Behind the lines
Classic readers blog

When users need information, they need it now!

Great libraries have Friends
Friends of Libraries Australia
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There was a buzz in every room and an overall energy in the air at the ALIA Information Online conference in February. New technologies were showcased both in the conference content and in the operation of the conference itself. Participants tweeted their questions to presenters and a Skype connection was used to enable an overseas speaker to participate from cold and dark United Kingdom.

The conference theme was Be Different/Do Different and the conference committee, chaired by Jane Cowell from the State Library of Queensland, certainly delivered a program to provoke us to do exactly that. And any conference that links ladies shoes to libraries has my vote of approval!

There were two important take-home messages for me from the conference. First, the program included speakers who challenged librarians to see threats as partners. Most particularly, Sue Gardner, CEO of Wikipedia, challenged my thinking about her service as a friend rather than foe. Sue loves librarians as editors and contributors to Wikipedia, as our skills enable a high quality product. I recall she called us pedantic, but in a good way. Rather than see Wikipedia as undermining the value that we add in information sourcing, vetting, and distribution, she suggested that we should see Wikipedia as the place to start research, for a good overview, and from which our value is then added. Food for thought. One thing that we cannot overlook is that Wikipedia is one very large collaboration across the world and it is funded by donations. It carries the goodwill of many people and information consumers are voting with their mice by going to Wikipedia as a matter of course. Collaboration with and adding value to Wikipedia may not be the end of our profession we feared, but may in fact showcase our profession and offer us a platform from which to demonstrate the value we add in addition to Wikipedia’s general summary of a topic.

The second take-home message from the conference is how the principles of putting the user at the centre of our technology-enabled services are so similar to the principles that the ALIA Board has adopted for the new directions for the Association – especially our desire to put member focus at the core of our activities. What impressed me was that all speakers focused on what technologies enable clients to do and not on the technology itself. It is so easy to be seduced by the technology, but the real test is how it can enhance our users’ experiences.

I am sure that all participants in ALIA Information Online would join me in thanking the Conference Program Committee for their enlightened selection of speakers and the obviously forward thinking briefing that they gave the speakers. Social media conference gaming (not gambling!) gave an extra dimension to the conference and the availability of the conference program via QR code took the conference into a truly digital world.

Thanks also must go to our private sector partners for the conference: Copyright Agency Limited, RMIT Publishing, ExLibris, Wikimedia, Brisbane, OCLC, Charles Sturt University, Sage, and IEEE. Further thanks go to the many exhibitors who contributed to the value of the conference through their stands and presentations. Participation by the exhibitors adds depth to the conference experience and enables efficient and effective fact finding for participants, like me.

Thank you to all of the members who have taken the time to give me feedback on the Year of Consolidation plans for ALIA. It is pleasing to know that so many members support this strategy. I would really like to acknowledge the leadership of my fellow Board members and the ALIA staff in setting this direction and taking the Association into our consolidation phase.

It is election time for ALIA and I encourage all members to vote for those candidates that they feel will take the Association forward. There is a strong field of candidates for positions, which I believe indicates the strength of ALIA.

Finally, please take the time to promote the Australia’s Favourite Librarian campaign. Information about the campaign is on the ALIA website (http://www.alia.org.au/austavlibrarian/) and we have already had quite a bit of interest. This campaign is designed to get the community, schools, and others talking about librarians and librarianship, and it is a great chance to recognise the very best of and in our profession.

Vanesssa Little
ALIA President
boardofdirectors@alia.org.au
HONOURING OUR MEMBERS

In January, it was wonderful to see Australia Day honours awarded to library consultant Janine Schmidt, formerly of the University of Queensland and State Library of NSW, and Robert Thomas, President of the Library Council of NSW. It made us think about all the other library and information professionals, especially ALIA members, who are so deserving of recognition.

At a recent ALIA Sydney event, the group talked about the importance of recognising the contribution of volunteers to the success of ALIA – indeed, without volunteers, the Association would be a shadow of its current self – and we bounced around some ideas for how this might look.

This connects closely with the feedback we received through the National Advisory Congress (see page 8) and we have come up with three initial responses.

WEBSITE

We are looking at introducing a special section for our new website, as the next stage of its development in the second half of 2013. Under About Us, we intend to create a section devoted to the people who have helped make Australian libraries and information services, and the Association great.

How might it look? We are thinking in terms of an A–Z index with each alphabetical page carrying short profiles of the individuals, with an image where there is one available. There could be feature pages for the giants of our sector – Margaret Trask, Warren Horton, Twila Herr, and so on – longer pieces, with images, comments from colleagues, and references to papers.

In order to make this section a true and accurate picture of the sector, we would need your help. Who do you think we should recognise in this way? This could be big names – people who have national or statewide recognition. It might also be ‘unsung heroes’ who have worked steadily in a community for decades without wider recognition.

This is not exclusively about people who have retired, it is also about people who are still working in the profession. If you have a colleague you would like to put forward, please send me their details (email to sue.mckerracher@alia.org.au) – we will need their name, place of work, contact email, and up to 100 words about why they should be recognised in this way. The final decision about who will be included on the site will rest with the ALIA Board.

Of course, the section will need to be constantly updated and we will be asking for your recommendations on an ongoing basis.

NATIONAL VOLUNTEER WEEK

National Volunteer Week will take place from 13 to 19 May this year, the week before Library and Information Week, and we will be taking advantage of the opportunity to provide our volunteers with peer recognition of their commitment.

We will be following up names through our Board, Advisory Committees, Groups, and silver pin recipients, but we would hate to miss anyone, so if you, or someone you know, has volunteered for ALIA and should be included on our role-call of honour, again, please send me an email with name, place of work, contact email, and brief details about activities and achievements.

AUSTRALIA DAY 2014

In the special section of our website, we will be including library and information professionals who have received Australia Day honours in the past, but what about the opportunity to nominate colleagues for future awards?

If there is someone you feel deserves the recognition of their community – and the nation – please let us know, by close of business on 26 April. The ALIA Board will include Australia Day honour nominations as an agenda item for its May board meeting.

You might also like to nominate someone yourself. If so, take a look at the website, itsanhonour.gov.au and you will find all the information you need, including nomination forms.

These are three ways in which ALIA can honour our members, in addition to personal letters from the President and our Certificates of Appreciation. There will be other ways we haven’t thought about and if you have ideas, we would love to hear about them. Please give me a call or drop me an email.

Sue McKerracher
ALIA Executive Director
sue.mckerracher@alia.org.au

Our thoughts with Queensland

 Sadly, Laidley Library has been flooded once again. It took more than 18 months for the repairs and renovations to be completed after the 2011 flood of 200mm. Now, six months after moving back into the new-look premises, 400mm of water has gone through. Water reached the roof of Fraser Coast’s Maryborough toy library which had only just been renovated after the 2011 floods. The toys were evacuated and Maryborough library had water “at its toes”. Reports indicate that most other libraries in affected areas have been very fortunate, either escaping damage or suffering only minor damage, mainly from leaks. Sunshine Coast libraries plan to revisit public information sessions on storm preparation. In the Gladstone region, Miriam Vale Library has had an influx of people visiting from the adjacent evacuation centre. Our thoughts are with all affected communities.

Janette Wright
State Librarian

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ALIA BOARD ELECTIONS

ALIA BOARD ELECTIONS – MAKE YOUR VOTE COUNT

ALIA is pleased to introduce members to the exceptional candidates who have nominated for a position on the ALIA Board 2013 – 2015. Full biographies, positions, activities, and professional concerns statements can be found on the website, www.alia.org.au/governance/elections.

THE PROCESS

Independent election specialists from Australian Election Company will be managing the process. All ALIA members are eligible to vote, and voting will open on 2 March 2013 and close 2 April 2013. Instructions for casting an internet vote will be emailed to members by the Australian Election Company. If you do not have an email address registered with ALIA, you will receive your voting material by mail.

Successful candidates will be notified shortly after the ballots have closed, and will take their place on the Board at the Board meeting following the May 2013 Annual General Meeting. The new Board Members will sit on the Board until the AGM, May 2015. The new Vice-President will serve until the AGM May 2014, and move into the President role until May 2015.

Congratulations to everyone who nominated. We wish you the best of luck in your campaign, and look forward to working with successful candidates on the Board.

ALIA BOARD ELECTIONS

2013 ELECTION OF ALIA BOARD DIRECTORS INCLUDING ALIA VICE–PRESIDENT (AND PRESIDENT-ELECT)

Dear ALIA Member,

Australian Election Company has been contracted to manage and conduct the post Nominations processes for the 2013 Election of ALIA Board Directors (including election of the ALIA vice-president (and president-elect)).

Australian Election Company conducts Ballots and Elections for Government, the Corporate Sector, Universities, Associations, Clubs and Societies. Further information about Australian Election Company may be obtained by visiting www.austelect.com.

For the 2013 Elections, those ALIA Members not having ALIA registered Email addresses will be receiving their Election material by mail and may vote in the Directors’ Elections by Postal Voting.

The Material sent by mail will include: a Ballot Paper; information about the Candidates; a special Declaration Envelope; and a “Reply Paid” envelope.

It will be essential that Members who vote by Post in the Election write their Member Number and sign their name on the special Declaration Envelope. Declaration Envelopes returned without these details will not be counted. However your vote will be absolutely secret, as these details will be detached and parcelled prior to opening the Declaration Envelopes.

Members having ALIA registered Email addresses will vote by Internet and have their Election material/instructions sent to them by Email.

Internet Voters will be able to “click” on a link included in the Email which will access the Voting website. Intending voters then key in their Member Number and then their random Password (also included in the Email) in order to access the Voting screens and cast their vote.

It will be essential that Members who Vote by Internet in the Election correctly key their Member Number and Password. The Member Number comprises six (6) digits and must include any relevant “leading zeros” i.e. a Member Number “1234” will need be keyed as “001234”.

The Election will open on 2 March 2013 and will close at 5.00pm AEDST on 2 April, 2013. Our Australian Election Company HelpDesk number is 1800 224 420 or Email help@austelect.com.

Richard Kidd
Director/Principal
Australian Election Company
8 February 2013

Nominating for Vice-president/President-elect

Susan Coker, Executive Manager, Library Services for Townsville City Council. Susan’s professional concerns include maximising the benefits of the NBN, advocacy for the profession and professional standards, and maintaining a strong public library sector.

