water education. The 2010 Brainwave program guide is available at [http://www.sawater.com.au/SAWater/Education/LearningProgram/Brainwave.htm](http://www.sawater.com.au/SAWater/Education/LearningProgram/Brainwave.htm). The Library Services Coordinator is responsible for the following programs and resources:

**Teaching Resources**

In 2008 the library began developing a collection of primary and high school level teaching resources. The collection is available for loan to South Australian teachers to assist with the delivery of their water-based curriculum units. A PDF list of all teaching resources is available via the SA Water website.

**Living Loans**

This is a variation of the concept successfully used in public libraries around the world. Instead of the public visiting the library, we lend our staff out to schools. SA Water staff visit a class to discuss a range of water-related topics. The program began in February 2009 and as of June 2010 has reached more than 1000 students.

**Educational publications**

A gap was identified in water conservation resources for the 4–8 year-old bracket. In response, the Library Services Coordinator wrote *Captain Plop’s Water-saving Mission* (2009), an educational picture book to help children understand the importance of water conservation around the home. It was distributed to all schools and libraries in South Australia. A digital version is available at [http://www.sawater.com.au/SAWater/Education/LearningProgram/Captain_Plop.htm](http://www.sawater.com.au/SAWater/Education/LearningProgram/Captain_Plop.htm). A gap in desalination resources for the same age group has also been identified. A second book, *Captain Plop: The Desalination Adventure*, is due for publication in 2010. This book will educate children on what desalination is and how it works.

**Toilet History Program**

In May 2010 the Library Services Coordinator developed and ran *Toilets Through Time* as part of SA History Week. The program looked at the history of toilets and sewers and included hands-on activities to highlight the importance of sewerage systems in eliminating water-borne disease outbreaks, materials used prior to the invention of toilet paper, and how the modern s-bend removes sewer odours. Weekday sessions were held for students in years 6–10. These students were introduced to a range of toilet designs and methods of sewage disposal dating from as early as 3500 BCE through to the 21st century. To conclude the week the general public were invited to attend the display.


**What’s next?**

In 2011 the library will continue to provide resources to government staff and teachers will continue to have access to educational resources and living loans. We are always looking at ways to improve our services to ensure the most up-to-date and accurate resources are made available, and that we can meet the needs of our users.

Hayley Morton
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What makes the Australian Institute of Family Studies Library special?

The library at the Australian Institute of Family Studies isn’t your typical government special library. For a start, our collection has a strong emphasis on academic material, such as might be found in a small departmental library within a university. Research is our business at AIFS and our research staff come largely from academic backgrounds. Library services are integral to what they do – staff come to AIFS knowing how a university library works and we are often judged on how well we compare.

What we may lack in breadth of online resources, we make up for in responsiveness of service. Whether it’s a literature search, an ILL request, or a new book that a staff member wants to see as soon as possible, we pride ourselves on quick turnaround times. The library area is integrated into our open plan office and we take full advantage of this where we can. Browsing the quirky displays put together by our hardworking catalogue while waiting to collect documents from the central printer means our staff can be both informed and entertained at the same time! Staff also pass through our area every day on the way to the kitchen for their morning or afternoon cuppa and many a fruitful chat is had over jiggling tea bags in the kitchen.

Our particular specialty is the support we provide for the four clearinghouses that are operated by AIFS. Covering the fields of child protection, sexual assault, family relationships, and communities and families, these clearinghouses collect, produce, and distribute information and resources, conduct research, and offer specialist advice on the latest developments in their sectors. A fifth clearinghouse, focusing on closing the gap in indigenous disadvantage, is operated in partnership with the Australian Institute of Health and Welfare.

Library staff are integrated into each clearinghouse team. We take an active role in everything from selecting material for each specialised collection, staffing a clearinghouse helpdesk, putting together literature searches, participating in team meetings, running a membership scheme for staff of NGOs (who often have very limited or no library services of their own), creating bibliographies on popular topics that are posted on our clearinghouse websites, and writing literature highlights columns for clearinghouse newsletters.

Tracking down ‘grey literature’ is something we especially pride ourselves on. For many years we have been a net lender of material through the national ILL scheme, often supplying items to libraries much bigger than ourselves whose collections do not have the same depth in the area of family studies. Recent statistics from the National Library show that 26% of our total holdings available through Libraries Australia are either unique to us or held by only one or two other libraries in Australia.

The Institute celebrates its 30th Anniversary this year and since 1980 the library has built a knowledge base containing over 100 000 bibliographic records specialising in material relating to families and family well-being. These records describe a variety of source documents, such as journal articles, conference papers, books, book chapters, government papers, statistical documents, and theses. Our knowledge base underpins almost everything we do and we make it work hard for us by using our records in as many different ways as we can.

So what do we do with these records? In addition to using them for the traditional purposes of recording and managing what’s in our library collection we also:
- send new additions to RMIT Publishing to be added to the Australian Family & Society Abstracts and Family & Society Plus databases, both available through Informit Online <http://www.informit.com.au/;;
- Upload new records to Libraries Australia;
- send relevant records to the Australian Institute of Health and Welfare as part of our work to support the Closing the Gap Clearinghouse;
- dynamically create bibliographies on hot topics and display them on our clearinghouse websites; and
- add details of new AIFS publications to our website.

Go to www.aifs.gov.au if you are interested in seeing the results of our efforts and get in touch if you are interested in the work we do or how we do it.

Robin Jeffs
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Thoughts from this Special Librarian

I’ve always worked in a one person library. I like the freedom and independence and the challenge of creating order out of nothing – or out of utter chaos. The more I work in this field the more I learn and the more I realise how many skills this one person should have to operate effectively. I look back to the complexity of my first library, a mining consultancy, where I quickly learned that special libraries need to keep track of who paid for what resource, so that if part of a company is sold off then the relevant part of the library goes too. I inherited a library with a myriad of collections that were organised in different ways, depending on whether they were in the public domain or internal corporate, as well as whether they were published in parts or not. I’ve gradually become more adept at pulling the disparate bits together into a cohesive collection – until a new medium turns up to challenge the policies and procedures that I’d naively felt were simple and comprehensive.

Within an organisation the special library is seen as an entity to remove if costs must be cut, or to be championed if it is perceived as an advantageous asset to an ambitious manager. The librarian’s expertise is sadly too often overlooked by the greater players in office politics, or by those accountant types who see the survival of the business in purely monetary terms. In my experience these things are totally out of the control of the librarian, which always gives an interesting edge of uncertainty to the position.

Compared to academic and public librarians, a special librarian has a smaller collection, a lower number of customers, and a lower budget. Collection development and its marketing inevitably involve a closer involvement with users. Budgeting is not such a routine activity. You need to use subterfuge to find out who has a new project and tap into that funding as much as you can to fill those gaps in your collection and identify useful materials for that project. Marketing means gaining the confidence of the individuals in the organisation and, although ideally that should be the professional provision of exactly the right information in a timely manner, it can come just as easily by helping with school projects. The proud parent of exactly the right information in a timely manner, it can come – until a new medium turns up to challenge the policies and procedures that I’d naively felt were simple and comprehensive.

I realise now that a special librarian needs to be able to combine the skills of all the information professionals.

- You need to be a librarian to understand the reference question and to present the information needed – it must not be too little or too much, and must be understandable and prompt.
- Records management skills are essential for ferreting through corporate information that is never organised by Dewey number or LC subject headings. Some of the material in your special library may be more suitable to file than to catalogue.
- Searching archives requires a different mind-set again. Management of archives seems to lie somewhere in between – and overlapping – both library and records.
- Museum practice can teach a great deal about a broader interpretation of items in the collection, and how to display and promote them.
- Conservation and preservation concerns apply to all these types of information – as do the plans for disaster recovery;
- You need to bear in mind the legal minefields of Copyright, Privacy and Freedom of Information;
- And stay on top of all the aspects of digitisation.

The special librarian has to be able to handle them all with aplomb.

I think that I now have a special library of the ultimate complexity – a local history collection. Its basis is a small collection of books relating to the people and places of the City of Nedlands. There is not much material in the public domain about the history of individual communities, so I have to collect the information and provide some degree of interpretation. I encourage people to write or record what they know and these personal contributions can then be picked over to produce stories or reference lists to encourage more research. The people providing the stories need to be guided – and experts in writing memoirs and recording oral history are hard to come by. Librarians do not traditionally do interpretation; I feel rather wicked when I write my own summaries of municipal history or dairying to promote the Local Studies Library.

Individuals as well as a plethora of local government, business, and community organisations provide their records and archives in varying states of organisation and decay. These include photographs, certificates, trophies, maps, microfiche, and a whole range of objects that were never designed to be stored in the small space allocated to a library. Digital recording of these seems an easy way of making them available – if only it was that simple. If only I knew exactly what these things were, if only there was only one version of events, if only I had more resources...

I wouldn’t have it any other way.

Anthea Harris
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The Commonwealth Scientific and Industrial Research Organisation (CSIRO) is Australia’s national science agency and one of the largest and most diverse research organisations in the world. In support of its science effort, CSIRO Library Services maintains nationally significant library resources to support the information needs of over 6000 CSIRO staff and the wider science community, located throughout Australia, and overseas.

Traditionally, CSIRO libraries have been early adopters of information technologies. The organisation was one of the first in Australia to introduce a web-enabled library catalogue, and online information resources.

Following the formation of an organisation-wide library service in 2006, CSIRO Library Services prepared a business case to upgrade and improve all CSIRO library systems. A wide-ranging review of existing CSIRO library systems, and an information technology environmental scan, resulted in a Technology Plan which recommended a developmental path for delivering information resources and services in an integrated manner. The Technology Plan also addressed the considerable challenges presented by a restructure of CSIRO support services which had created an enterprise library service from an informal network of CSIRO research libraries, and diverse approaches to library systems and processes across CSIRO.

The components of the Technology Plan included:
- Implementation of an enterprise-wide document delivery system to manage over 35 000 incoming and outgoing requests per annum through a single interface, using the ISO protocol,
- Introduction of a next-generation resource discovery system to provide an alternative search platform for CSIRO information resources, incorporating both the local catalogue and other databases, including federated searching capabilities
- Migration to a new Open-URL resolver to link clients directly from citations to full-text, and other library services, including document delivery,
- A comprehensive A – Z list to over 18 000 electronic journals available across CSIRO, and
- Improved resource asset management, usage data collection and analysis, through the introduction of an Electronic Resource Management (ERM) system.