Michael Robinson, Chief Executive Officer, CAVAL. Michael’s professional concerns include working towards inventive partnerships, collaboration, and resource-sharing, as well as developing the Association’s position and role nationally and in the Asian Pacific region.
Nominating for a Board Position

Dr Jillian Abell, Director of Information Services, The Hutchins School, Hobart. Jillian’s professional concerns include boosting national cross-sector collaborations to engage members, strengthen the membership, the Association, the profession, and the future of the sector.

Joseph Cullen, Chief Executive, Eastern Regional Libraries Corporation, Victoria. Joseph’s professional concerns include building on the systems the ALIA Board has put in to place to deliver a sustainable Association, with high quality training, conferences, and high level advocacy.

Alyson Dalby, Client Services Coordinator, University of NSW Library. Alyson’s professional concerns include the role that information professionals should play in a knowledge economy, collaboration, strategic management, and financial sustainability.

Damian Lodge, School of Information Studies, Charles Sturt University. Damian’s professional concerns include membership decline, financial stability, education and accreditation, quality PD opportunities, and collaboration opportunities.

Janice Nitschke, Manager Libraries and Information Services, Wattle Range Council, SA. Janice’s professional concerns include contributions to strategic objectives in organisations, community, and government; successful collaboration; the changing face of the profession; and ensuring the profession is skilled to meet ongoing challenges.

Judy O’Connell, Course Director, School of Information Studies, Charles Sturt University. Judy’s professional concerns include advocacy and promotion, research, industry partnerships, and reflection.
The National Advisory Congress took place in every state and territory in November and December 2012. More than 100 members took the time to participate in person and via teleconference, and we had further feedback from people who missed out on these sessions but contacted us by email to register their views. Thanks to everyone who was able to be part of this consultation.

Your feedback endorsed some of the changes we had already planned and inspired a few new ones. These are the highlights.

About the Association:
You want a new website that provides relevant and up-to-date information. You want this website to provide easy-to-access and sector-specific resources.

You want better communication channels that allow you to communicate with ALIA, ALIA members, and other important stakeholders in the LIS community.

You want more sector-specific and targeted information across ALIA.

ALIA is excited to take many positive steps forward, including building a new website, which will be available to test in a beta version this month. The new website will provide us with better and clearer opportunities to provide you with important information. In addition, ALIA is exploring alternative communication methods to make the member experience as easy and positive as possible.

Advocacy:
You want ALIA to maintain a high profile through constant, repetitive, and targeted advocacy. You also want more storytelling about the great things the LIS industry does.

You want focused and easy-to-find sector advocacy kits with relevant and up-to-date statistics as well as narratives.

You want to maintain the momentum the National Year of Reading has gained and build upon it.

You want more visible advocacy efforts so you can know the services and resources available to you.

You want some credible people who can be called upon to talk about the positive impacts of libraries and the need to support them.

In 2013, ALIA will be doing more work on library metrics so that we can be on the front foot and planning ahead in terms of advocacy. Collecting data on the different LIS sectors will allow us to provide important, quantifiable information to members and stakeholders and help us create important advocacy documents.

ALIA was one of the 15 founder partners of the National Year of Reading and we will be working with the state-based public library associations and state and territory libraries to promote the next iteration of the Love2Read branding in 2013.

ALIA is also planning several exciting and high profile campaigns for 2013.

Recognition
You feel it is important to recognise the contribution of volunteers, convenors, and committee members – the people who have made the Association strong and sustainable.

As a result of your feedback, we will be introducing a new legacy section for our website in mid-2013, which will celebrate the achievements of industry leaders, past and present, and recognise the ‘unsung heroes’ who have worked tirelessly behind the scenes. We will also be promoting our Association awards and encouraging nominations from all sectors of the library and information field.

The National Advisory Congress for 2013 will be on the topic ‘the future of the profession’, linking with the ALIA Board initiative to hold a summit about this in the second half of the year. We hope members will participate in these events, which will be locked in for September, but if you have something you would like to say, there is no need to wait until then. We would love to hear from you, either via your state or territory manager, or through the ALIA House team, enquiry@alia.org.au.

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You want more collaboration between ALIA and other organisations with similar interests.

You want ALIA to find ways to appeal to people who work with libraries, but are not trained library practitioners, such as IT staff.

ALIA is already talking to other organisations in the LIS industry and discussing ways to work together, especially around advocacy. We are also looking at what the Association offers members who are not trained library practitioners, in terms of career development, news, and benefits.

Professional development:
You are interested in us pursuing a certified practitioner program.

You want a place to be able to find professional development opportunities quickly and easily.

You want professional development and training opportunities around advocacy.

As part of the professional development scheme, ALIA is currently running a pilot project with health librarians which could lead to a new level of membership. This pilot allows employers to see the unique skills of health library and information professionals. We expect the feedback from this pilot to feed the future of the professional development scheme.

Collaboration:
You want more collaboration between ALIA and other organisations with similar interests.

You want more public joint statements to be made with other bodies in the industry.

You want ALIA to find ways to appeal to people who work with libraries, but are not trained library practitioners, such as IT staff.

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NEW FROM ADAM MATTHEW 2013

Adam Matthew

Adam Matthew publishes unique primary source collections from archives around the world.

Our award winning digital titles span the social sciences and humanities and cover a multitude of topics ranging from medieval manuscripts and Victorian moving images, to ephemera from the 1960s and confidential government documents.

www.amdigital.co.uk

Visit our website for details of new titles available in 2013 and to register for free trials. Contact us at info@amdigital.co.uk for any purchasing details.
LOVE2READ IN 2013: THE READING HOUR BECOMES AN ANNUAL EVENT

The National Year of Reading in 2012 was such a success that libraries across Australia have decided to continue the Love2Read branding for 2013 and beyond, and to make The Reading Hour an annual event.

Love2Read brand

The Love2Read flower logo appeared in thousands of locations across Australia in 2012, and the symbol has been given a new lease on life with the promise that, wherever it appears – in a library, a bookshop, a school, or some other community space – you will be able to find something to read, somewhere to read, and people who share your love of reading. More than 80 ambassadors, partners, and friends of the National Year of Reading have agreed to continue to support the campaign and you can find the list of supporters on the website, www.love2read.org.au.

The Reading Hour

In 2013, the focus will turn to The Reading Hour, which will take place on Saturday 24 August. While the time will be nominally from 5pm to 6pm, events will take place the week before and at other times on the day in libraries, schools, bookshops, at festivals, and in other community venues.

Australia’s Favourite Librarian

Love2Read is partnering with ALIA to find Australia’s favourite librarian. It’s a great opportunity for library users to nominate the people who have made a real difference to their lives, whether that’s a librarian in a community library or someone working in a school, TAFE, or university.

National early literacy campaign

Love2Read is also partnering with Let’s Read and United Way in a national early literacy media campaign which will be featuring in radio ads across Australia between March and July 2013. There will also be an active PR campaign, with lots of opportunities to participate at a local level. The launch event is planned for March and activities will take place during Playgroup Australia Week (17 March), then through to the end of June 2013.

Writers in the workplace

For the National Year of Reading, writers were commissioned to spend two weeks in residence in companies and organisations around the country. You can read all the stories they produced on the Love2Read website, and a new publication based on their work was launched in February, specially adapted for adults studying to improve their reading and literacy skills.

Cowzat!

A delightful interactive children’s ebook was also launched in February, aimed at three to 10 year olds. Narrated by comedian Tim Ferguson (Doug Anthony All Stars and Don’t Forget Your Toothbrush), Cowzat! follows a lovable herd of cows, as they discover the origins of cricket in a most unusual way. The ebook is a collaboration between Colour Me Interactive (a subsidiary of Colour Me Films), Windy Hollows Books, and Cricket Australia.

National Year of Reading snapshot

You can find out more about the National Year of Reading by downloading the new snapshot report. A more detailed overview and evaluation will be available later in the year, researched and produced by Edith Cowan University.

For more information and updates about these projects, visit the Love2Read website www.love2read.org.au.

THE 13 PROJECT FOR SCHOOL LIBRARIES

Look on the ALIA website and in ALIA Weekly (our enewsletter) for news of the 13 Project, an exciting new initiative to promote the role of teacher librarians and school libraries and to engage students in learning safe cyber and digital literacy skills.

- Bullying, and especially cyber-bullying, is a hot topic in schools. Parents dread their child being bullied and feel helpless when it happens.
- Principals and teachers are better equipped, but it is still a difficult area for schools to tackle.
- Libraries are safe, neutral spaces, where students feel a sense of comfort and protection.
- School libraries are often ICT hubs and teacher librarians ICT leaders.
- Teacher librarians are well placed to support cyber-safety initiatives in schools.

The 13 Project will engage Australian teacher librarians to promote cybersafety across their school community. The project will assist students to develop smart, safe, responsible ways of using online spaces. It will support parents to help children build resilience and become responsible cyber-citizens.

The 13 Project includes:

- Developing a web-based portal for teacher librarians and parents that will enhance their ability to access cybersafety resources from a number of factsheets and classroom programs as well as existing, reliable sources.
- Providing a framework and collateral that will enable teacher librarians to contribute to the development of responsible and ethical online behaviour for students.

Our partners in this initiative are the Australian School Library Association, Silllink, state-based school library associations, the Alannah and Madeline Foundation, and we are linking with the Australian Government’s National Cybersafety Awareness Week campaign, which coincides with Library and Information Week at the end of May.
After four years of convening, Faye Lawrence and John Kennedy have closed the book on The Classic Readers, an online book club for ALIA Retirees. We spoke with John and Faye about Classic Readers, their favourites, and building an online community.

Can you tell us about the origin of the Classic Readers Book Club? What inspired it, when did it start, and how many members were involved?

John: Faye Lawrence was the guiding spirit in getting Classic Readers off the ground. That was five years ago. I responded to a note about it from ALIA. As things were to turn out, Faye and I were to be the only constantly active members of the group, and after a period in which Faye put up the postings and I did much of the responding, we agreed that we would treat it as a joint enterprise, with each of us putting up a posting month and month about. (In fact it did not always work out as neatly as that, but I think we did very close to an equal number of postings each after the partnership was formed.) Despite Faye’s many and diverse attempts to publicise the blog, and experiments with different kinds of books, Classic Readers never took off with the ALIA retirees membership, and I think occasional responses from Peter Clayton and Neil Radford were about the only (very welcome) intrusions into what became a dialogue between Faye and me.