In November 2008, CSIRO released a Request for Quotation (RFQ) to seek expressions of interest from firms wishing to partner with CSIRO in the implementation of new information technologies. The over-arching requirements of the RFQ were that components needed to be interoperable and standards based, able to be integrated into CSIRO’s existing systems including user authentication, and be a full Software as a Service (SaaS) solution.

After a detailed analysis of the responses to the RFQ, CSIRO selected Relais as a document delivery system, and the SerialsSolutions systems: 360 Suite and AquaBrowser. CSIRO Library Services implemented all systems successfully by May 2010. Since the introduction of these information technologies, CSIRO researchers across the organisation have access to improved, modern, and visually appealing interfaces to search, browse, and find relevant library and information resources. Additionally, library staff can manage information resources more effectively and provide comprehensive and accurate reporting and analysis on resource usage.

inCite readers can search the new interface to CSIRO’s library catalogue, branded Discovery, at: http://csiro.aquabrowser.com/

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Reinventing the wheel at Rockhampton Hospital

In 1658, Richard Franck wrote in his Northern Memoirs, “art imitates nature and necessity is the mother of invention”. Necessity has been the catch-phrase of the staff at the Health Sciences Library, Rockhampton Hospital in Central Queensland since the hospital site redevelopment began in 2007.

The Health Sciences Library had a home on the ground floor of the old Nurses’ Quarters and was part of the Rural Health Training Unit until it was disbanded and reinvented as the Education & Research Unit. All hospital staff accessed our 24/7 services and book collection quite easily – out the front door of the main hospital and down the path by the Blood Bank.

Following demolition of the old building, space for the new library was initially allocated within the redeveloped main hospital building, but with clinical space at a premium, this was then resumed for part of the new Emergency Department.

In May 2008, the library was moved into a purpose-built demountable building where the aged flea trees used to provide shelter for the birds from the relentless summer heat. Along with the move, our language had to change. Now we refer to our demountable accommodation as the Donga on Canning if staff want to know where we are located. We thought tagging it like a fancy local restaurant might encourage staff to visit!

Instead of looking at this move in a negative way, staff made a decision to look at promoting our services in a way to counteract the fact that there was a major, long-term building project with trucks, heavy machinery, and much dust and noise separating us physically from the main hospital and our biggest local client base. We had all the online access issues resolved but needed a way to take our collection to the busy clinical staff who had neither the time nor the inclination to go outside in the heat and seek out the library and our expansive book collection.

The three librarians spent many a coffee break mulling over the alternatives and looking at affordable innovation to address this pressing issue. So, based on budgetary constraints we decided to reinvent the wheel – yes, four big blue wheels in fact – the book trolley!

Every week, one of our intrepid librarians fills the trolley with books and heads off across the building site to visit one of the hospital departments to peddle our wares. Not only has this been a huge success as far as putting the library on the campus map, but it has encouraged membership and use of our services by staff from nursing, medical, administrative, allied health, and support services. The idea of ‘pimping a book trolley’ is certainly not new, but in our case has actually worked and staff look forward to the visits from the librarian, even if it is only for a chat.

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Screencasting tutorials at The Prince Charles Hospital Library

One of the problems faced by hospital libraries is the accessibility of the library and library services to its clients. Many user work shifts when the library is unstaffed, others are located in remote regions. Providing efficient, well-designed user instruction to these groups is often a difficult task to carry out. In order to address this issue, The Prince Charles Hospital Library (a Queensland Health library) has launched a number of online instructional videos, also known as ‘screencasts’.

To begin with, we tested the waters with a few freely available screencasting sites like ScreenToaster and Screenr.com. However, these posed various problems such as unwanted advertising, insufficient recording lengths, and limited capacity to edit the finished product. After some research and consultation with other larger libraries already engaged in screencasting we decided to proceed with the proprietary software, Camtasia Studio. This software has allowed us to create a video artefact which could be edited to include our library branding as well as providing complete control over what is displayed and how, for example, transitions, pan and focus, highlighting, etc. It also allows us to render the video in a variety of customisable formats to suit the requirements of the Queensland Health network as well as any external site requirements, such as YouTube.

All Queensland Health staff, not just those from The Prince Charles Hospital, can access the tutorials both on-site and remotely via the Queensland Health Libraries information portal, Clinicians Knowledge Network. For those outside of the Queensland Health network, the screencasts are also accessible via YouTube. You can check them out at http://www.youtube.com/tpchlibrary.

We have created five concise tutorials so far covering database and catalogue use and accessing ebooks – but this is just the beginning. Other tutorials, in various stages of completion, deal with topics like search strategy development and Boolean Operators as well as more detailed tutorials regarding specific databases.

In addition to reaching an added ‘remote’ audience, the online tutorials have had the additional benefit of reinforcing face-to-face information literacy sessions. They also provide an avenue of library instruction to those whose preference for learning is more auditory and visual. A further benefit of providing this form of information delivery is that staff who may be reluctant to contact the library with their information needs are now empowered to engage in some self-directed learning which may not have otherwise been available to them.

Screencasting tutorials allow a consistent message to be delivered over and over again to thousands of users, at a time and place of their choosing – no worries about schedule conflicts, no need for bookings.

From the initial positive response to our screencasting efforts, The Prince Charles Hospital Library will continue along the screencast path.

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What do you do?

You know you work in a special library when questions like ‘what do you do?’ and ‘where do you work?’ become complicated.

We work in the Knowledge Services team of the Communications and Knowledge Services Unit of Health Support Services. Health Support Services delivers the shared services program for NSW Health. Shared services include information technology, food, linen, finance, human resources, and knowledge services.

The knowledge services team has two key information products – the Clinical Information Access Program (CIAP) and the Australian Resource Centre for Healthcare Innovations (ARCHI).

### Bronwyn:
The short answer is I work for NSW Health, as a library professional. The long answer is that I work for CIAP, a website, which provides state-wide access to a range of online health information resources including electronic journals, databases, and clinical point of care tools. Many people comment to me that I must like reading. I look after the CIAP Helpdesk and monitor the resources. The knowledge of electronic health resources, the publishing world, and a thorough understanding of search strategies are key components of my job.

### Catherine:
The short answer is I’m a librarian for NSW Health. The long answer is I work on ARCHI, which is a knowledge sharing platform for health professionals. ARCHI tries to connect people to information and to each other, so that they can learn from existing programs and not reinvent the wheel. We work mainly improving health processes, rather than clinical care. It’s not a ‘real library’ as such: it’s me, a computer, and conversation. One of my favourite things to hear in this kind of conversation with non-librarians is “I didn’t know librarians did websites.” Yes. We do everything to with creating access to information.

While we generally specialise on our own products, we also cross over and have opportunities to work with the broader team. We support the Web Services team with information management, and search function advice for the websites they develop.

Our job descriptions were recently reviewed. All of the library professional skills were kept in the new descriptions. This outcome reflects the value our (non-librarian) executive places on the unique skill set of library professionals.

Our roles within NSW Health demonstrate the value of library professionals working within a non-traditional environment adding value and order to a very eclectic set of resources. They also demonstrate some of the potential scope of the work we can do.

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AGLIN

The interests of special libraries funded by the Australian government are represented by the Australian Government Libraries Information Network (AGLIN). Member libraries service organisations ranging in size from the Department of Defence and CSIRO, to smaller agencies such as the Australian Electoral Commission. Client groups include Australian government employees who research, develop and implement government policy as well as the Australian government, parliament and the Australian community.

After some twenty years of discussions and submissions to government on the need for a coordinating body for government special libraries, the Federal Libraries Information Network (FLIN) was established in May 1993. The name of the Network was changed in 2003 to reflect changed government terminology. AGLIN continues to improve the efficiency and effectiveness of library and information service to government. This has been achieved through representation, professional development and training, networking, collaboration and consortium arrangement, as well as partnerships with ALIA and National Library of Australia (NLA).

AGLIN is an independent incorporated body funded by its members. It is managed by an Executive in accordance with its constitution. The Executive is drawn from the general membership and elected at the Annual General Meeting. Included in the Executive is a representative from the NLA who provides valuable advice and information, and the AGLIN Aurora Leadership scholarship recipient for that year so that they can reinforce some of their newfound skills. The Executive is supported by ongoing taskforces including Consortium and Training and Development, and ad hoc working parties. Since 2008, AGLIN volunteers have been supported by a part time Executive Support Officer, located at ALIA House in Canberra.

Since its inception, AGLIN has facilitated cooperative schemes. The Consortium Taskforce has negotiated deals with a number of vendors. AGLIN members assisted the Department of Defence in establishing their standing offers for Publications and Library & Information Services Contract Personnel. These Standing Offers provide an effective and efficient purchasing tool that is compliant with Australian Government procurement guidelines. Many AGLIN members also share reciprocal inter-library loan arrangements.

Professional development and training supports staff in member libraries. Affordable and subsidised training has been delivered through forums ranging from the one-hour Information Sharing Forums arranged in collaboration with ALIA to two-day mini conferences. Topics focus on issues of relevance to government libraries, including procurement, providing evidence of the value of your library, best practice and benchmarking. In 2010, AGLIN is partnering with ALIA’s Special Libraries Advisory Committee to present the special libraries stream at the ALIA Access Conference in Brisbane in September. Additional professional development opportunities are available through scholarships to attend conferences and the Aurora Leadership Institute. Discounts are also available to AGLIN members for training provided by ALIA and CAVAL.

Continuing financial and governance pressures require resilient libraries that can adapt to provide services and resources to meet the changing goals of their organisation. Membership and active participation in AGLIN activities and events achieves a strong interactive network regarded as an integral part of the government information framework. Further details about AGLIN can be found at http://www.nla.gov.au/aglin.

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Art exhibition teams

The team of four librarians at the National Gallery of Australia who comprise the reference team have over seven decades of experience between them in supporting the research needs of the NGA curators. This in-depth knowledge of the collection and expertise in meeting the research needs of gallery staff has resulted in librarians being assigned to exhibition teams.

At the NGA each major exhibition has an exhibition team to coordinate all facets of the undertaking, from when the show is just a gleam in the curator’s eye right up until opening night. Major exhibitions can be a huge financial undertaking and commercial risk – the cost of importing major artworks, such as those in the recent Masterpieces from Paris exhibition, is astronomical, with the break-even point dependent upon large scale visitation and successful merchandising of the exhibition catalogue and other products. Director Rod Radford, when speaking to the Sydney Morning Herald on 2 April 2010, said that the NGA had to break its previous attendance record of 240 000 visitors just to break even (a record happily smashed with over 476 000 people seeing the show). It makes sense therefore not to overlook any aspect in the planning process of these extravaganzas, which is why for many years now, each major exhibition has an exhibition liaison librarian assigned to the show.