Faye: The Classic Readers Blog was set up following responses to an online survey that the ALIA Retirees Committee conducted with elist members asking what our members were interested in – one of which was “reading” and “book clubs”. I put up my hand to have a try at this idea of a classic readers’ book club as an online blog allowing for comments from the elisters. Mylee Joseph, who was technically able and committed to the idea, did the work in setting it up and making sure it was maintained throughout. The idea was to concentrate on books – fiction and non-fiction, new and old, but those which had some literary merit. My thinking was that this would then be something different from other book clubs and would give us a focus. It is so, as John Kennedy said, that we didn’t attract as many regular comments as we wished – John and I were the regulars, however some readers popped in from time to time and there were often encouraging comments online and to me personally saying how they appreciated it. One comment I have had recently from one of our elisters in gratitude is that it is a “good archive”.

I took the opportunity to have a look through the posts since it started in May 2008 and have found that there were 47 books reviewed for comment by John and I with occasional strong, extra responses for such as Father and Son by Sir Edmund Gosse, Sister Carrie by Theodore Dreiser, The getting of wisdom by Henry Handel Richardson, the Icelandic Saga Njals saga, Secret river by Kate Grenville, and Breath by Tim Winton to note a few.

What was your favourite book that you covered, and which was your least favourite?

John: I enjoyed a lot of the books, including several suggested by Faye that I would otherwise not have read. I particularly enjoyed reading and writing about Henry Handel Richardson’s The getting of wisdom, in regard to which we did get a bit of a discussion going. It is a very shrewd and wise novel, as well as being highly entertaining. Personally I thoroughly disliked Peter Temple’s Truth, but it won the Miles Franklin and near unanimous praise from professional reviewers. (Faye also liked it.)

Faye: I have enjoyed John’s postings very much and been educated by them. Some examples are: Njals Saga – his academic speciality; his introduction to the Portrait of the artist as a young man (Joyce); Robert Graves, Goodbye to all that, along with the recent titles Wolf Hall by Hilary Mantel and Breath by Tim Winton.

Which are your best loved Australian classics? If you had to recommend three classic books that every Australian should read, what would they be?

John: I did English Lit at university in ye olde days when that still meant primarily literature from the British Isles, and if there is a current lit student or recent graduate in the field who could not answer these questions far better than I can, he or she ought to be ashamed! However, your questions prompt me to wonder whether we should not have focused in the blog far more than we did on Australian literature.
Faye: I particularly enjoyed writing about many strong women writers including many Australians - Coonanadoo by Katherine Susannah Prichard comes immediately to mind and then there is the wonderful Tirra Lira by the river by Jessica Anderson and I for Isabel by Amy Witting. It occurs to me we have fantastic literary history which also forms a wonderful social history and I couldn’t recommend exploring it more strongly.

In our online book club we chose to read and talk about a Chinese classic The real story of A Q; a wonderful Japanese classic, The Makioka Sisters; a well-known, modern, Indian classic Midnights’ Children; a traditional Icelandic classic Njals Saga; an iconic Russian classic. The Brothers Karamazov; and then we just enjoyed many English language classics from the English, Irish, American, and Australian canon and even finished off with one from the Scottish.

What role do you think libraries have in introducing readers to the classics?

John: This of course raises the old question about whether libraries should provide what people want to read, or what we as librarians think they ought to read. The answer one gives depends partly on the type of library one had in mind, and partly on one’s personal philosophy of librarianship. Perhaps there is also the matter of whether libraries should spend part of the budget on editions of Austen, Dickens, etc., when free access to their work can readily be obtained online. I think a good approach is that of Riverina Regional Library, my local public library, as I live in Wagga Wagga. RRL actively promotes and supports a remarkably large number of book clubs, for whose use it makes available a wide range of fiction and non-fiction titles, including some old classics, but also many modern books which seem worthy of attention.

Faye: I think our libraries have a front and foremost role (along with our bookshops and online suppliers) in maintaining the range of materials for us to plunder and wonder at.

Blogs are often associated with social media in terms of community building. Did your blog play this role? How and why/why not?

John: The usage figures Mylee Joseph provided at regular intervals indicated that a reasonable number of people worldwide looked at least briefly at our postings, but, as mentioned, very few engaged in online discussion. I can offer no explanation that I think is satisfactory. Perhaps people interested in joining book clubs want face-to-face interaction over cups of coffee.

Faye: It was a good journey – a bit indulgent perhaps, but always fun.

The Classic Readers website, retireereaders.blogspot.com.au, will remain live as a resource and legacy.

Some of the courses still to come with ALIA Training this year...

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## TOPIC COURSE NAME

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Registrations close 2 weeks prior to each course date.

- **RDA RDA for Practitioners**
  - NEW TAFESA Online
  - An overview for practitioners of the changes RDA implementation will bring.
  - **About**
    - 25 Mar – 12 Apr
    - 22 Apr – 10 May
    - 20 May – 7 Jun
    - Registrations close 2 weeks prior to each course date.
  - **Date/S**
    - Anytime

- **Job applications**
  - Members Only!
  - **Writing to Selection Criteria**
    - Mental Nutrition:
      - Ann Villiers
      - Online
      - Get the tools to ‘sell’ your portfolio of skills, knowledge, and experience for job applications.
    - **10 points per course**
    - **Anytime**

### TOPIC COURSE NAME

**IN PARTNERSHIP WITH**

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- **Collection Management**
  - NEW TAFENSW Online
  - This unit focuses on the importance of collection development policies in collection management. Look closely at the elements of CDPs, and how to tailor collections to community / clients.
    - **Identifying clients and their needs through community needs analysis and user statistics**
    - **Eresources and challenges presented**
    - **Evaluating collections**
    - **Selecting for collections**
    - **Handling challenged materials**
  - **30 points per course**
  - **13 May – 22 Jun**
  - **Register by 29 Apr**

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- **Information, Reference**
  - Swimming in the Information Ocean! Taking your information skills in new and different directions
  - NEW TAFENSW Online
  - This course will cover the application of information literacy skills at a higher level. It will develop the skills to analyse a research need, and select the best resources to satisfy this need. It will allow you to learn how to compile and present bibliographies using standard referencing styles. It will develop your skill at evaluating information resources, and in writing an evaluative annotation.
    - **Analysing a complex information need**
    - **Selecting information resources to meet these needs**
    - **Present information to suit its audience**
    - **Evaluating information**
  - **30 points per course**
  - **20 May – 28 Jun**
  - **Register by 6 May**

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- **Connect, Discover, Be Inspired!**
  - NEW TAFENSW Online
  - This unit covers the various aspects of reference and information services in the 21st century. Maintain your relevance; examine how the online environment has changed the reference process.
    - **Defining the scope of the coverage of a digital repository**
    - **Selecting resources to add to the digital repository**
    - **Using relevant software applications and equipment to create objects for the repository**
    - **Creating and editing descriptive, technical and administrative metadata to provide access**
  - **30 points per course**
  - **12 Aug – 20 Sep**
  - **Register by 29 Jul**

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- **Provide Access to Specialist Collections**
  - local history collections, realia, ephemera – for which traditional catalogue access is not relevant? The course will explore the functions of indexes and the tailoring of the indexing fields to the searching requirements of the user. You will explore metadata. You will learn how to write effective abstracts. You will learn about a range of existing thesauri, and how to choose the most suitable one for your collection.
    - **Defining the scope of the coverage of a digital repository**
    - **Selecting resources to add to the digital repository**
    - **Using relevant software applications and equipment to create objects for the repository**
    - **Creating and editing descriptive, technical and administrative metadata to provide access**
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- **Metadata, Indexes, Abstracts**
  - How does the information specialist provide effective access to small specialist collections – local history collections, realia, ephemera – for which traditional catalogue access is not relevant? The course will explore the functions of indexes and the tailoring of the indexing fields to the searching requirements of the user. You will explore metadata. You will learn how to write effective abstracts. You will learn about a range of existing thesauri, and how to choose the most suitable one for your collection.
    - **30 points per course**
    - **29 Oct – 8 Dec**
    - **Register by 15 Oct**

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- **Cataloguing Basics**
  - General Cataloguing. Perfect as a refresher or for those with limited cataloguing experience. Includes an update on RDA.
    - **30 points per course**
    - **Coming soon**

### Workshops

Keep an eye out on the www.alia.org.au/training for details of the following workshops coming soon: creative digital train-the-trainer, re-skilling for research, copyright, managing challenging clients, and more.
Taking a tablet or popping a pill: the impact of tablets on future library services

FROM OUR COLLECTION:


ALA (American Library Association) Techsource has consistently provided sound assessments of developing information technologies and their potential applications in libraries. Its offerings include a blog; Smart Libraries Newsletter; the Tech Set series, containing advice and practical tips on topics ranging from cloud computing to mobile applications in libraries; and Library Technology Reports.

Ancient libraries collected and organised clay tablets. Today’s libraries seek to support the rapidly growing computer tablet ownership within our community and must respond to new circumstances with new services. The December 2012 issue of Library Technology Reports examines the use of tablets and includes articles referring to roving librarians, partnerships with teaching faculty, mobile learning applications, and the use of tablets in collaborative work experiences.

Trials and projects using tablets or other mobile devices in varying contexts are described. Work at various universities is outlined. Most articles refer to the need to train librarians in the use of mobile devices, emphasising the importance of cross-collaboration in the training. Workshops for librarians and users described address issues of managing content and new ways of searching for information through voice, visual representation, and QR codes. A trial of iPads in the University of the Pacific at the Reference Desk is deemed a success, although there were issues with interoperability and interconnectivity.

The more interesting articles in the issue focus on the use of mobile devices by “roving librarians”. Tablets (iPads and Androids) were given to all subject librarians in one British university. The librarians were sent out to visit specific meeting places like coffee shops and the Student Union and to particular working spaces at announced times. A marketing campaign based on a popular martini advertisement was developed to promote the service. Advice and assistance in accessing ebooks, ejournals, and websites were provided to staff and students, either through appointments or through drop-in encounters. Some librarians embraced the new approach with enthusiasm; others were reticent. A quick survey showed that 86% of students were more likely to use the library’s physical and virtual resources after the experience. The project provided considerable information to the librarians about their users’ information-seeking habits and raised the profile of the librarians, leading to further activity.

Medical librarians have for many years been supporting evidence-based practice and providing a variety of information sources to support clinical work and observations. Several trials have used mobile devices as part of this practice and an interesting approach at the University of Illinois Medical Center is described. The librarian joined the team of physicians and students for rounds in a paediatric unit and used an iPad to gain quick and easy access to information. The National Library of Medicine’s online gallery of mobile applications was used, as well as other specialist point of care medical applications. The program was considered effective by all involved and has led to improved patient care and provision of library medical information services.

Of significant interest is an article on Virginia Tech’s iPad loan program with its art and architecture program. M-learning as a concept has been about for almost two decades. The iPad facilitates both the production of content and its consumption. It is possible to link learning with information resource access in a way that is effective for student learning and the library is able to support anytime-anyplace service delivery. Opportunities are limitless for some of these uses.

This issue of Library Technology Reports is of significant interest. The words reference and instruction themselves need re-thinking. They are arcane and outdated in the services that libraries can provide to today’s users. Perhaps popping a pill will eliminate them from our vocabulary, imbue us with new ideas, and provide us with the energy to ensure that tablets are used to the fullest extent to provide services appropriate to today’s and the next generations.

Janine Schmidt, Director, Mukurta Advisory
janine@mukurta.com
TAFE LIBRARIES – THE TRUE STORY

In 2013, the ALIA TAFE Libraries Advisory Committee will begin trialling the collection of data about TAFE libraries in an effort to gather national statistics – and support our advocacy efforts in this sector.

TLAC have set up a LibAnalytics system that will collect annual statistics in nine categories:

- Borrowers
- Budget (General)
- Collection Profile
- Information Literacy
- Institute Profile
- Library Profile
- Library Resources
- Loans
- Reference

Records and information can be added directly into the system, making it easy for TAFE library workers to do so at the source.

Once collected, TLAC and ALIA hope this data will create a wealth of information that can be used as part of advocacy campaigns to demonstrate the value of TAFE libraries, their worth to students and faculty, and the importance of the security of their future.

PUBLIC LIBRARY BENCHMARKING CALCULATOR

On Library Lovers’ Day 2013, ALIA was pleased to launch ALIA Public Library Benchmarking Calculator. This calculator is an easy way for public libraries to measure their performance against national standards and guidelines and to find out whether they are on target, below target, or above target.

The calculator is designed as a tool for managers to identify strengths and weaknesses, opportunities and challenges – and it will help library leaders advocate for investment in improvements with their council funders. It has been created as the companion piece to the ALIA Standards and Guidelines for Australian Public Libraries, now in its second edition. This publication was produced by Libraries Alive! and supported by the state and territory libraries and library associations.

Jan Richards, chair of PLAC, noted, “Since the launch of the 1st edition of Beyond a quality service: strengthening the social fabric in 2011 public librarians across the country have found the Standards and Guidelines an invaluable tool to monitor and demonstrate performance. This calculator, developed to coincide with the release of the 2nd edition, makes a great tool even more effective allowing easy comparison and a solid base for advocacy and action.”

The public library benchmarking calculator is an initiative of the ALIA Public Library Advisory Committee and is available on the ALIA website.

YOUR future as an information leader starts here

AURORA INSTITUTE FOR EMERGING LEADERS

Applications are now invited for the Aurora Institute for Emerging Leaders 2013.

With fresh content, state-of-the-art approach, mentors, engaging and stimulating presenters and a wonderful venue, the program provides the opportunity for you to:

- Engage with experts
- Build your knowledge
- Enhance your skills
- Extend your networks
- Expand your horizons
- Capitalise on career opportunities

Institute details, application forms and eligibility requirements are available at

www.aurorafoundation.org.au

AURORA INSTITUTE FOR EMERGING LEADERS 2013

Monday 27 May 2013 – Friday 31 May 2013

Applications now open
A DAY IN THE LIFE OF...

a university library

CQUnderent Library provides library and information services at nine of the university’s 11 locations from Mackay to Melbourne as well as all Distance Education students. There are also small libraries at Emerald and Adelaide, but no library staff at these sites.

Our main library is located at Rockhampton as are the central functions of Administration, Information Services, Resource and Access Services, and Lending and Corporate Services. The library has 50+ staff comprising casuals, administrative staff, library technicians, and librarians. Our staff range from recent recruits to 25+ year veterans.

We will now take you on an exciting journey down the eastern Australian seaboard on a typical day in the life of our unique library service.

8.00am to 9.00am (Mackay)
The librarian arrives by 8.15am to open the library by 8.30am. There is usually at least one, if not more, students waiting at the door eager for their study time to begin for the day. Once inside and with students settled into their study space, it’s time to check what activities or meetings are planned for the day and also deal with any urgent emails that may have an impact on what we do throughout the day.

Today at 9am, an information literacy session for students studying midwifery will be held in the library’s computer training room. The librarian attends to last minute preparations for the class, which includes checking that all equipment is functioning and presentation materials are easily accessible. Students start to arrive for the session.

9.00am to 10.00am (Rockhampton)
Lending Services staff are on deck and already busy scanning, photocopying, and processing Document Delivery and Course Resources Online (e-Reserve) requests; reshelving resources returned overnight; mailing out resources to distance education students; and responding to queries at the Information Desk, via the Enquiry Centre, or through our online chat service.

Our Liaison Librarians are getting ready for the new term due to start on Monday, 25 February by editing information literacy course content in the university’s learning management system, Moodle, and in our LibGuides as well as updating library web pages. They are meeting with individual academic staff and researchers as well as attending school and faculty meetings and liaising with library staff across all our campuses via telephone or videoconferences.

Resource and Access Services staff are checking in our daily newspapers; placing term 1 textbook orders with the University Bookshop; paying invoices and processing books for shipment to the various campus libraries; copying and originally cataloguing new titles; processing research publications for the university’s HERDC submission; organising an ‘Open Access and Creative Commons’ Workshop by Dr Anne Fitzgerald from QUT; and planning a demonstration of Symplectic’s Elements research management software solution to research and IT staff.

10.00am to 11.00am (Gladstone)
Just time to deliver the outgoing mail and banking to the administration building before the mailman and security guard leaves the campus. As a result the Campus Library Manager has been left alone in charge of the library while at the same time attending a videoconference with other library staff. Hope she can multi task? Back in 10!

Bookshop activity is also heating up as TAFE students come in to purchase their unit modules for their next course of study.

Plenty of printing questions come through and some students are having difficulty connecting to our wireless service. Argh, technology!

11.00am to 12.00pm (Bundaberg)
A quick resupply of the coffee machine products and cups after the morning tea rush from staff and students across the campus.

A first year student needs some assistance identifying required textbooks for the term. After some investigation, he elects to purchase two texts and some stationery.

Books requested by other campus libraries, as part of our floating collection policy, are packed and prepared for courier pick-up later in the day.

Check out the Virtual Tours (http://libguides.library.cqu.edu.au/virtual-tours) of all our campus libraries.
A group of preparatory STEPS students also arrive for their first information literacy class in the library.

12:00pm to 1:00pm (Brisbane)
The peace is shattered as students pour out of classes into the open space adjacent to the library. A busy marketplace comes to mind. The chattering moves into the library, along with the clatter of books through the returns chute; and the swish of assignment papers into the assignment box.

The soft voice of the learning skills advisor now also filters through from across the library. Library staff are up and down non-stop, assisting students, finding books, explaining fines, or WHY?

1.00pm to 2.00pm (Gold Coast)
From 1.00 to 1.30, the library is closed for lunch as it is a single operator library. At 1.30pm, the gates to the shelves go up. There are already several students waiting for a reserve copy to take to class. “Do you have another copy?” ask one or two more students while the circulation desk PC is starting up.

“I can’t print!”; “The photocopier is not working!”; “Can I borrow the stapler?”; “I want the book for the marketing course?” (There are several marketing courses.) The course / booklist folder on the desk shuttles between hands as students pore over it trying to find their course. There is no accessible desk PC or self-check machine. The phone rings. “I want to renew my books.” As 2.00pm draws near the crowd thins.

2.00pm to 3.00pm (Rockhampton)
The Director is meeting with senior university staff about the budget, yet again.

3.00pm to 4.00pm (Sydney)
The students who had been starting to hover near the desk edge forward as the clock reaches 3pm – when text books may be borrowed overnight from the reserve collection behind the desk. The self check machine pings constantly as library staff hand books over the counter.

Recent graduates browse the IELTS kits to help them prepare for their exams.

The manager attends an online meeting with staff in Rockhampton, Bundaberg, and Mackay about a social media project (2pm for Queensland colleagues due to the daylight savings time difference).

4.00pm to 5.00pm (Melbourne)
A rush of reserve material is returned after class finishes at 4pm. Students photocopy and work in groups in the library’s meeting rooms.

One librarian helps an individual with an assessment task, or assists with referencing, while another is taking an information literacy class.

After Hours
As our libraries close and staff go home the work continues.

Patrons continue to access library services via the web. Our discovery layer, Discover It!, continues to lead patrons to full text resources from a variety of online databases.

EZProxy, our authentication service, allows authorised patrons access to our resources even if they are off-campus.

Our librarians may be asleep, but patrons can still get answers via LibAnswers, a database of common queries and their answers.

Overnight data is bulk loaded to and from our vendors to keep the library’s databases up to date. Automated maintenance is performed to ensure our systems are kept stable and safe.
On call 24/7, rosters for Christmas Day and public holidays, 30-second turnaround times for document (we call it product) delivery, no two days ever the same – sounds like a tough gig? Not so. Jenny Allen and the team at the Channel 9 library in Melbourne love every minute of it.

INCITE was granted a rare behind-the-scenes tour, which involved a quick look inside the locked crime room – wall-to-wall tapes with raw footage of crime scenes, murder victims, the sort of material that can’t fall into the wrong hands – a show-and-tell of the studio where the Channel 9 News and other 9 broadcasts are filmed, and a walk through of the busy open plan space that is home to the news, weather, design, editing, and graphics team. It’s a wall of screens, a mass of technology, and there’s an underlying sense of urgency, on the edge, just-in-time activity that really gets the blood pumping.

The library is right next to the operational hub, and it has to be. The library is in use constantly, from early morning, when the reporters are getting ready for the 11am news slot, through to late evening and the final news wrap-up. No barriers, it’s all one team, and the library staff are an integral part of getting the show to air, to the extent that Jenny and her colleague, Leith Marshall, run the autocue for the 6pm News.

Let’s start with the obvious questions. How many staff do you have? “Six staff in Melbourne, two qualified, four assistants. We have two people on each day, covering 10am to 6.30pm, with a half position for the autocue. On weekends and public holidays, one person covers, but when there’s a major disaster it’s all hands on deck. Black Saturday was insane, keeping up with the news crews. We were broadcasting three hours of news a day over the following two weeks (compared with 30 minutes of regular news and newsbreaks throughout the day), which meant 18-hour days. We were lucky if we could spend an hour cataloguing the previous day’s film. It took a long while afterwards to work through the backlog.”