The exhibition liaison librarian is involved with the show at the very earliest stages, several years ahead, working with the curator to ensure that all possible research resources that might be required are identified and obtained as soon as possible. The library’s resources are consulted heavily, especially when the curator is scouring the show and identifying works of art to borrow.

Writing and editing the catalogue can result in hundreds of reference queries, and when a publication deadline is looming, the whole reference team can be pressed into service to work on the manuscript, checking quotations, footnotes, and anything else that is required.

The Research Library provides information not just for the curatorial team, but works with all areas providing information for press releases and educational materials as well as research materials for Gallery guides. The information we provide can be vital. Sometimes exhibition timelines can be too short for comfort as can happen when the Gallery is approached to take an exhibition that is too good to miss. The timetable can leave us scrambling, there can be question marks over which paintings might be included, and yet there will be enormous pressure to include these images in sponsorship proposals, pre-publicity, and, of course, designing the exhibition merchandise. One major show nearly a decade ago had the library staff frantically checking the key images to see which way round they were (you don’t want to produce a thousand posters with the image inverted). Do you trust the eight major monographs of the artist by respected authors where the subject faces the left, or the owning museum’s website where the subject faces right? It was the same exhibition where an overseas museum provided a transparency of one of the paintings at the last minute (despite the many polite requests of the NGA registrars). It was the exhibition librarian who spotted the fatal mistake: “That can’t be the painting that’s coming – it’s labelled Christ on the Mount of Olives but He has a crown of thorns on His head”, which resulted in frantic queries back to the museum as to what painting it was they were about to pack into the shipping crate.

One of the most interesting aspects of the work is attending the exhibition team meetings, and hearing reports from every area of the Gallery as to the progress on the show. And of course the closer it gets to opening night, the more the excitement builds. Working on an exhibition is a lot like working on a theatrical production, with all the buzz associated with it.

So fancy a job as an exhibition librarian? Well you will need first rate research and reference skills, a great eye for detail, a good general knowledge of art, but most importantly you need to know a good hit man – as none of us plan on giving up our jobs anytime soon!

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Web 2.0 cloud rains innovation

HLA/HCN Health Informatics Innovation Award Winner
Announced

The ALIA Health Libraries Australia group, in partnership with the Health Communication Network (HCN), offers an annual award, the HLA/HCN Health Informatics Innovation Award. The award, launched in 2009, aims to encourage Australian health librarians to showcase innovative projects which use health informatics or web technologies to support best practice in the health information field.

In 2010, there were a number of very high quality applications for the award, illustrating the breadth of innovation across Australian health libraries. The winner of the 2010 HLA/HCN Health Informatics Innovation Award is Terry Harrison, Clinical Librarian, Health Sciences Library, Royal Melbourne Hospital, for his innovative project establishing the (virtual) Centre for Evidence Based Practice Australasia (CEBPA). The CEBPA is an evolving web 2.0 ‘cloud’ built using open-source Joomla and Moodle platforms. The site has been active for just over six months and has almost 400 registered users. Registration with the site is free (http://cebpa.info), and once registered and logged in, it is possible to explore the impressive range of resources available. These include a warehouse for evidence summaries; Clinical ANZwers, a tool to convert evidence summaries into clinical questions and answers; and a dedicated search engine, Evidence Australasia.

Terry will be presented with a certificate and $2500 towards continuing professional development at the Health stream of the ALIA Access conference in Brisbane in September.

The Award committee thanks all the applicants and their seconders for supporting the award, and encourages health librarians undertaking innovative projects to considering entering in 2011.

The ALIA HLA committee is most appreciative of HCN’s ongoing sponsorship of the Award and extends thanks to Allison Hart, HCN’s General Manager – Knowledge Solutions, for her support.

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Special collectors with a Special Library

The National Gallery of Australia’s Research Library (NGARL) can be defined as a special library, as it is client focused. This is evident in the comprehensive reference service and accessibility to information relating to the visual arts and all aspects of museum operations. Information is obtained, organised, and provided in the form of rare books, catalogues raisonnés, monographs, exhibition catalogues, serials, audiovisual materials, documentation files (ephemera, art and artist files), and archival collections. We offer online research resources and databases, and are currently compiling finding aids for our archives and web archiving through Pandora.

My role within the Research Library is as a project archivist in the Archives and Special Collections section. The Archives and Special Collections section contains a veritable treasure trove of material culture that is part of one of the strongest collections of visual art research material in Australia. The rehousing and intellectual description of the collection follows the gallery’s objective to encourage, facilitate, and acknowledge gifts and donations that enhance the national collection. In continuation of this objective, the Research Library’s aim to collect archives that develop and enhance the National Gallery’s art collection is fulfilled by offering this unique research resource.

I do not have librarian qualifications or a visual art background. Despite this, my archaeological studies have put me in good stead. I liken archive collections to archaeological sites where you need a broad set of skills to scrape away the surface to describe the material culture, understand the context, and to offer appropriate, intellectual description that is unbiased. The focus of the Archive Collection is Australian artists and organisations and, as is characteristic with all archives, there is a range of material including letters, diaries, handwritten notes to textiles swatches, printing proofs, and undeveloped film. Presently, I am working on archival collections that are part of the Australian Print and Printmaking Archive, a collaborative effort between Roger Butler, Senior Curator of Australian Prints, Drawings and Illustrated Books, and the Research Library.

The Print Council of Australia (PCA) was and still functions as a non-governmental organisation involved in the visual arts with broad activities accessing the beginnings of an organisation that was dedicated to raising the profile of printmaking in Australia, lifting it beyond a perceived ‘craft’ to a serious art form. The collection includes mainly correspondence, exhibition details, printmakers, gallery/art centres, colleges/universities, entry forms, receipts, and copies of newspaper clippings. They provide a comprehensive history of the administrative processes of the PCA and its exhibitions.

The Print Council of Australia organised exhibitions at local, regional, national, and international levels establishing relationships between galleries and their directors. Their spin-off journal Imprint is considered an important resource to the visual arts. There are also more personal records in this collection. In some instances, I am allowed intimate snap shots into an artist’s life through their letters, notes, and biographies that show their relationship with their art, colleagues, friends, and family. From Franz Kempf’s bemoaning his time management, to Arthur Wick’s ‘present’ focus on “…observed events (as facts) that can be organised and systemised”.

Another collection of papers within the Printmaking Archive are from Studio One, which functioned as a print editioning workshop in Canberra. There are ‘print job cards’ and letters to artists and galleries. Some more notable artists and organisations include George Gittoes, Dennis Nona, Treahna Hamm, the Indulkana Aboriginal Community in South Australia, and Manupi Art Centre in the Tiwi Islands. The latter has been recorded extensively with photographs. This collection lacks the depth and warmth of the PCA collection, as is evident in the demise of the organisation that was, towards the end, beset with budgeting issues and staff discontent.

These archival collections offer an insight into the context and growth of art organisations and show the emergence of printmaking as a significant visual art form in Australia. They are a valuable part of the Research Library’s holdings and, combined with other material in the library such as the Art and Artist Files, make a powerful research tool. I feel privileged to work for the National Gallery of Australia and to contribute to the support and enhancement of the visual arts in Australia.

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In some instances I am allowed intimate snap shots into an artist’s life through their letters, notes, and biographies...

and influence. Their collection records the beginnings of an organisation that was dedicated to raising the profile of printmaking in Australia, lifting it beyond a perceived ‘craft’ to a serious art form. The collection includes mainly correspondence, exhibition details, printmakers, gallery/art centres, colleges/universities, entry forms, receipts, and copies of newspaper clippings. They provide a comprehensive history of the administrative processes of the PCA and its exhibitions.

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National Advisory Congress Meeting

All ALIA members are invited to join us at a local National Advisory Congress meeting. This informal meeting will provide an opportunity for you to participate in discussion with an ALIA Director and your Local Liaison Officer on the 2010 NAC focus “volunteering with ALIA”

Resilient ALIES

What do the fire, police, ambulance, primary industries, forensics, Customs, Bureau of Meteorology, state, and federal agencies across Australia and New Zealand have in common? They are representative of the membership of the Australasian Libraries in the Emergency Sector (ALIES) network.

The ALIES 2010 annual conference, hosted by the Attorney-General’s Department, was held at the Australian Emergency Management Institute at Mount Macedon, Victoria, from 29 March to 1 April 2010. ALIES collaborate to fulfil the information needs of the emergency sector throughout Australia and New Zealand by:

- exchanging and sharing knowledge, skills, and resources
- maintaining a distributed Australasian emergency management collection
- providing an expert information service.

The theme for the 2010 conference was ‘resilience’ and covered aspects of community, personal, and organisational resilience. The 2010 conference was designed with three streams.

- Resilience in the community: what is resilience and what difference does it make? How will the right information at the right time contribute to a community’s ability to prepare for, survive and recover from emergencies and disasters?
- Resilience in the library community: how do we build on our strengths to thrive, rather than just survive, in turbulent times of constant change?
- Information and resilience: how can we take what we have learned and help our broader communities deal with adversity?

Keynote speakers from many national and state agencies and organisations spoke about resilience in relation to national security, community preparedness, and recovery, engaging communities in times of crisis and epidemics.

Using the experiences of disasters such as Black Saturday, Andrew Coghlan and Kate Brady from the Australian Red Cross discussed the role that libraries and information can play in supporting emergency services and the communities with which they work. Kate highlighted that this role can include informing best practice; supporting policy makers; promoting the use of new technologies; assisting with the development of new services; information sharing; and supporting evidence-based decision making.

Heather Wood, Office of the Emergency Services Commissioner, provided insights into how information was collected, collated, and captured for the Bushfire Cooperative Research Centre following the Victorian bushfires on 7 February 2009.

Jane Grace from the Yarra Plenty Regional Library explained how, after the Black Saturday bushfires, as people began to rebuild their homes and their lives, they needed support through books to help them rebuild. Sue McKerracher, from ALIA, talked about their activities in preparing libraries for disasters, and the work of Blue Shield Australia in protecting cultural heritage in times of disaster.

Through a facilitated group discussion and workshop, participants explored how to ensure resilience in their own libraries and in the ALIES Network. They developed strategies and actions that ALIES members can put in place. Three ALIES Libraries presented case studies illustrating how to build on existing strengths during turbulent times.

This theme was further explored through a hypothetical discussion. This proved to be a fun and engaging way to look at issues affecting special libraries. The hypothetical provided an understanding of how libraries can be perceived, and highlighted strategies for ensuring library services remain relevant in times of economic uncertainty.

That information is a core component of resilience, and that there exist strong links between the concept of resilience and the work of the ALIES network, was well demonstrated throughout the conference. Participants identified how ALIES currently contributes to resilience in the Australasian region.

ALIES contributes to the wider community’s resilience by:

- providing an expert system of people and information
- ensuring alignment of individual library goals with parent agencies’ strategic directions to strengthen national capacity and planning
- providing a shared understanding and coordination of information needs in the emergency sector
- providing an expert system of people and information resources.

ALIES contributes to individual member libraries’ resilience through:

- building on the principle of support between member libraries to grow and develop the network
- acknowledging the capacity to provide assistance to other member libraries as needed, and in turn soliciting assistance when required
- using ALIES to promote members’ business and demonstrate value to stakeholders.

Any library whose parent body operates within the emergency management sector may be eligible and welcome to join the ALIES Network. If you are interested in becoming an ALIES library e-mail em.library@ag.gov.au. More information about ALIES can be found at - http://www.ema.gov.au/abies

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Library practice in a FMCG Environment

Have you ever wondered about what is involved in producing the loaf of bread you buy at your local supermarket, the ham you enjoy in your sandwich for lunch, or the traditional lamingtons that make morning tea so special?

As a librarian working for one of the largest food manufacturers in Australia and New Zealand, I have a particular insight into the world that is George Weston Foods Limited (GWF). Most Australians and New Zealanders would be familiar with many of our well known consumer brands, such as Tip Top®, Burgen®, and KR Castlemaine®.

Information, insights, and knowledge are certainly among the inputs in the manufacture of these and other GWF brands you see every time you take a trip to the supermarket or your corner store. Management of this knowledge is part of the service that the Library & Information Services (LIS) team provides to our GWF customers every day across the many facets of our fast-moving consumer goods business.

GWF has six major businesses that include bread and baked products, smallgoods, flour milling, animal nutrition, cake and ingredients, hygiene solutions, and foodservice operating from 60 sites with approximately 8000 employees across ANZ.

So what does this mean for LIS at GWF?

Based at the GWF Enfield NSW site, LIS has an FTE of 1.45 so working smarter and maximising our use of technology are core to how we operate. In describing the role of special libraries both ALIA and SLA rightly focus on the need for the special library to directly support the goals and business objectives of the parent organisation and to maintain alignment with those objectives.

So how do we pursue this objective at GWF LIS?

Have you ever wondered about what is involved in producing the loaf of bread you buy at your local supermarket, the ham you enjoy in your sandwich for lunch, or the traditional lamingtons that make morning tea so special?

We foster a business partner relationship with our clients, seeking to understand what their information needs are and proactively identifying opportunities for us to deliver solutions that add value. Parallel with this, we keep a watching brief across vendor/supplier offerings so we are best placed to quickly match customer needs with a known solution. The final core element to our approach is to view information as a business asset. Considering at information as an asset has helped us identify opportunities to deliver value adding information and knowledge solutions.

GWF has diverse information needs, in terms of content type, delivery, and timing.

Timely access to quality, authoritative information across the business is required to support a variety of needs including: claim substantiation; regulatory compliance; issues management; safety; and the resolution of an engineering problem in one of the manufacturing plants.

The external content required ranges from a large suite of Australian and international standards, to market research, commodity information, published literature on food science and technology, cereal chemistry, analytical methods, consumer insights, issues management, and competitive intelligence. Our GWF clients can ‘pull’ content across most of these topics/disciplines from the various licences to web-based services which we have implemented. Clients also request custom research on an ‘as needs’ basis.

Alternatively, using the efficiencies of a one-to-many approach, LIS compiles and ‘pushes’ packaged information on a regular cycle to targeted audiences around the business. Through regular media, technical and IP updates, and ETOCS, key staff are kept informed of the latest developments relevant to their needs and roles within the business. By filtering and packaging information in this way, we address several key value considerations for staff such as staying current, saving time which might otherwise be spent trawling the web for information, and delivering against budget.

Through developing and maintaining knowledge bases for key communities of practice our information and knowledge management activities have followed a natural progression as we have looked for opportunities to add value throughout the whole life cycle of the information asset.

Our services are now well established and we have agreed metrics to measure and monitor both usage and business impact. More recently, we have also begun preparing trend analyses using graphical presentation and exploring how we can capture and include social media insights to support issues management activities.

Going forward, the challenges we face include:

- Ensuring our metrics remain aligned to organisational goals;
- Improved integration;
- Information literacy and staff training;
- Resource sharing; and
- Professional development.

Working at GWF presents me as an information professional with a range of interesting challenges and opportunities and has certainly given me a whole new appreciation of what goes into building great brands.

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Have You Been CKDesigned?
They Have

Australian Institute of Management - AIM
Library and Book Store, NSW

LIBRARY PLANNING & DESIGN SPECIALIST
CK DESIGN INTERNATIONAL
They thought I was special enough

One returned librarian’s reflections on raising the profile of a special library

It was with a sense of happiness tinged with curiosity that I accepted the position of Library Manager at Epworth Healthcare in late 2009. I knew great roles like this became available only very occasionally, and were highly sought after. I was elated to have been chosen, and knew I could provide information excellence to medicine’s best and brightest. But why was I chosen as the new library manager from what must have been a pool of very attractive applicants? I had worked for 15 years in reference, liaison, and information literacy in academic libraries, then 7 years working with a library vendor. I could see the synergies and knew I could do the job; but what did the interview panel see in me?

So that was one of the first questions I asked my line manager – it turned out my vision of the new library service was very impressive! By drawing on my academic library background, I know a library needs to be at the centre of any organisation involved in research and education, and where current information is vital. Of course to me, ‘library’ means print and online collections, integrated services and liaison across sites, information literate users, proactive customer-oriented staff, and partnerships with our user populations. I also drew on my reference and liaison experience to speak about discoverability and accessibility of information, aligned to information literacy, and critical to user satisfaction.

The surprise to me was not how attractive my vision was, but how attractive and novel my delivery strategy was. The panel was excited by my multi-layered approach to discover needs, plan and implement change, then measure success in our widely differing user populations, remote sites, doctors, nurses, specialists, researchers, etc. I was also conscious of aligning the library to the corporate vision and business model to deliver success – that is, ensuring the library is an integrated element of the wider organisation. These are all approaches, skills, and attitudes I learned as a vendor account manager. If I viewed the hospital and staff as a new account, I could see sectors, influencers, opportunities, weaknesses, threats, strengths, timeframes, deliverables, and hotspots, which informed my strategies. So easy!

So this brief conversation with my manager at the end of my first day was very useful. Now I had my first goals for the coming months, and a tacit approval for a non-traditional approach to raising the library’s profile and delivering services. And so to the action…

My first liaison contacts were the educators, a natural alliance for me and the library service. We discussed and are now delivering targeted information literacy sessions embedded in the graduate program. I also made appointments with each of the five site managers to discover what they wanted from their library. I knew this meeting had to benefit each manager, so I demonstrated Pathfinders as a new library service developed in the first quarter of my tenure by the library staff. This has reaped great rewards in the form of regular invitations to demo library web services to groups at each site, as well as 1:1 sessions with specialists and researchers. The library is successfully growing our profile and partnerships with our key user groups.

Once I saw growth in liaison and user activity, I knew the next great leap was needed at a strategic level. So I am now in the process of formulating a Library Advisory Committee which will draw membership from professors, directors, researchers, and key senior influencers across the hospital to support and advise library services as the organisation grows and evolves. This is a critical step as we will be more transparent and accountable than ever before; we will also be able to plan for change, look for support at the highest level, and, importantly, be involved in information strategic futures to benefit the whole organisation.

So I can reflect on the last eight months with a sense of achievement; all those competencies developed in university libraries and vendor services are now benefitting the patrons of the Epworth Healthcare library. The future holds a new library space, increased staff, new services to new sites and specialisations, and continuous efforts to provide our users with information almost before they ask for it. Never a dull moment in the Epworth Healthcare Library.

One last but essential point – I can say without hesitation and with a great sense of gratitude that all my ideas and activities have been warmly and generously supported by the library staff without whom I would be a blonde blur with Tim Tam accessories! The two experienced and enthusiastic staff I inherited have shown me what great medical librarians will do to deliver quality service. Well done, Di and Marina.

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The Burning Wire
Jeffrey Deaver
Hodder & Stoughton, 2010
ISBN: 9780340937297
RRP: $32.99
Fans of the Lincoln Rhyme crime fiction novels by American author Jeffrey Deaver will be delighted by the publication of The Burning Wire, the ninth title in the series. Lincoln Rhyme is a brilliant forensic expert and quadriplegic who consults for various law enforcement agencies on particularly complex and baffling crimes.

In The Burning Wire, attacks are being made on New York’s electricity grid, possibly by political or ecoterrorists trying to shut down the city’s power supply. These result in a number of very grisly deaths by electrocution and of course a range of crime scenes for Rhyme’s personal and professional partner, Amelia Sachs, to investigate.

Deaver’s novels are well paced. Frenetic action is interspersed with detailed descriptions of forensic methodology and, in The Burning Wire, some fascinating information about the killer’s weapon of choice, electricity, which is invisible and devastatingly lethal.

Lincoln Rhyme’s personal journey is advanced in this novel but his relationship with Amelia Sachs is oddly disconnected, which may disappoint Deaver’s long-time fans. Nevertheless, The Burning Wire has that ‘can’t put down’ factor and races to its conclusion with twists and turns that keep the reader engaged and entertained to the last page.

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Damaged
Alex Kava
Sphere, 2010
ISBN: 9781847443397
RRP: $29.99
Damaged is the eighth novel by Alex Kava featuring FBI profiler Maggie O’Dell. In the waters of Pensacola, Florida a cool box is found containing body parts sealed in plastic bags. At the nearby Naval facility soldiers are dying horribly from unknown causes. And Hurricane Isaac, on a direct course for Pensacola, is being upgraded from a Category 4 to a Category 5.

Maggie O’Dell finds herself in Pensacola investigating the body parts. USAMRID investigator, Colonel Benjamin Platt is sent to the Naval base to look into the soldiers’ deaths. Neither knows the other is there. Neither knows of the other’s case. Into this is thrown Search and Rescue swimmer Liz Bailey, her brother-in-law, local funeral director Scott Larsen, and handsome stranger, Joe Black. People are disappearing.