How big is your collection? “No one knows. Channel 9 has been broadcasting since 1956 and before that we had the test transmission. We’ve run at least 300 stories a month for 56 years,
so that’s over 200 000 stories that went to air. Then you’ve got the stories that were cut and never broadcast. Those are hours and hours more tape that was filmed, but never used. The vast majority of the collection is pre-digital (image 2).

“We store the very old film in a warehouse in Altona. When we need a short piece of film from the archives, we request the relevant carton which arrives by courier. Recently, on an urgent trip to the warehouse, I stood with a pallet of possible candidates in front of me, sorting through every one of them until I finally located the reel of film and the small canister brought back to the station. We have got a fantastic old card system, which tells you where to start looking, but after that, it’s a lot of hard work and intuition.

“Around 1980, we moved from the old formats – 16mm telecine, mag film, 1” and 2” film – to Betacam SP, SX, and finally Digi, and at that time keyword searches were introduced. They were very abstract, just subject headings, but from there, a protocol developed. On 1 March 2011, we went totally digital, but we’re still using all the different formats, digitising as we go. The plan is to digitise everything eventually, but it’s a massive task and it won’t happen soon.”

On the day we visited, Jenny and one of her assistants, Lisa D’Alessandro, were putting together footage for the state funeral of Dame Elisabeth Murdoch. There were rolls of old film on the desk and video tapes lined up ready to view. “We have notice for this event, but someone can die and we’ve got to go live in 30 seconds. That happened with Michael Jackson. Sometimes we’re lucky and we’ll already have a compilation. Other times, it’s cross your fingers and search like crazy. If we’re unlucky and the server goes down – which can happen – we have to rely on the stuff we have on tape. That’s when the adrenaline really kicks in.”

Just after we’d left, Jenny and the team received a heads-up about the impending death of a famous individual and spent 25 minutes running around, retrieving, ingesting vision from the archives, and searching for recent references in the system. The seventh floor store room was raided and the storage depot lined up for withdrawals. In less than an hour, the team had assembled still images, general overlays, and interview ready for the news to break.

Of course, it’s not all death and disaster. There is a lighter side, too. “We’ll be celebrating Peter Hitchener’s 40 years in TV in February (image 5, Jenny and Peter). Our job is to find a range of things – serious, memorable, funny. We’ve found him taking part in McHappy Day in five different years; we’ve even found film of him receiving the hairdressers’ award for the Best Dressed Newsreader.”

The compacts is the only clue that you’re in a library (image 3). There’s a TV on in the corner, keeping the team up to speed with the latest news. There are four work stations in line, each with two or three screens. Reporters bounce in with requests: “can you give me street, busy, cost of living?” and out again. Within seconds Lisa has found footage of Bourke Street, packed with people, to illustrate the story about cost of living increases affecting Christmas sales.

The library staff are an integral part of getting the show to air, to the extent that Jenny and her colleague, Leith Marshall, run the autocue for the 6pm News.

Training reporters so they can find their own footage is part of the role of the library team. “A couple of the reporters are ex-library staff. We’re really keen that when students come in on work experience, they come through the library. It makes their job easier later and it reinforces the importance of the work we do – they know, they’ve done it!”

Having non-librarians using the system affects how items are catalogued. “We can’t use the traditional system. It has to be easy and user-friendly, but still highly accurate. For example, if we used MVA for motor vehicle accident, people wouldn’t get it, so we use ‘car crash’.” Another complication is that the library system is a digital system with strict naming protocols on one platform, while the broadcast operating system for the station, which runs all the news and graphics, is on another platform, so catalogue records have to be manually transferred. “It doesn’t take long, and the system is evolving and getting better all the time,” says Jenny.

Each piece of film has to be catalogued to make it findable and to advise users about any restrictions. “The backfields cover attributions, descriptions, source, and copyright. There are also notes about editorial decisions and suppression notices, where the police have asked us not to use a particular piece of film or head shot of a suspect, because of a pending court case. Part of the job is to collate film to comply with court orders and warrants.”

“It’s not only the news team that needs the library service: there are also TV shows, for example The Block, the AFL Footy Show, Postcards, Kids WB, and the publicity team, Channel 9 broadcasts across New South Wales, Victoria, Queensland, the Northern Territory, and ACT. There is the Central Nine News library in Sydney, with a team of four, a programming Archive Department in Sydney, and small libraries in 60 Minutes, Getaway, and other production departments. Channel 9 is affiliated with WIN TV across the rest of Australia.

A big part of the job is dealing with DVD and Vision requests. “We receive requests all day, every day. They come from students putting together presentations, companies making submissions to government, authorities seeking footage of accidents, victims’ families asking for the crime stories that were aired.”

If you think Jenny and Lisa (image 1) look familiar, you’ve probably seen them on screen. When there’s stock footage needed, the library is a welcome source of talent. “We’ve done ‘driving while texting’, ‘drinking and smoking while pregnant’ (it was pretty uncomfortable in the body suit), ‘sneezing’ for the hay fever season, and I’ve filled in tax forms for the last five years.”

There is a warm, collegial atmosphere in the studio and the library team love their jobs. The irony is that Jenny didn’t apply for the job – her daughter did on her behalf. “I was on holiday and got a text from my daughter (a journalist), saying that Channel 9 needed a librarian and she’d sent in my CV because she thought it would be the perfect job for me. I was a bit put out when she did it, but there’s a happy ending to the story because it turned out she was absolutely right.”

March 2013 INCITE | 19
LIS PRIZE GIVING

Jayshree Mamtora, ALIA NT Manager, presented two prizes at the LIS Prize giving evening at the end of 2012. The ALIA Achievement Award was presented to Jayne Hutchison and the Encouragement Award was presented to Jacqueline Rann on behalf of Charles Darwin University Library.

Jayshree Mamtora and Jayne Hutchison

From left to right: Jacqueline Rann, Kathy White (LIS lecturer, CDU), Jayne Hutchison, and Jayshree Mamtora.

WHAT’S NEW: GROUPS

An issue of INCITE centered around Communities would not be complete without recognising our most important community: the ALIA Special Interest Groups. ALIA Groups are amazing communities made up of people who share similar interests in the LIS industry as well as people who live in the same geographic area. Groups are volunteer run and are created by members for members.

Some groups find their communities and operate via e-list while others put on networking and PD events. Regardless of how the groups operate, they are an excellent way to find a community within the Association that aligns with your interests.

You can find a list of ALIA groups on ALIA’s website. If you don’t see one you are looking for, you can start your own; contact the Groups coordinator for information on how to do this: groups@alia.org.au

Library and Information Technicians Symposium

The theme of the Symposium, ‘waves of change’ aims to provide a programme that will enrich the way libraries provide services in the technical age, generate discussion and promote new waves of thinking. It will offer delegates a unique experience to meet industry professionals and address challenges provided by fast-moving technologies, environmental limitations, and diminishing budgets.

Canberra 2013 will provide a forum where library and information professionals can debate ideas, network with colleagues and participate in tours and workshops provided by industry leaders.

1st call for papers is now open, see the website alialibtech2013.wordpress.com for information on topics, presentations, and the submission process.

Please join us for the Symposium in October 2013 and stay on to partake in Canberra’s 100th birthday celebrations.
HAZARDOUS COMMUNITIES

When I was invited to write this Opinion piece, it was suggested that I may have an interesting viewpoint on community, given that I work for an organisation that deals with people who are often overlooked and may be considered ‘hazards’. I interpreted this to mean the disadvantaged community.

If it is true, that some library clients are ‘hazards’ due to their being disadvantaged, then how do we accommodate this section of the community, stop them from being hazards? Do we minimise their impact and protect our staff and other clients? Or do we develop empathy and understanding?

I work for a not-for-profit organisation (NFP) which was established in 1930 by an Anglican Minister, Fr Gerard Tucker. The Brotherhood of St Laurence (BSL) advocates strongly in all political and private spheres towards our vision “An Australia free of Poverty”. We work to improve the lives of the vulnerable and disadvantaged members of our community. All BSL staff and volunteers do what we can to make sure these people are not overlooked and to enable them to build their own capacity to participate in our community. At times this is difficult work; some of our clients have suffered terrible experiences, and the fact that they survive is awe-inspiring.

Working with these people is a privilege.

The Brotherhood focuses its work on those people at greatest risk at the four life transition stages: the early years, the transition from school to work, the shifts in and out of work, and retirement and ageing. Within the transition framework, there are communities of people who are severely disadvantaged, almost universally so – these include refugees and recently arrived migrants, our Indigenous population, those that suffer from mental illnesses, people who grow up in generational unemployment and poverty, both monetarily and educationally. People do not choose disadvantage; this needs to be understood by our society. Many of them have the same aspirations as the mainstream community – stable housing and employment. They should not be blamed or shamed; they should be understood and respected.

People who work in the welfare sector today refer to the phrase, “place-based disadvantage”. Place-based disadvantage can be seen in the Western suburbs of Melbourne and Sydney; remote Indigenous communities; some inner city areas of our larger cities – Redfern (NSW), Elizabeth (SA). They are geographic areas of long-term and often generational disadvantage. We know where place-based disadvantage exists and we know the areas at greatest risk of developing into place-based disadvantaged communities. Communities in the growth corridors (areas of rapid housing development), where development takes place without investment in public infrastructure – public transport, schools, hospitals, and cultural centres – are at greatest risk. Are we developing communities of tomorrow’s disadvantaged?

Hazardous communities?

Many staff and clients of public access facilities (libraries, galleries, shopping centres), may find themselves dealing regularly with the disadvantaged members of our society, in all their glory and splendour. For some of these people, a key service provided by these institutions, but perhaps not articulated in many of the service catalogues, will be simply a warm (or cool) safe place to sit and relax, clean bathroom facilities, fresh water, someone to talk to. For many of these clients, it is the place and the people (the friendly librarian, security guard), not the core services provided, that are key to their wellbeing, no matter how tenuous.

There are occasions when we fear mistrust, and lack of understanding of and about some communities and their members leads us to positions of racism, sexism, elitism, and general ignorance. There are other times when all of us have had enough, we are tired, and it is a struggle to work in a customer service role. It is difficult dealing with vulnerable people, those suffering from mental illness or drug addiction, agitated persons, persons with poor personal hygiene, groups of youths who gather (and are noisy) without regard for anyone else, but deal with them we must – they are a part of our community, our client group – they belong.

Many of us in our profession consider ourselves egalitarian; I love my work because of this – libraries as the great leveller, equality for all we serve. If hazards exist in our workplace, in our communities, we must make them safe. If the hazards are human, we must all try to understand. We should demand and display nothing less than respect, no matter how difficult. If at times we can’t do this, for we are human after all, we must be mindful of the language we use, as language creates reality.

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The Innovation Project at the State Library of NSW pilots use of specific social media tools to deliver library services, promote collections, and engage with online communities. The SLNSW already has accounts with Facebook, Twitter, Flickr Commons, and Vimeo, but this project aims to experiment with other social media tools and explore their potential.

The project takes a ‘launch to learn’ approach. Working groups are formed with a range of staff members from across the library. They look at how others use the tools and research best practice. Group members are given training and support, including online engagement and risk management. Copyright and brand management are frequent subjects at working group meetings. Critically, working group members are also given time to explore and permission to be creative. The results have been surprising and extraordinary – and it’s not over yet!

The Historypin working group formed in August 2012. Developed by We Are What We Do in partnership with Google, Historypin brings together history enthusiasts across the globe. Users ‘pin’ historic images to the world map, create tours and collections of those images, and take photos (“repeats”) based on historic images to show the ‘then’ and ‘now’.

Historypin users may be a relatively small community in Australia, but usage is growing. Historypin’s global community and English origins had a practical impact for the working group, as images pinned late in the day (Australian time) seem more likely to be chosen as “pin of the day” and promoted by Historypin.

We learned through this working group that the engagement we found looked different to what we had first anticipated. We expected to get comments (“stories”), but found instead that engagement came in the form of views (over 14,000 at the end of January and still growing, even though the working group is no longer active). It seems stories are not commonly contributed across Historypin as a whole.

The working group reached out to the NSW Public Library network, with an enthusiastic response as public libraries and hospital libraries posted historical images of local hospitals and medical staff. Historypin proved to be a wonderful way for the SLNSW to showcase its collection of historic images. The group was encouraged to be creative and think laterally about selecting content and themes, such as an image pinned to Macquarie Island in Antarctica, and images assembled into tours of Sydney’s historic theatres and pubs.

The second working group started in October 2012, using Pinterest. Pinterest is an online pinboard, allowing users to collect (“pin”) images, and copy content from other users (“repin”) onto their boards. Pinterest is a significantly larger community than Historypin and is growing rapidly, with over 600,000 Australian users in November 2012. This community’s size makes the library only one of several million voices. It is a global community, with its largest user base in the United States. Pinterest appeals to broad markets. Beyond the stereotypical images of weddings, renovations, and food, there is an abundance of niche communities interested in a broad range of topics from book art to buildings, desks to Downton Abbey.

This range allowed our working group to be creative and come up with different ways to use Pinterest. As well as boards of images from our collections, we designed boards showing research tools and guides available on our website and other sources, brought together fan photos taken by clients of our spaces, and made reading lists of books in NSW and those shortlisted for the NSW Premier’s Literary and History Awards.

We found communities ready to engage with us – but what did that mean? We found that engagement on Pinterest primarily means repinning – followers and non-followers alike, repinning images pinned by us onto their own boards. Even after we stopped actively pinning images, repins and other engagement continued to increase. This is a different sort of community engagement, where users want to follow our content, but also curate their own collections (pulling together content from a vast array of sources). They did this independently of the meaning and construct we had applied.

Through the NSW State Library’s Innovation Project we learned many things about online engagement. The world of online social media is an ever-changing space – there are always new tools and new communities to reach. These communities aren’t necessarily who we think they are, and they don’t always want to interact with library collections and services the way we expect. Our online communities are disparate and sometimes elusive, but through tools like Historypin and Pinterest we know they are there and they are engaging.

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reference librarian and writer

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Find State Library of NSW channels at:
Pinterest: pinterest.com/statelibrarynsw
Historypin: www.historypin.com/
channels/view/id/11686538/
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ALIA INFORMATION ONLINE
WRAP-UP IN PICTURES

You can also see the bulk of the tweets (and some fun stats) until 14 March, by following this link: www.tweetarchivist.com/ALIAonline/2. Too much information there? No problem! We have also storified all of the sessions, so they are broken down in easier to read chunks. In particular, Anna Troberg’s keynote, the ebook thinktank, Sarah Drummond, and Concurrent 10 are great. You can also head over to storify and check out the collections of Instagram photos taken throughout the conference to see what we have been up to! storify.com/ALIAonline.

1. The ALIA lounge. 2. Jade Dawes.
5. The Exhibition Hall.
6. Welcome to ALIA Information Online.
7. ALIA Internet Kiosk.
10. ALIA award recipients, left to right: Craig Anderson, Cathrine Harboe-Ree, Dr Warwick Cathro.
11. Anne-Marie Schwirtlich, Ingrid Parent, Janette Wright, Margaret Allen, Vanessa Little, Janine Schmidt.
12. Program Committee members, left to right: Jane Cowell, Vicki McDonald, Rory McLeod.
13. Program Committee members, left to right: Angela Vilkins, Fiona Watkin, Jane Cowell.
14. Program Committee members, left to right: Vicki McDonald, Mal Booth.
15. Program Committee members: Mal Booth, Angela Vilkins, Kate Davis, Fiona Watkin.
DEVELOPING A COMMUNITY OF READERS IN THE BEGA VALLEY

Building on the success of Bega Valley Shire Library National Year of Reading promotions, 2013 provides us with an opportunity to continue with a focused program of outreach and promotion. Considering local community needs, we have identified a gap in service to adult new readers and their tutors. Development of an adult literacy collection will be a new service offered to our community.

The Bega Valley Shire Library adult literacy program’s aims are threefold:
- to raise local awareness of the needs of adult new readers;
- to support local teaching organisations/tutors and their learners with a range of literacy resources;
- to partner with local organisations to promote library resources and reach potential adult new readers, tailoring library services to their identified needs.

Creating Success

It is inadvisable to initiate a service without knowing and understanding the need for it. It is possible to estimate the Shire’s likely incidence of adult literacy difficulties using socio-economic statistics. The National Year of Reading campaign quoted statistics from the 2006 Australian Bureau of Statistics’ Adult Literacy and Life Skills Survey (www.abs.gov.au/ausstats/abs@.nsf/rf/mf/4228.0), indicating that 18% of the national adult population do not have the literacy skills required to locate and use information contained in documents such as job applications, timetables, and maps.

The SEIFA index demonstrates that Bega Valley residents are more socio-economically disadvantaged compared to the rest of Australia. Thus, the percentage of adults in our community struggling with literacy is likely to be higher than national percentages.

Two local organisations offer formal learning in literacy and numeracy skills to adults – Auswide Projects and TAFE. From talking to representatives from these organisations and considering relevant statistics, there is a local need for access to quality literacy resources aimed at adults learning to read or wanting to improve their reading skills.

Providing these resources is a role Bega Valley Shire Library can fulfill!

Consider “Reading is the basis of library use and it is therefore the role of the library to create readers.”1 As the program develops, we expect to identify possible service changes to accommodate adult new readers. We are prepared to simplify our membership process or offer different renewal options. Another consideration is to have library resources actually available at the site of the learning organisation as some students may be unwilling to visit the library due to lack of time, nerves, or a previous bad experience.

Lending ereaders pre-loaded with ebooks is an option we are exploring. Many publishers of adult literacy resources also supply ebooks and it is an exciting possibility to offer literacy resources at the same time as encouraging digital literacy. This option would enable us to work “across the real and the virtual so that these worlds are complementary.”2 Ereaders could have real attraction to an adult new reader by increasing their self-esteem and perceived sophistication.

Already our program has tentacles reaching into the local community. Partnering with Tathra Lions Club we have secured grant funding to kick-start the collection. Building on existing links with local teaching organisations we are well placed to offer a new service to develop our community further and enhance learning opportunities to a specific group of adult learners.

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CREATING A LEARNING SOCIETY

Libraries across Australia are taking up the idea of their institution being at the heart of a thriving learning community. It’s a different way of looking at how the library interacts with users and it encourages collaboration with other organisations with similar goals, on the basis that, together, these bodies can make a bigger difference than each operating completely independently.

The Australian Learning Communities Network (ALCN) is run by volunteers and is part of a global movement to establish learning towns, learning communities, learning regions, University, TAFE, and public libraries are often involved with ALCN projects and this is one example.

Mt Evelyn is located in the outer eastern suburbs of Melbourne. It is the fourth largest town in Yarra Ranges and has population of 10 000. Mt Evelyn became a Learning Town 13 years ago.

A Learning Community is a town, city, region, or any geographical entity with a strategy for lifelong learning among its citizens. In essence, the thinking moves beyond education and training within self-contained compartments to the creation of lifelong learning which is fundamentally inclusive and could be named lifelong learning for all. This moves us to a lifelong learning society which takes a holistic view of learning while maintaining a sphere of action in the community. A Learning Community focuses on the development of all its citizens by, for example, celebrating learning in innovative ways as a creative, rewarding, and fun activity that encouraged active involvement from whole families.

This project connected with work being undertaken between the Shire and the local community house, Morrisons. The working group was exploring ways to engage the community in supporting literacy development, especially in the early years.

A fantastic, two-day event was planned. The project was introduced at an evening launch, held in the library/community room facility, with a carnival atmosphere. There were craft tables, storytellers, roving puppeteers, and a visit from Bookaburra, the storytelling icon. The centrepiece for the night was the performance piece, The Sand Dragon’s Tale, which is a multi-cultural piece using a fusion of art forms including performance, music, puppetry, and dance. The audience was riveted, including a large group of footy club dads.

One parent said, “It was simply excellent. The performance though was truly sensational and was far more sophisticated storytelling than the puppets.”

The following day provided a range of workshops for a range of ages from pre-school through primary school and teens to adults, all making puppets and props and creating stories.

A local Primary School Principal was asked, “Do you think this project would provide literacy development?”

The response? “Very definitely yes. The bringing to life of picture books is priceless and will motivate both reading and performance. Great opportunities for taking this into things like procedural writing.”

The community responded very positively as well:

“I thought the roving puppeteers did a particularly good job of engaging the groups. The session I attended with my grand-daughter aimed to encourage children to look at how we make puppets from anything and then to create a story.”

This event has created a huge interest from all areas of the community so that there has been a move to develop a story-telling team – from one magic moment to a bigger learning opportunity.

If you would like to know more about Australian Learning Communities, please contact Jan, jsimmons@morrisons.org.au.

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Public libraries have always had a community building approach – our very insistence on equity of access to information is one of the foundations of a healthy community. Over recent years we’ve ventured into more specific areas of community building – assistance for migrants to learn English, help for people who want to learn to use computers or get a job, support for students with homework centres and online tutoring, and many others.