Kava’s characters are well drawn and engaging. The mounting drama of disappearances and the approaching hurricane is blended to create a tangible tension. This is an enjoyable thriller – and yet I was left wanting more. I found the ending somewhat abrupt and dissatisfying. I wanted those loose ends explored rather than neatly tied. I wanted a touch more drama to those cliff hanger moments. Nonetheless, I will be reading another Kava soon.

Cathy Johnston
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How Frogmouth Found Her Home
Ambelin Kwaymullina
Freemantle Press, 2010
ISBN: 9781921696015
RRP: $24.95
This Indigenous creation story is complimented through the brilliantly vibrant illustrations, and has been dedicated back to the Frogmouths. Frogmouth isn’t like other birds; she decides there’s more to life than living in the trees with her grandmother. She travels the land searching for a nesting place while helping others along the way to find their true homes. One day she meets Moon who offers a resting place during the dark hours. Frogmouth becomes the first star, a guiding light for other Frogmouths flying in the night. A wonderful way for children to learn and read about Australian animals and Indigenous culture.

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Midnight in a Perfect Life
Michael Collins
London, Weidenfeld & Nicolson, 2010
ISBN: 9780297859888
RRP: $32.99
As disturbing as it is to see ugliness reflected, holding a mirror to contemporary society is one of the functions of literature. Collins has done so here with cameo portraits of characters, in a hopelessly and seedy world that reminded me of Joseph Heller’s Catch-22. Oestensibly a novel about the downward economic spiral of a novelist, Midnight in a Perfect Life relies on a sense of the carnivalesque for its impact. In jagged prose with disjointed rhythms, the text is pared back of linkages and exposition. The main character displays an emotional detachment not unlike the protagonist of M J Hyland’s This Is How. His on-again, off-again marriage is symptomatic of his general ineffectiveness. Women are defined by their reproductive roles—his wife Lori, attempting IVF in a desperate quest for motherhood; his dying mother, sequestered in a nursing home; the exploited immigrant daughter of the landlord. The one person our writer is at all truthful with is Fennimore, the unseen novelist for whom he ghost-writes. Pieces of autobiography hidden in the writing of both men begin to identify the underlying subplot. The problem of fatherhood emerges as the real focus, circled by the themes of surrogacy, infertility, and personal creativity.

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Queen Victoria’s Underpants
Jackie French & Bruce Whatley
Angus & Robertson, 2010
ISBN: 9780732288228
RRP: $24.99
The latest offering from two of Australia’s favourites, Jackie French and Bruce Whatley, is Queen Victoria’s Underpants. The story gives children a fun glimpse into Victorian days when it was unusual for a woman to wear underpants.

My friends Zoe (nearly 7 years old) and Sacha (almost 4) both liked the book because it was a book about undies AND it was funny – particularly the suggestions that the Queen’s underpants should be made out of bagpipes!

So, as far as target demographic is concerned, this book hits its mark!

Kathryn Cass
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The Japanese lover
Rani Manicka
Hodder & Stoughton, 2010
ISBN 9781444700312
RRP $32.99

Colour and prejudice provide the frame for this novel of the mystical east. Sri Lankan Parvathi's life never seems hers to control – her father sells her to a wealthy expat in Malaya; her husband expects certain standards; her children demand of her; her brothers exploit and defraud her. Only Maya the medicine woman and cook provides succour. She also specialises in unlikely revelations of deep spiritual truths. When the spirit world moves out of alignment, then life gets messy.

The different races – Indians, Japanese, American, Malays – of this polyglot tale are described in terms of their relative skin colours. But colour proves an unreliable predictor of virtue. Parvathi's predecessor is upheld as the epitome of beauty – light skinned – yet she left her husband for the decadent west and a lover. The Japanese lover hides Parvathi's dark skin under a geisha's white paint, so that inner beauty is matched by an acceptable appearance.

The paradox of becoming lover to the civilised commander of the brutal Japanese occupying forces illustrates the deceitfulness of prejudice. By secretly and unnecessarily sacrificing herself to save her stepdaughter, Parvathi finds a love, albeit short-lived, surpassing the stiff embraces of her much older and now dead husband.

Malaysia's post war power struggles for independence provide the backdrop against which Parvathi's dysfunctional family hastily rush through their lives. A curious, philosophical work that intrigues but doesn't engross; the resolutions through death seem too contrived, if karmic.

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The Legacy
Kirsten Tranter
Kirsten Tranter
Fourth Estate, 2010
ISBN: 978073290801
RRP: $32.99

A debut novel from an Australian author, and the promise of an “unputdownable mystery” with blatant parallels to Portrait of a Lady assured a riveting read. Unfortunately in this ponderous novel with poorly drawn characters, “mystery” is really “extremely obvious plot devices” and the “compelling meditation on the nature of art” becomes “pseudo-intellectual adolescent drivel”.

The story follows Julia, a character whose intelligence never makes up for her insipidity, with an unexplained pull on men as unlikely as it is boring. She meets and has a massive unrequited crush on Ralph, a decidedly camp but confused individual who is deathly ill, lazy, boorish, and extremely rich, and immune to Julia's charms. Ralph's estranged cousin Ingrid arrives from Perth and proceeds to enrapture everyone around her with her height, blonde hair, and Mona Lisa smile. Ralph's father leaves her scads of cash and she proves a complete idiot, falling in love with and marrying an abusive New York art dealer. Ingrid disappears when the towers fall on 9/11 but is she really dead? Good luck sticking around to find out in this slow-moving retrospective of adolescent crushes and intrigue. It's not worth your, or your patrons', time.

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The Passage
Justin Cronin
Orion, 2010
ISBN: 9780752897851
RRP: $15.00

At a secret facility in Colorado a US Army scientific team is testing a new South American virus. This brew is an agent that could slow the ageing process and increase physical robustness. The subjects being tested are twelve inmates from death row. Of course, the experiment fails.

Now a hundred years later, in this futuristic fable, an apocalyptic plague of vampires rules over the remnants of civilisation. “It seemed like a good idea at the time,” the head scientist said.

The passage is a weighty tome that is written well enough, but the plot wanders all over the place. It’s a little like reading Michael Crichton, Stephen King, and Bram Stoker’s Dracula together. But let’s be honest here, this saga has Hollywood in mind. Justin Cronin was offered $1.75 million at the time,” the head scientist said.

I wasn’t really sure what this book wanted to be about. I thought it was going to be an exciting book about search and rescue and police investigation, but was disappointed to find the only real climax happened in the sex scenes.

I found the dog search and rescue training thread very readable, including matters around police and FBI process, although the finale was slow and predictable. The emotional state of a crime victim turned trainer, desperately seeking to control their environment, was also interesting. But the characters’ interactions, and the former victim's controlling friends aiding her affair with a barely disguised bully, drawn in by his inability to predict and control her, spoiled the overall readability of the book. According to the media release, Nora Roberts writes eight largely crime related novels and books a year. While admirably prolific, that might explain the slightly formulaic flavour.

Despite these frustrations I respect that there is a solid attempt to portray the heroine of the story as a capable woman who is not easily intimidated, and who doesn’t need high heels and makeup to feel good. That’s a nice change.

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For LIW, Bellingen Shire Libraries offered Clarence Regional Library members the chance to win $50 for writing the best review. Members had to submit their reviews using the Clarence Regional Library catalogue Ratings and Review function. Two winners were selected from Urunga and Dorrigo areas and one winner from Bellingen.

Bellingen Shire Libraries participated in the National Simultaneous Storytime where the book *Little White dogs can’t jump* was read at 11am. Bellingen Library invited the local preschool along and Urunga and Dorrigo Library staff visited their local preschools and presented the storytime session along with craft activities.

Bellingen Shire Libraries

The annual ALIA SA Quiz Night was held on Saturday 29th May 2010 with more than 90 library staff, friends, and family attending. Using the theme ‘Access all Areas’, teams dressed as Intelligence Agency staff, Doctor Who characters (complete with a scrumptious Dalek cake!), and burglars. A silent auction of a Cricket Australia T-shirt signed by Ricky Ponting, plus heads and tails donations raised $317.50 for The Smith Family charity. Our sincere thanks to major sponsor, CIVICA [http://civica.co.uk/AUS/](http://civica.co.uk/AUS/), minor sponsors Dymocks Rundle Mall, Angus & Robertson Norwood, Haighs Chocolates, and Craig Sinclair (Quizmaster) for their continued support.

ALIA SA

For LIW this year Cairns Libraries’ ten branches were decorated with ‘Access All Areas’ banners and posters and proceeded with an array of activities to make good on this tagline: a “Homework Help” workshop for teens, “Finding Your Family” genealogy workshops, and “Computers for Beginners” workshops. We celebrated NSS at six branches, two of which hosted guest celebrities: local radio presenter Kier Shorey and local children’s author Trudie Trewin, who treated a group to a special reading of her latest picture book, *Wibbly Wobbly Street*. We also took advantage of LIW to launch Cairns Libraries’ Dewey’s Star Reading Club Passports. The passports are stamped every time a child borrows from one of the branch libraries – just another way to make library visits more fun!

Cairns Libraries

For LIW, Bellinger Shire Libraries offered Clarence Regional Library members the chance to win $50 for writing the best review. Members had to submit their reviews using the Clarence Regional Library catalogue Ratings and Review function. Two winners were selected from Urunga and Dorrigo areas and one winner from Bellingen.

Bellingen Shire Libraries

During LIW, Ruth Faulkner Public Library staff surprised Belmont Forum shoppers and their families with free gifts and stickers for the children. Edith Lauk and Wendy Kirkup handed out ‘Access All Areas’ flyers and bumper stickers to shoppers and library card holders for those lucky members of the public who declared themselves as library members. Children were given stickers and enjoyed the antics of a noisy parrot. Edith and Wendy targeted young families to entertain the children with parrot noises, pirate songs, and a friendly pirate bearing treasure and gifts for young and old.

Belmont Library

We had a great night with the Caught Read Handed and Read Hot Readers Team from Casuarina Public Library winning the inaugural LIW award. Ann Ritchie did the presentation wearing her new ALIA hat – the new ALJ editor.

Casuarina

Photograph courtesy of *The Advertiser* (Bendigo) 28/5/2010

Adopting a ‘grunge’ theme helped us to engage youth during LIW celebrations at the Bendigo TAFE Library this year. Students from the Connect2BRIT course enjoyed spray painting 90s grunge band names on black plastic backdrops to decorate the library foyer and reading area. Music Industry teachers loaned us ‘unplugged’ band gear to help set the scene and students from the Advanced Diploma of Building Design and Certificate III in Aboriginal or Torres Strait Islander Cultural Arts program exhibited their work in the library throughout the week. We all enjoyed dressing down in flannelette shirts, band t-shirts, boots, and ripped jeans for a ‘plunge with grunge’ Biggest Morning Tea. Guests had their wrists stamped with Library ‘pass outs’ by a Courtney Love ‘might’ve been’ and her roadie, and the event attracted local newspaper coverage. Many of our students completed a catalogue-based library quiz to familiarise themselves with the library databases with an iTunes voucher as the major prize.