The important thing is to know what a particular community needs and to respond appropriately. Public libraries rarely have funding in place before they launch into new ventures; they usually take the Nike approach – Just Do It! Some examples of these kinds of programs are the Finding MY Place, Achievers Day, and Communities on the Move programs run by Fairfield City Library Service.

Finding MY Place originated in Belmont City Library, WA and was the brainchild of staff member Natasha Griggs. This program has been so successful it has spread throughout Western Australia and into Victoria, South Australia, and NSW. Staff from Fairfield City Library were inspired to start a Finding MY Place program after hearing Natasha speak at the 12 to 24s @ Your Public Library in Australia and New Zealand conference in June 2010.

Finding MY Place is a way for libraries to work with at-risk young people in their communities. The library works with a school to identify the students – those who are truanting and at risk of dropping out of school – and then crafts a program of motivational speakers and trainers. Fairfield’s speakers include ex-drug addict and ex-prisoner Tony Hoang, featured on the SBS series Once Upon a Time in Cabramatta, as well as those who teach healthy relationships, martial arts, fitness, and basics such as resume writing and interview techniques. The students come to the library once a week during school time and participate in the program which also includes food, in our case, pizza, since we are talking about hungry teens! Since our first pilot program in late 2010, we have worked with four local high schools and approximately 12 teens from each school. We pre-test and post-test the students to see how their attitude to school and their future plans changes over the course of the program. The change in some students has been amazing. We were particularly delighted when graduates Peta Hide and Ashleigh Maddison (see photo top left), from the previous program came to speak to the new group and tell them that it had made a positive change in their lives.

Through the program we have also developed some great partnerships with local agencies who work with at-risk youth. These partnerships have provided the funding for the food and, even more importantly, most of the contacts for the speakers and trainers. Almost all these people donate their time to the program or are able to do it as part of their normal job. One of our partners, Youth Connections (MTC Work Solutions), is also able to do follow up with the students at school once the program has finished.

Another program which aims to inspire young people is Achievers’ Day. Local Studies Librarian, Marilyn Gallo wanted a way to build relationships with local schools and also collect and archive the schools’ histories. The schools identify past students who have achieved in various fields – sports, business, law, politics, etc – as well as past teachers and others who can provide oral history interviews about the school’s history and growth. Material such as photographs and school yearbooks are collected and digitised by the library with copies going to the school as well as into our Local Studies collection. The project is celebrated with an Achievers’ Day event. The school puts on a display in the library and up to 100 year 9 and 10 students come to hear the past students talk about the role the school played in their life and career journeys and, of course, to eat pizza.
Communities on the Move is a program aimed at collecting the social and settlement history of a particular ethnic group. Run similarly to Achievers’ Day, key community members are identified and interviewed for the oral history collection. Photographs, documents, and other memorabilia are collected and digitised to go into the Local Studies collection with copies provided to the community group. The finale of this program is a celebration of that specific community group – dancing, music, guest speakers from the community, and, of course, food traditional to that culture.

Do programs like these build community? In the Finding MY Place program we are obviously working with very small numbers of students compared to our overall population. However, the ongoing costs to the community of these young people dropping out of school early are potentially enormous – with minimal job opportunities they may end up dependant on social services long term. Worst case scenario is criminal activity and, ultimately, the justice system. Achievers’ Day targets a different group of young people, but also aims to inspire them to achieve to their potential. Communities on the Move allows one community group to showcase their history and culture to the rest of the community, thereby promoting understanding and fulfilling Council’s motto Celebrating Diversity.

So, what’s the benefit to the library service of building community apart from purely altruistic outcomes? Community building also builds for our future – partnerships, collections, good will, great publicity, and, ultimately, library users.

All outcomes were achieved with no additional operating costs

Over the course of the revitalisation, the library and foyer were redecorated, with refit of the current service desk and work area. Community and Council information display areas were improved, and the foyer refurbished to include moveable magazine and newspaper stands. Two discrete areas were created: a ‘café’ area with tables and chairs, and a reading area with easy access to the current coffee machine. Finally, changes were made in service delivery model, increasing the use of volunteers during ‘unstaffed’ periods.

The revitalised Gumeracha Civic Centre launched on 10 November 2013, with the new shared space model increasing access to library resources and facilities while providing street front access to the Community Centre. The library is now accessible for six days, up from three, and the centre has achieved stronger partnerships with community volunteers. The Community Centre has increased space – and all of these outcomes were achieved with no additional operating costs.

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Did you participate in Canberra’s National Year of Reading knitting project?

While looking for a National Year of Reading project, Dickson Library’s knitting group and library staff came up with the idea for a project inspired by places like the ‘biggest pineapple’ and the ‘biggest prawn’ – Canberra’s longest bookmark.

The project was developed to encourage community participation, targeting the socially isolated, to increase visits to local public libraries, and to spread the word about the National Year of Reading. The goal was to knit enough bookmarks to stretch between two library branches.

Over the year 26,500 bookmarks were knitted by about 1000 ardent local, interstate, and overseas knitters from as far away as Germany and the United Kingdom. Together, these bookmarks symbolised Canberra’s longest bookmark and covered the distance of more than 4 km from Dickson Library to Civic Library.

What made this project special was that it was inter-generational and won the hearts of the young and old – grandparents and local schools participated, office workers formed knitting groups, and men learned how to knit so they could contribute. Some of these participants had never been to the library before and were pleasantly surprised by the services and collections available. Some stalwart members of the community overcame their own physical challenges like Parkinson’s disease, MS, and arthritis to knit.

These diverse communities were also drawn together to socialise in the libraries and make new friends, and language was not a barrier as needles clicked together to achieve a common goal. At Dickson Library, some of our Korean customers practising their English language skills learned to speak English as they knitted and laughed with our knitting ladies.

The bookmarks are now being turned into blankets which will be donated to the homeless and charity groups. If you are interested in helping to sew the bookmarks into blankets, please contact Elena Battey on 6205 9000.

Interesting facts about knitting

• 367.5 kilometres of wool used in project
• The total length of all bookmarks, laid end to end is over four kilometres
• All materials – wool and needles – were donated
• Bookmarks were received from as far afield as London, Germany, New Zealand, and from all over Australia
• A creative array of bookmarks were submitted along with the regular ones, including sunglasses, a doll, embroidered bookmarks, and individually decorated bookmarks
• Over 5000 bookmarks were donated by anonymous knitters

Did you know knitting has many benefits?

• Calms – occupies different areas of the brain while freeing up others
• Eases stress by releasing serotonin into the body

• Increases communication skills
• Can help with obsessive compulsive disorder
• Mildly obsessive, so can help with other addictions
• Occupies the hands so it can assist in helping to stop smoking
• Knitting and observation of knitting has been known to help sufferers of post-traumatic stress syndrome
• Improves hand/eye co-ordination, small motor skills, and communication
• Helps children with maths, reading, concentration, control, follow-through, and a sense of mastery

Elena Battey
Senior Librarian
Dickson Library, Libraries ACT
Many libraries throughout Australia and worldwide have successful Friends of the Library groups. They have become a powerful and sustaining tool in aiding community development and library success.

Although the tradition for successful Friends of Library groups is most evident in the United States, groups in Canada, New Zealand, United Kingdom, and Germany are challenging library managers to consider the future with a Friends group, rather than one without.

Creating a successful Friends partnership requires three things:

• successful Friends leadership,
• a willingness of library management to embrace Friends, and
• the understanding of both parties, as to defining each other’s roles and responsibilities.

Great libraries have delineated these goals clearly, and the success of Friends groups at the New York Public Library, British Library, and National Library of Australia demonstrates this achievement and understanding.

Successful Friends groups embrace some common factors: partnership with stakeholders, community programs, high level of political judgement, ability in persuading decision makers, marketing excellence, and building new and sustainable markets with the community.

First and foremost, library managers must want a Friends group. In return, the Friends must recognise the authority of library management and each must embrace the other in an equal partnership.

Among many Friends of Library groups in Australia – around 130 – one group has, in recent years, built an enviable reputation for success: Port Macquarie (NSW). This group has received a total of five national awards from Friends Of Libraries Australia (FOLA). The group exemplifies the best in fundraising, advocacy, volunteerism, special events, and community partnering. However, their stand out achievement has been in the area of advocacy.

At Port Macquarie, a ‘Meet the Candidates’ evening was held prior to the 2011 NSW State Election. All five candidates were invited to answer questions ranging from local and state issues including library funding. The local ABC radio presenter was moderator and the Friends issued media releases before and after the event.

The Friends have learned the power of social media such as Twitter and Facebook in engaging a new and younger audience, those considered a new political constituency: voters who may not be library users at present, but people who care about the public good. By acknowledging the fundamental importance of community engagement as both a cause and effect of social capital, libraries develop and articulate a process for engaging with their communities.

Port Macquarie Friends also appreciate that success comes from a partnership with the library. Creating a Memorandum of Understanding constitutes an operating agreement between the Friends group and library management, where the Friends agree to engage in advocacy on behalf of the library, under the guidance of library management. This has been a key aspect in delivering success for the Friends of the New York Public Library, displayed in such outcomes as their multi-million dollar library expansion of Central Library in Manhattan.

Friends of Libraries do not operate in a vacuum. They are part of a global network that strengthens civil society, upon which much of our world’s well being depends.

Daniel Ferguson
Founder & Executive Director
Friends of Libraries Australia (FOLA)
www.fola.org.au
ALIA TEAM – OUT AND ABOUT

The Team at ALIA House will spend time in 2013 visiting libraries across Canberra as an opportunity to see where our members work and the services they provide to their clients.

During 2013 we will feature one library visit in each issue of INCITE so the team can share their experiences with you. From university libraries to special libraries to public libraries and the Parliamentary library, we hope you enjoy seeing and reading the snapshots of each library as much as we enjoyed our visits to each of them.

As we visit libraries across the nation’s capital we will ask lots of questions about the level of activity in each library, how they connect with their sometimes unique communities, and we’ll be sharing the highlights of each visit with you!

First cab off the rank was the AIATSIS Library situated adjacent to The National Museum of Australia on the shores of beautiful Lake Burley Griffin. The Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS) is the world’s premiere institution for information and research about the cultures and lifestyles of Aboriginal and Torres Strait islander peoples, past and present.

Lyndall Osborne is the Director of Library Services at AIATSIS and our ALIA people spent just over two hours with Lyndall and her team who took us on a tour.