Bendigo TAFE

We had a great night with the Caught Read Handed and Read Hot Readers Team from Casuarina Public Library winning the inaugural LIW award. Ann Ritchie did the presentation wearing her new ALIA hat – the new ALJ editor.

Casuarina Public Library
Thanks for making NSS possible. We really enjoyed it at Warwick West State School. The 11:00 time slot was right on the lower school lunch break so rather than make their little tummies wait any longer (they are mighty hungry by this stage!), we organised two big undercover eating areas and called it a "Picnic Storytime" where they ate their lunch while enjoying listening to the story. The upper grades used the downloadable version within their own teaching spaces. Lots of great feedback. The book was a great choice as it appealed to a wide age range.

Sutherland College

Sutherland College Library, housed over two campuses (Gymea and Loftus), hosted a variety of activities for LIW 2010. Both locations completed 500 piece community jigsaws, a map of Australia at Gymea and a Batman poster at Loftus. A guessing competition on tourist sites around the world was held, with the winners receiving fabulous prizes, as well as morning teas at both locations for college staff. Both libraries were decorated out with balloons and looked very festive. Loftus campus hosts the child care centre for the college and though the rain prevented the children from coming to the library, the library was able to go to them and enjoy NSS with many doggy stories being read to complement Little White Dogs Can't Jump.

Coffs Harbour Region

It was great to see so many library staff from the region together for breakfast this morning to celebrate 'National Library Technician’s Day'. Photo attached of the group – a mixture of library staff from Public, Academic, School & Special libraries. This is the eleventh year we have held a celebratory breakfast, and look forward to another social get together later in the year.

Clayton Utz

Following the success of our inaugural LIW last year Clayton Utz Melbourne Library knew we had to celebrate again. Our first activity was a colouring-in competition. This year we had 2 entries from adult staff members with perhaps a little too much free time on a Friday afternoon. In fact, there was so much interest from our staff that next year we plan to include an over 18s category! Second, we held our annual book giveaway with all of our deleted and excess textbooks to give away. We have a rule that staff must visit the library in person to collect books but this doesn’t stop keen lawyers trying to call in and reserve popular titles. Of course we stuck strictly to our no-visit no-book policy. Third was a special training session for our support services staff. This year I ran an 'Advanced Google' refresher. A library/literature/law themed crossword fulfilled our trivia obligation; we drew the winner from a pool of correct entries. Finally, we installed a lolly jar at the Reference Desk for the week. Everyone loved this and we had many regular visitors, sometimes multiple times a day!

As a marketing exercise we are happy to report LIW 2010 a success. We achieved our aims of raising the library's profile, attracting infrequent users to the library, and having some fun along the way. Bring on LIW 2011!

Tennis Woods College

Talausha and Jack shared the story book Little White Dogs Can't Jump with Matilda the Cavalier King Charles Spaniel and Tenison Woods College during National Simultaneous Storytime. The initiative featured children across the nation listening to the story being read aloud, with local events held at TAFE SA, Mulga Street Primary School, and Tenison Woods College.

Claremont College

Claremont College library held a morning tea to raise funds and awareness for the Cancer Council and for Library and Information Week. We had a great turn out of our staff and students, and lots of yummy morning tea made by staff. Everyone really enjoyed themselves and comments were ‘we should do this more often …’. One of our staff made an information handout with suggestions of books to read while having your morning cuppa entitled, ‘Need something to have with a cuppa? Why not try one of these…?’

The After-Party

Cockburn Libraries

Cockburn Libraries invited the Mayor of the City of Cockburn, His Worship Logan Howlett JP to be its Celebrity National Simultaneous Storytime Reader at Spearwood Library. Mayor Howlett came well prepared with various props that included some of his childhood friends and his children’s first skateboard. He even wore a designer T-shirt for the occasion. The mums and dads delighted in the story as much as the children. Everyone was intrigued with the prints of animals he brought to show that had been in his family for about 100 years.

Elwood Primary School

NSS is an important and special way of promoting the value of reading and Australian authors and publishers to students and to the community. I thought NSS was a great idea and 2001 – 2004, at Elwood Primary School, it was always a special event. Last year I resurrected it and now that I’m back full time in the library, it was to be a major event. However I was ill the week prior, and I knew I was not capable of presenting the story to our Junior School — 130 Prep, 123 Year 1 students, and 96 Y2 students. However I didn’t want to disappoint the children. So I sent out the online version to all 15 Junior School teachers hoping they would take up the challenge. All the Prep and Year 1 teachers and 2 of the Year 2 teachers did read it to their classes. Just goes to show you if there’s a will there’s a way – enthusiasm for reading saved the day.

Desk Set Downunder

Dozens of Melbourne’s literary library types braved the late-Autumn chill to attend the inaugural Friday night launch of the new social group Desk Set Downunder at the State Library of Victoria’s own Mr Tulk Cafe. Librarians and friends took advantage of happy hour drinks prices and the opportunity to meet and mingle. Inspired by New York’s Desk Set (thedeskset.org), Andrew Finegan and Romany Manuell began a Melbourne equivalent, which now has its own zinc, badges, and website (desksetdownunder.org). This successful launch has led to other lively events such as ‘Dewey, Dumplings, Drinks and Dancing’ and a screening of the latest Twilight installment.
Lohe Memorial Library

Lohe Memorial Library, Australian Lutheran College, supports tertiary preparation of pastors, teachers, and lay ministers for the Lutheran Church of Australia. For LIW we mounted a display of palliative care resources for students in pastoral care and Faith Community Nursing and distributed kits from Palliative Care Australia. In keeping with the LIW theme, we conducted a tour of the Rare Book collection. The oldest work by Martin Luther in our collection is a small pamphlet published at Wittenberg in 1523, on ‘why women are able to leave the cloister’. Of exceptional beauty is a hand-painted pictorial Bible, translated by Martin Luther and published by Hans Lufft in 1550.

Freemantle City Library

Freemantle City Library hosted a ‘Biggest Morning Tea’ for City of Fremantle staff and community members with guest speaker, author Karen Leibovich. This was a great success with around 40 people attending. Karen’s novel is about her experience with throat cancer, and therefore her talk was very pertinent to the Biggest Morning Tea for the Cancer Council. Karen was an excellent speaker; the response from participants was overwhelmingly positive. At the end of the session some members of the public, who had experiences with cancer, came to give her a hug and thank her for sharing her story. She engaged well with the audience, and included a guest reading from her novel which was also successful. Fremantle City Library would thoroughly recommend Karen as a guest and were pleased with the positive outcome from the event.

Stepping Stones Childcare Centre

Promoted as “Bring Your Teddy or Other Stuffed Friend to Work Day”, 52 enthusiastic staff and guests at Macquarie University Library were entertained by Dr Paul Howse reading the selected story. A gold coin donation was charged and over $120 raised for The Indigenous Literacy Project. The event was also promoted to our childcare centres and faculties and a review of the book was published in our staff newsletter. Everyone was delighted with the event and felt a connection to our roots as storytellers.

Macquarie University Library

Following on from two successful years, George College library offered staff and students of the college a 500-piece Australian waterbird jigsaw for community completion as part of the 2010 celebrations. It was easily completed in the week and was so popular that students asked for a community jigsaw to be a continual feature of the library! A college staff member has donated a 2000 piece one that is currently being undertaken. Other LIW celebrations at the college included partaking in NSS, a morning tea in combination with the Biggest Morning Tea, information sessions about new library online resources, 3 guessing competitions, and more. Thinking caps are now on to make 2011 even bigger.

Murray Bridge Public Library

Librarian Timothy Law at the Murray Bridge Public Library got into the spirit of NSS this year when two local school classes visited the library to hear him read the story Little White Dogs Can’t Jump. In total 11 adults and 34 children attended the event, by far the greatest number of participants that Murray Bridge has hosted since beginning NSS in 2006.

Daylesford Primary School

Daylesford Primary School enjoyed Little White Dogs Can’t Jump. Grades prep to two made ‘little white dog puppets’; they all enjoyed the book and our morning was successful.

George College

For LIW, Kiama Library in NSW asked library users to calculate just how much their library saves them. Using a version of the Library Value Calculator, originally produced by the Massachusetts Library Association in the US, manager Michelle Hudson and her staff provided patrons with a way of valuing the service by looking at the number of items borrowed; newspapers and magazines read; events and classes attended; computers used and reference questions asked. Local resident and library ambassador Bruce Elder added his endorsement but said, “You can't really put a value on libraries. Libraries help hold a community together. They're a wonderful place to go, just to sit and think. They represent the best of our society – shared knowledge and enjoyment, people getting on with one another.”

Mid-Western Regional Council Library

The fun at Mid-Western Regional Council Library started at 10.30am – the little dog could not jump through the hoop, no matter how hard he tried! Lydia and Cheryl helped out with instructions and the children demonstrated how to jump. Eventually Pooch jumped through the hoop to the delight of all. At 11.00am Simon Jones read Little White Dogs Can’t Jump. The children and guest reader then demonstrated how monkeys can jump on a bed and what happens when one falls out! Great fun was had by all – children found it hard to say goodbye to the library but look forward to visiting again soon!

Kiama Library

For LIW, Kiama Library in NSW asked library users to calculate just how much their library saves them. Using a version of the Library Value Calculator, originally produced by the Massachusetts Library Association in the US, manager Michelle Hudson and her staff provided patrons with a way of valuing the service by looking at the number of items borrowed; newspapers and magazines read; events and classes attended; computers used and reference questions asked. Local resident and library ambassador Bruce Elder added his endorsement but said, “You can't really put a value on libraries. Libraries help hold a community together. They're a wonderful place to go, just to sit and think. They represent the best of our society – shared knowledge and enjoyment, people getting on with one another.”
Radio announcer Leon Compton from Casuarina Library by Darwin ABC coincided with a three-hour broadcast on the Friday. The workshop Writing Workshop at Casuarina Thursday, and an all-day Creative Territory Author Awards entrants on the Wednesday, a workshop for Young an author talk at the City Library on the Friday下午 with gifts and had lunch to thank them for their time and contributions for students at VU. A great celebration was had by all.