As part of one of Australia’s key cultural institutions, AIATSIS Library’s role is not only to develop, maintain, and preserve well-documented collections, but also to provide the best possible access to clients, both in person and remotely via the internet. The library holds over 170 000 items, including around 10 000 unique manuscripts – priceless cultural treasures widely used by both researchers and Indigenous people and communities. Letters, diaries, notebooks, field notes, recording transcripts, and papers of people significant in Australian Indigenous affairs are major components of this collection.

The AIATSIS Languages Collection and the collection of Sorry Books are both inscribed on UNESCO’s memory of the World register.

The library holds all types of print materials – from current publications to rare books and serials and pamphlets to newspaper clippings. Almost 70 000 pages of digitised content are made available through the website. Films, videos, sound recordings, and photographs are primarily held in the Audiovisual Archive.

Mura, our collections catalogue, is rich in metadata to enhance access to the collections, particularly by Indigenous peoples. It includes terms from the AIATSIS thesauri to describe items by appropriate geographic and language headings and includes subjects from an Australian Indigenous perspective. The thesaurus is recognised by the Library of Congress for use in catalogue records around the world.

The Library is recognised for its promotion of the ATSILIRN protocols outlining appropriate ways to interact with Aboriginal and Torres Strait islander people, and to handle materials with Aboriginal and Torres Strait islander content.

The library is open to the public for study and reference on weekends between 11:00 am and 3:00 pm. For more information on all their work visit AIATSIS at http://www.aiatsis.gov.au or join them on Facebook.

ALIA’s Tour

ALIA’s tour of the AIATSIS library included the Reading Room, digitisation program, and the closed books stacks. In the Stanner Reading Room, Margaret (image 1) informed us of the library’s main users, internal and external, and how the library is used by these members of the community.

AIATSIS’s two reference libraries receive an average of 75 reference requests a month, and fill them within a 25 day maximum turn around. AIATSIS does not loan out items from its collection and the only way to borrow from the library is through an Inter-Library Loan.

On our tour of the digitisation office, Gerald (image 2) explained the process of digitisation and their methods. One of the biggest projects AIATSIS has undertaken so far is digitising the Koori Mail for online access, which was done with the help of CAVAL digitisation services.

Dr Barry Cundy (image 3) took us on a tour of the special collection stacks, which allowed us to see some of the rarest items, including the first published book about Aboriginal peoples: Field Sports of the Native Inhabitants of New South Wales.

‘AIATSIS hosts many visiting groups from all over the world, but it was a special pleasure to show our library and our work to ALIA staff. We are always delighted to share our work with colleagues.’ Lyndall Osborne, Director Library Services
ENGAGING WITH YOUR COMMUNITY

Getting in contact with our communities is a core aspect of the delivery of our library and information services. Whether our community is an office of less than ten workers, remote access clients, educators, or the general public, we are always aware that we need to engage with our communities in various guises and with flexible service delivery styles.

Take this fun quiz to see how you have fared:

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<th>HAVE YOU EVER:</th>
<th>YES</th>
<th>NO</th>
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<tr>
<td>Had to fend off zombie invasions while using your collection to protect yourself?</td>
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<td>Had a high-resolution scanning party <em>cough</em> training session in the archives?</td>
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<td>Tweeted reference answers with emoticons to tweet queries through a variety of social media :</td>
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<td>Helped negotiate whether the bookgroup member who only read the wikipedia entry is allowed to choose the next title?</td>
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<td>Had to find a second copy of <em>Don’t Let the Pigeon Drive the Bus</em> because the preschooler who has cried through every story time is completely mesmerised and refuses to return the book?</td>
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<td>Had to choose the layout of an event between a) panellists behind a desk or b) in conversation on couches?</td>
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<td>Entered discussions with a publisher for monthly book launches while negotiating with a local bookseller to support the book signing while deciding whether the audience will come to a night-time presentation requiring fancy dress?</td>
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<tr>
<td>Filled out a risk assessment form because there will be fire and liquid nitrogen involved in the next presentation?</td>
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<tr>
<td>Developed a find the cheese, wine, and cases soiree?</td>
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<tr>
<td>Had scones, friands, morning tea, and information induction?</td>
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<tr>
<td>Created a playlist with Dewey Decimals for the silent disco?</td>
<td></td>
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<tr>
<td>Had gin and cake at the end of the day?</td>
<td></td>
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</tr>
</tbody>
</table>

If your library has less than 3 staff, add two bonus points. For 4–9 staff, add one bonus point
If you scored 11–15 points, your library service is engaging strongly with its community, providing a variety of programs for its users.
If you scored 6–10 points, your library service is developing a fine suite of programs for its users.
If you scored 2–5 points, your library acknowledges that food is always key to enticing your community to take part in a library program.
If you scored 1 point, we can understand, for we all like gin and cake.

Vassiliki Veros
NSW State Manager
vassiliki.veros@alia.org.au
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Correction
In last month’s INCITE, it was noted that Craig Anderson was the innovator behind VicNet. This statement was erroneous and should have stated that Craig was one of the innovators behind VicNet. VicNet was the product of the hard work of a number of contributors. In particular, we acknowledge the leadership of Gary Hardy in implementing the industry’s vision of a public network. To see the work of VicNet, visit the website: www.vicnet.net.au/

EVENTS

This is just a taste of the events on offer across the library and information sector. For a comprehensive and up-to-date list, check the website at www.alia.org.au/events.

Want to list your event on the ALIA website? Group members and office bearers – don’t forget to upload your event at www.alia.org.au/events/add. Not an ALIA event? Your LIS event may also be eligible to be added to our non-ALIA events. Contact events@alia.org.au for more information.

International

5 MAR INTERNATIONAL BOOK DAY

2 APR INTERNATIONAL CHILDREN’S BOOK DAY

23 – 26 MAY THE 1ST ASIA-OCEANIA IBBY CONGRESS
Host: Indonesian Section of IBBY (INABBY)
Congress Leader: Murti Bunanta
Congress Dates: Bali, May 23rd-26th, 2013
Congress Venue: Ananta Legian Hotel Jl.Werkudara no. 539 Legian, Kuta, Bali - Indonesia
Website: www.inabby.com

National

25 APR ANZAC DAY

20 – 24 MAY LIBRARY AND INFORMATION WEEK

22 MAY NATIONAL SIMULTANEOUS STORYTIME 2013

QLD

12-14 MAR NAT STATS 2013 CONFERENCE
The Australian Bureau of Statistics and the National Statistical Service will be hosting the third NatStats Conference at the Brisbane Convention Exhibition Centre, South Bank. For more information, contact Kate Chaloner, kate.chaloner@abs.gov.au.

VIC

16 MAR ALIA SCHOOLS – APP-INESS: IPADS AND THEIR USE IN THE CLASSROOM
 Held at the Information Centre, Mercy College
More information: robyn.griffiths@bigpond.com

Free LIS events

NSW

28 APR “I’D RATHER NOT KNOW”: WAYS OF THINKING AND TALKING ABOUT INFORMATION AVOIDANCE.
Free public lecture presented by Dr. Donald O. Case, Professor, University of Kentucky College of Communication and Information Studies, NSW State Library, Macquarie Street, Metcalfe Auditorium 5:30 pm. Sponsored by the Information Practices Group, School of Information Studies, Charles Sturt University. RSVP to jmgregor@csu.edu.au for catering purposes.
The Deluge

In January 2011, Queensland experienced devastating floods that brought widespread physical, social, and economic damage across the state. While it has not been the only environmental disaster to occur in Queensland, it was shocking in its reach, causing devastation and hardship to thousands of people and businesses.

The 2013 floods, while not as widespread, have nonetheless reiterated the challenges faced by communities living in affected areas.

In 2011, we invited Amanda Gardner, Librarian at Boystown to comment on her experiences. Then, she said, “my small, one person library, was completely wiped out. The library collection was a varied one, containing over 3000 items focusing on a range of subject areas in the social services. Every item in the library was lost and in the clean up no items were recovered.

So, here was I, new to the organisation, without a library, faced with the loss of the entire collection, no possibility of recovering resources, little knowledge of the corporate culture, and wondering if I still had a job.”

With the help from a number of different agencies, including the Queensland OPALs, Amanda rebuilt the library. With the 2013 floods fresh in our minds, we asked her to revisit her experience.

What is the most important lesson you learned after the 2011 floods?

Many of the lessons are equally important – if I was to choose though, I think the most important thing is to be aware of what’s going on in your environment, location, and building, and be prepared to act quickly.

Do you have a disaster management plan now? If yes, what does it include?

Kind of – an informal one for the library in my head which was quite successful in the latest floods. However, in writing my responses to your questions, I’ve realised I should really put it all down in writing and take it to my manager and the property manager in the event that I’m not around next time. The main features of this plan was to:

prepare:
• actively identifying possible hazards to the library and its collection, whether they be a natural disaster as in the floods, or some other type of hazard, e.g.: fire, burst pipes from kitchen, or toilet facilities. A flood event is the most likely as the site has a history of frequent flooding and, given climate change, it is likely to occur again.
• identifying potential issues that may occur in the event of a disaster, e.g. communication breakdown, too many helpers, not enough storage, evacuation obstacles like stairs, etc.
• having a plan with specific strategies to prepare for a possible event, minimise any damage, and manage a response, e.g. ensure materials such as boxes and trolleys are on site to speed up removal of assets.

respond:
• monitor the weather and be aware,
• communicate with the property manager who would co-ordinate the response,
• maintain a list of contacts and alternative contact strategies in the event of communication barriers,
• have a specific removal plan for library material (ie. boxing order) and be prepared to direct volunteers according to that plan.

What is the most useful advice you were given – and what is the most useful advice you would pass on to colleagues dealing with the aftermath of a disaster?

Don’t panic, work out what is needed, and ask for specific help.

What was the most challenging aspect of rebuilding the library?

The insurance valuation. Undertaking a title-by-title price matching project was challenging and time consuming, however, I was able to complete the report with the help of QOPALS and the generosity of willing helpers.

What, if any, changes have you made to your practice or policies in light of two significant flood events in two years?

There were no written policies when I took on the position and I was too new to the organisation to have even established any of my own practices. However, because the insurance valuation afforded me the opportunity to learn about the collection and what staff wanted, and as an exercise in getting my head together and providing a focus for the rebuild, I took the time to develop and write everything down – from the collection development policy to acquisition policies to procedure manuals to new library design. The only thing I haven’t written down is the disaster management plan – I can see I will be spending a little bit of time working on this in the near future!

Amanda Gardner
Librarian, BoysTown
library@boystown.com.au
NATIONAL SIMULTANEOUS STORYTIME 2013
22 May 2013

THE WRONG BOOK
by Nick Bland