Darwin City Council Libraries

Darwin City Council Libraries celebrated LIW in a big way with events and programs to suit just about everyone. A range of Darwin personalities were invited as celebrity librarians at Casuarina, Darwin City, Karama, and Nightcliff libraries throughout the week, including NT Chief Minister Paul Henderson, DCC Lord Mayor Graeme Sawyer, Hector the Cat, and Chantal the Fairy. Minister John Elferink and Councillor Kerry Moir read stories during NSS. All the celebrities circulated items, greeted customers, among other tasks which they all did with great gusto.

Author Goldie Alexander conducted an author talk at the City Library on the Wednesday, a workshop for Young Territory Author Awards entrants on Thursday, and an all-day Creative Writing Workshop at Casuarina Library on the Friday. The workshop coincided with a three-hour broadcast from Casuarina Library by Darwin ABC radio announcer Leon Compton.

Northern Territory Libraries

NSS was a huge success in the Northern Territory with more than 100 children in urban and regional libraries being able to participate for the first time with real-time, two-way web conferencing. Children in Lajamanu, Wadeye, Elliott, Mataranka, Milingimbi, Ramingining, Tamminmin, and Nhulunbuy were able to join in and see and hear our special guest reader, ABC personality Charlie King read Little White Dogs Can’t Jump. Charlie did a wonderful job and the two school groups from Wulagi Primary School and Nenarluk School really enjoyed the story and the opportunity to participate.

The Scots School

The Scots School Albury took part in National Simultaneous Story Time Day. We had a party to celebrate the book, as well as our own mascot. The kids had a great time and our dog was a fantastic ‘Smudge’ in a basketball top.

Tableland Regional Libraries

Each year Tablelands Regional Libraries look forward to NSS; this year we had six of our eleven libraries participate and they all had a wonderful time. In the Tablelands we use NSS as an opportunity to network with our local childcare centres – we cater to between thirty and forty children in each location. For 2010 Little White Dogs Can’t jump gave us the opportunity to sing, dance, and howl. Mareeba Library constructed a cardboard dog house and we hop scotched our way around the library following the mysterious paw prints. Looking forward to more mayhem next year!
Wow - what a fantastic day we had here at Tennant Creek Public Library. The National Simultaneous Storytelling was held at Tennant Creek Public Library. A group of 42 students listened to our very special storyteller – MLA, Gerry McCarthy, read *Little White Dogs Can’t Jump*. The students enjoyed the story with lots of laughs at poor Smudge’s adventures. At the end when Smudge’s family decided to buy a small car so Smudge can jump in, everyone cheered. After Storytime we had morning tea with lots of delicious paw prints biscuits – what a treat. Everyone had a wonderful time and so did Mr McCarthy.

**Riverina Institute**

Together with other events, Albury Campus library staff of Riverina Institute : TAFENSW hosted a dinner at Rivers Training Restaurant to celebrate LIW. This dinner has become a standing feature of Library Week in the region, and is so successful that we now have a considerable waiting list – this year we had to turn people away.

Librarians, library technicians, and library practice students came from all sections of the library community to eat, drink, grapple with quizzes, and talk about the latest developments in libraries and our role in the transmission of knowledge. It is a real celebration of the community, of learning, and of libraries.

We also had the opportunity to preview some of the latest technologies. Harvey Norman very generously loaned us one of their eReaders – the River Story and we were able to compare it with the Amazon Kindle.

We may need to find a larger venue for next year!

**Vision Australia**

Vision Australia Library visited Clarinda Primary school in Clayton, Victoria – the picture Braille book was read by our library member, Miss Sheila Blanchfield. About 80 Prep to Grade 2 children listened to Sheila reading *Little White Dogs Can’t Jump*. They were fascinated by how a blind person reads a book with her fingers. Both teachers and children were amazed that Sheila could decipher the dots and still read at a normal speed. Sheila also demonstrated how to use a Perkins Brailler. For 6-year-old children, the generation that does not usually know what a typewriter is, the Perkins Brailler certainly sparked their curiosity.

**National Measurement Institute**

Taking on board the ‘Access All Areas’ theme, at the National Measurement Institute I gave out bookmarks, library brochures, and wore my lanyard plus a “backstage pass”. Keeping with the theme, I focused on introducing and educating staff about some web-based tools that are available to them – not just our library provided resources and databases, but also sites such as Wordle, WolframAlpha, Troye, Project Gutenberg, and some of the innovative products from Google. One of the week’s promotional pieces was informing staff about their State Library. Many people don’t know what services their local public library can provide, let alone the wonderful resources available for our use as residents of our states and territories.

I was thrilled when one of our staff came up to me the following week and told me she had joined the NSW State Library after reading my LIW info segment. Another person showed me how he was using Wordle for a forthcoming presentation. These are just two examples of how ‘Access All Areas’ inspired the staff at my workplace to use information – and hopefully has helped continue to put libraries and librarians in a positive light!

**Southbank Institute of Technology**

Free popcorn, movies, and live music performances proved to be a hit in attracting students and staff to celebrate LIW 2010 in the Southbank Institute of Technology Library. Our enthusiastic and energetic library team produced a packed program of events, competitions, and displays to highlight this year’s theme of ‘Access all Areas’. Not only was there fun, but learning too, as our librarians launched a newly developed learning object to demonstrate the use of WebFeat to access online subscription databases. Fabulous prizes also enticed our clients to enter the Love Your Library competition, which generated lots of positive feedback.

**The Law Institute of Victoria**

The Law Institute of Victoria (LIV) Library is a member-only library. This was our first year celebrating LIW and we wanted our focus to be on LIV staff ‘Accessing All Areas’ of the library and meeting the great staff team that we have. We started by putting together a flyer to hand out to all staff and included a quiz for them to fill in. The winner received a magazine subscription. We put items in the staff newsletter in the week prior to LIW and during LIW we sent out an all staff email with lots of “Did you know” items, including information about the fire that destroyed our entire library in 1978: the only books saved were those on loan. We finished the week off with a fabulous Afternoon Tea with cupcakes that had LW iced on the top, and raised over $150 for the Cancer Council. We look forward to running a bigger and better week next year.

**Macquarie Regional Library**
This year the Water Corporation Library staff collaborated with staff from Document and Records Service, Knowledge Management, and Web Services to celebrate LIW. A display was set up in the foyer of the Water Corporation head office in Leederville, Western Australia. During the week we gave out freebies, answered questions and promoted services. We ran two competitions: a ‘virtual treasure hunt’ and a library crossword. We also held two training sessions – ‘RSS Feeds: What they are – How do they work’ and ‘Social networking in plain English’ which were well attended.

State Library of NSW

**Theme:** Access quality online information at your fingertips!

**What we did:** We set up a promotional table with a laptop in the State Library foyer, staffed by experienced reference librarians. We advertised our presence on the front page of our website throughout the week.

**Most popular online resources shown:** Historical newspapers, family history, health, and business databases.

**Most popular items on the table:** By a long shot, the free pens and sweets! Then our variety of bookmarks and brochures and the giveaway vendor bags.

**Question of the week:** Are you here to do people’s assignments?

**Would we do it again?** Definitely! A great opportunity to share our online collections and professional expertise.

South Burnett Library

Over 80 children enjoyed NSS at the libraries in the South Burnett. At Kingaroy, Year 1s and Preps sang the “Jump” song and made paper bag hand puppets; at Blackbutt the local kindy kids watched Smudge on the big screen using the presentation from the website; and at Nanango a very spoiled, real little white dog enjoyed lots of cuddles and pets. Kindy kids in Wondai also visited their Library for NSS for the first time and it was a huge hit with children and parents. Staff joined in the spirit of the day wearing puppy dog ears or basketball uniforms borrowed from local teams for the occasion. Customers looked at us with bemused expressions but heartily approved of our efforts to engage the children.

**Interdisciplinary Reviews**

Unique hybrid publications that combine the most powerful features of online reference works and review journals, emphasizing the importance of interdisciplinary collaboration in research and education.

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Eight elements
I understand the frustration of the community that sees governments (or even big enterprises) endlessly gazing at their navels working out how to ‘do’ Social Media. “Why not just do it?” they cry. Well, believe it or not, the people inside government or enterprises are equally annoyed at the delay in getting going with this, but while we’re going about gathering support and approval for our initiatives we can take advantage of the wealth of research that’s going on. A good example is the guide produced at the University of Albany, SUNY (http://tinyurl.com/2bgspyp) that describes eight essential elements for a social media policy, based on an analysis of existing policies from around the world and a series of interviews with practitioners.

Looking for meaning
It’s been quite a few years since Sir Tim Berners-Lee began spruiking the Semantic Web and while there’s a fair bit of work going on, it’ll be a while before it hits the big time. That, at least, is the general assessment of the experts polled in the Pew Internet study (http://tinyurl.com/3j2jcdv). Even looking forward ten years, there is no clear consensus that the results of this work will be noticeable to the average user. It’s not surprising, really. It’ll require a lot of attention to be paid to content creation (and massaging the material that’s already on the Web) before any enhanced software is in a position to add that extra layer of comprehension that the Semantic web needs.

Mother knows best?
Don’t go to the article on Open Government in Federal Computer Week (http://tinyurl.com/2ekr8x5) if you have a low tolerance for silly observations. In a discussion at the Open Government and Innovations conference, one member of the panel referred to the ‘Mom test’, that is if a dataset that’s been published can’t be understood by his mother then it has failed. This ignores the basic point of open access to government information. His mom would be able to understand Where Does My Money Go (http://www.wheredoesmymoneygo.org/) if you have a low tolerance for silly observations. In a discussion at the Open Government and Innovations conference, one member of the panel referred to the ‘Mom test’, that is if a dataset that’s been published can’t be understood by his mother then it has failed. This ignores the basic point of open access to government information. His mom would be able to understand Where Does My Money Go (http://www.wheredoesmymoneygo.org/) which can come about only because the basic data has been published by the government in a usable format.

Get it out and get it used
Some more sensible comments on open government were delivered at the WWW2010 conference in April. A special session (summarised at http://tinyurl.com/39hdhyq) had assessments from a number of experts, with general agreement that the public should be strongly encouraged to use the data that’s been published, and that government staff be advised that concerns about the quality of the data they have is not necessarily a justification for keeping it hidden.

Keeping up with the World Wide Game
By the time you read this, the FIFA caravan will have moved on for four more years and the only memories will be the faint echoes of the vuvuzelas. But good things arise from all sorts of unlikely places. A couple of notable websites were developed on for four more years and the only memories will be the faint echoes of the vuvuzelas. But good things arise from all sorts of unlikely places. A couple of notable websites were developed. One that nicely balances the need to look at teams, venues, groups, and dates. A more traditional site, but with excellent presentation is the FIFA site (http://www.fifa.com/), especially the live match coverage.

WCAG 2.0 in Australia
A Transition Strategy (http://tinyurl.com/3ydr95z) has been released for government bodies at all levels to make the move to compliance with the Web Content Accessibility Guidelines version 2.0, setting out a roadmap for ensuring their websites are suitable accessible. The strategy requires that all federal, state and territory websites will conform to the guidelines to meet Single A level by the end of 2012 and at least AA level by the end of 2014.

On the table
I’m in the middle of a long project that will inter alia need to pull a lot of tabular data on a website – which anyone who’s tried to do it will realise takes a long time and a lot of fiddling. So it was with some pleasure that I found Tableizer (http://tableizer.journalistopia.com/), which takes a group of cells from an Excel spreadsheet and then converts it to an HTML table. It’s not bad at all!

The essence of communication
I’ve had a look at the iPad and I like it a lot – and I’ve decided that it doesn’t fit into my lifestyle yet. But I’m not everybody, and the story at http://tinyurl.com/3aehtbhq about a woman with cerebral palsy and her first experience with the gadget shows you that users as well as developers can show a lot of ingenuity.

The shock of the new
While we’re on the subject, Jakob Nielsen was not afraid to bring his experienced gaze to an evaluation of the iPad’s usability and subsequently copped a lot of flak (http://tinyurl.com/2cwuygb) from the bright young things at Johnny Holland. I wonder what they think of his colleague Donald Norman in his more general commentary (http://tinyurl.com/3xllrgy) on the general usability considerations of gestures, swipes and other ‘intuitive’ ways of using this new technology.

Life-long learning
YouTube has a huge range of entertainment and education on offer. You probably think that it’s not yet a big force in education, but just have a look at Khan Academy (http://www.khanacademy.org/) for a demonstration. I skipped the extensive collection of home-made videos on mathematics, chemistry and biology and checked out his summaries of the Napoleonic Wars - which are very good indeed: well researched and presented in clear laymen’s language.

Aaaah, I remember when …
As one who was involved (albeit on the periphery) in its activities in the 90s, I was interested to see that AARNet had published its 20 years of the internet in Australia. After a few months during which it was available only in print, they’ve done us a real favour by putting it up online at http://www.aarnet.edu.au/about-us/publications.aspx?aarnetbook. We’ll each enjoy reading our own favourite snippets, but I really liked the bit about the planned takeover by Boeing Computer Services, with the apparent connivance of the Federal Government.

Kerry Webb
kwebb@aarnet.alia.org.au

Don’t forget to visit my blog
Dear Water Corporation Library

We’ve been together over three years now, but it’s important to let you know how much you mean to me. I never planned to be with a corporate or special library. In fact before I started my Grad Dip in Library Studies I was hardly even aware of your existence – my only library experiences had been with my school library and the several public libraries of which I was a member. For my future career path, I had some hazy picture in my mind of having a quality relationship with a public library, helping the community and running Story Time with a circle of adoring tots sitting quietly at my feet. Even after starting my qualification I didn’t have any big desire to end up with a corporate library; if I’m honest I thought you were the geeky kid of the library world, a bit dry and boring.

And I didn’t end up with you straight away. My first serious relationship with a library after graduating was with the Robertson Library at the Curtin University of Technology. It was great and we had some wonderful times together. But I wanted something more permanent and the uni library just wasn’t ready to commit, so I started looking around for someone else. That’s when I met you.

You advertised for the position of E-Services Librarian and I applied. I never expected to get the job. I’d been working as a Reference Librarian at Curtin, and I didn’t have any experience “evaluating, providing, or maintaining electronic services by ensuring the effective use, integrity, and business alignment of library policies, standards and processes”. But you chose me, and we’ve been together ever since.

It hasn’t always been easy. I wasn’t quite sure what to make of you at first. You were so different from anything I’d ever experienced before. You only serve Water Corporation employees, you have journals ranging from World Pumps to Dam Engineering to Marie Claire, and half your regular customers only visit you to read the newspaper while they eat their lunch.

Because of your corporate background you were more restrictive with IT than I was used to. I’d want to do something cool and exciting, and while my past libraries might have just let me get on with it, you wanted justifications and business cases. But trust needs to be earned, and there are compromises in most relationships. Over time you came to trust me and give me a bit more leeway with new technologies and I came to understand the importance of a sound business case.

Also you are more into occupational health and safety than any other library I’ve ever met! But that’s a good thing, really, and I know all your frequent fire drills are just your way of showing how much you care.

Despite some of our early differences it didn’t take long before I started to fall in love with you. There are so many things to cherish:

• You let me get to know our customers really well. I guess most librarians would say this about their libraries, but I think what we have with our customers is something special, something different.
• You have taught me more about water, desalination, and sewerage than I ever thought I would want to know.
• Finally, if we ever separate, you’ve offered me some alternative career paths for the future. Not only have you given me valuable library experience, but some of your past staff have gone on to work in other fields such as Knowledge Management, Web Services, and Research.

We’ve done some great things together you and I. Together we’ve run training sessions on everything from Safari to social networking. With your encouragement I’ve created podcasts and screencasts, quizzes and ‘virtual treasure hunts’, and many, many web pages. And I will never forget how we built up the library’s news monitoring and dissemination service (‘Water News’) into a bustling and successful blog with over 200 subscribers. Through you I have learned the server-side scripting language ColdFusion and I’m learning CSS. You’ve honed my cataloguing skills and even taught me the wonders of Interlibrary Loans and Document Delivery.

So thank you Water Corporation Library for introducing me to the world of corporate libraries; you are very special to me.

With love,

Emma Taylor

emma.taylor@watercorporation.com.au

Emma Taylor is the E-Services Librarian at the Water Corporation of Western Australia (or ‘Electronic Librarian’ as it says on her business card). She has worked there for over three years and now has opinions on everything from wastewater recycling to social media in the workplace. Prior to working at the Water Corporation, Emma spent a number of years at Curtin University of Technology, first as an undergraduate studying Computer Science, then as a postgraduate in the Library Studies grad dip program and finally working as a Reference Librarian at the Robertson Library. Emma’s other loves include travel, reading, eating chocolate, her husband, and her pet rats: Poppy and Petal.
New Members

Member to Associate
Joanne Carpenter VIC
Shelley Gurney NZD
Rae Stanovic QLD
Idit Elias Liraz VIC
Emily Wilson SA
Amarjeet Pannu VIC
Carla Daws NSW
Hiba Kanj QLD
James Whittle QLD

New Associate
Elisabeth Weller VIC
Yasmin Birchall ACT
Jane Campbell ACT
Jennifer Brosnan QLD
Melanie Thompson NSW
Kimberley Williams NSW
Roslyn McKay VIC
Chi Tak LO HKD
Melissa Smith NSW
Caroline Womer NSW
Margaret Doneley QLD

New Associate Allied Field
Kerrie Monzo NSW

New Library Technician
Maree Williams NSW
Christine Aldridge VIC
Terri Rolfe VIC
Brenda Sullivan NSW

New Member
Senada Ljukovac QLD
Jennifer Warner QLD
Heidi Stabb VIC
Roman Majewski NSW
Iris Crompton ACT
Anita Hoffmann ACT
Terry Neal ACT
Heidi Stabb VIC

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Terri Rolfe VIC
Brenda Sullivan NSW

NEWS

ACT
20 Sep 2pm-5pm Every Member an Advocate Workshop Advocacy in Government Circles. $0 ALIA members, $50.00 non-members. Contact Robyn Ellard, ph 1800 020 071, enquiry@alia.org.au

21 Sep 9:30am-12:30pm Every Member an Advocate Workshop Advocacy within larger organisations. $0 ALIA members, $50.00 non-members. Contact Robyn Ellard, ph 1800 020 071, enquiry@alia.org.au

NSW
11 Aug 6:00pm Library Folk in the Pub - Parramatta Commercial Hotel, corner of Station and Hassall Sts, Parramatta. contact Julian Sordland, ph 0429 470 672, info@fltp.info

25 Aug 6:00pm Library Folk in the Pub - Sydney Vine Bar, upstairs in the Madison Hotel, corner of Randle and Devonshire Sts. Contact Julian Sordland, ph 0429 470 672, info@fltp.info

NT
10 Aug Top End Committee Meeting. Cool Spot Fannie Bay. Contact: patricia.whalan@nt.gov.au

15 Aug Top End Student Specific Event Venue: TBA Contact: patricia.whalan@nt.gov.au

7 Sep Top End Library Tour Venue: TBA. Contact: patricia.whalan@nt.gov.au

24 Sep ALIA Top End Quiz Night Charles Darwin University. Contact: patricia.whalan@nt.gov.au

QLD

27 Mar–1 Aug William Robinson Showcase level 4, State Library of Queensland. Free entry. Contact Public Programs 07 3840 7768

SA
26 Aug How can your library use Flickr? ALIA Special Libraries SA Venue: RAH/IIMVS Library Eleanor Harrald Building, Frome Road, Adelaide. Contact Stephen Barnett, ph 0402 852 901, stephen.barnett@endeavour.edu.au

TAS
23 Aug 2pm-5pm Every Member an Advocate Workshop Advocacy in Government Circles. $0 ALIA members, $50.00 non-members. Contact Robyn Ellard, ph 1800 020 071, enquiry@alia.org.au

24 Aug 10am-1pm Every Member an Advocate Workshop Advocacy within larger organisations. $0 ALIA members, $50.00 non-members. Contact Robyn Ellard, ph 1800 020 071, enquiry@alia.org.au

WA
24 Sep 5:00pm ALIATas committee meeting last Wednesday of every month, Feb-Nov, usually at 5.00pm, contact Ian Morrison to confirm time and venue, ph 03 6233 7474, ian.morrison@education.tas.gov.au

VIC
Check the events listing online at http://www.alia.org.au/events/vic.html for events

WA
16–18 Aug Adam Le Good PD Workshops in Perth - ALIA Training Managing Challenging Clients, Mon 16th, WA State Library. Fundamentals of Supervision, Tues 17th, UWA Science Library. Leading Others Through Change, Wed 18th, WA State Library. Contact the ALIA PD Team, ph 02 6215 8222, pd@alia.org.au

Conferences
1–3 Sep 2010 ALIA Access 2010 Conference Brisbane Convention and Exhibition Centre. Kamara Buchanan, ph 02 6215 8222, kamara.buchanan@alia.org.au

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