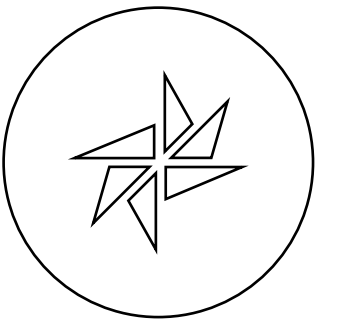
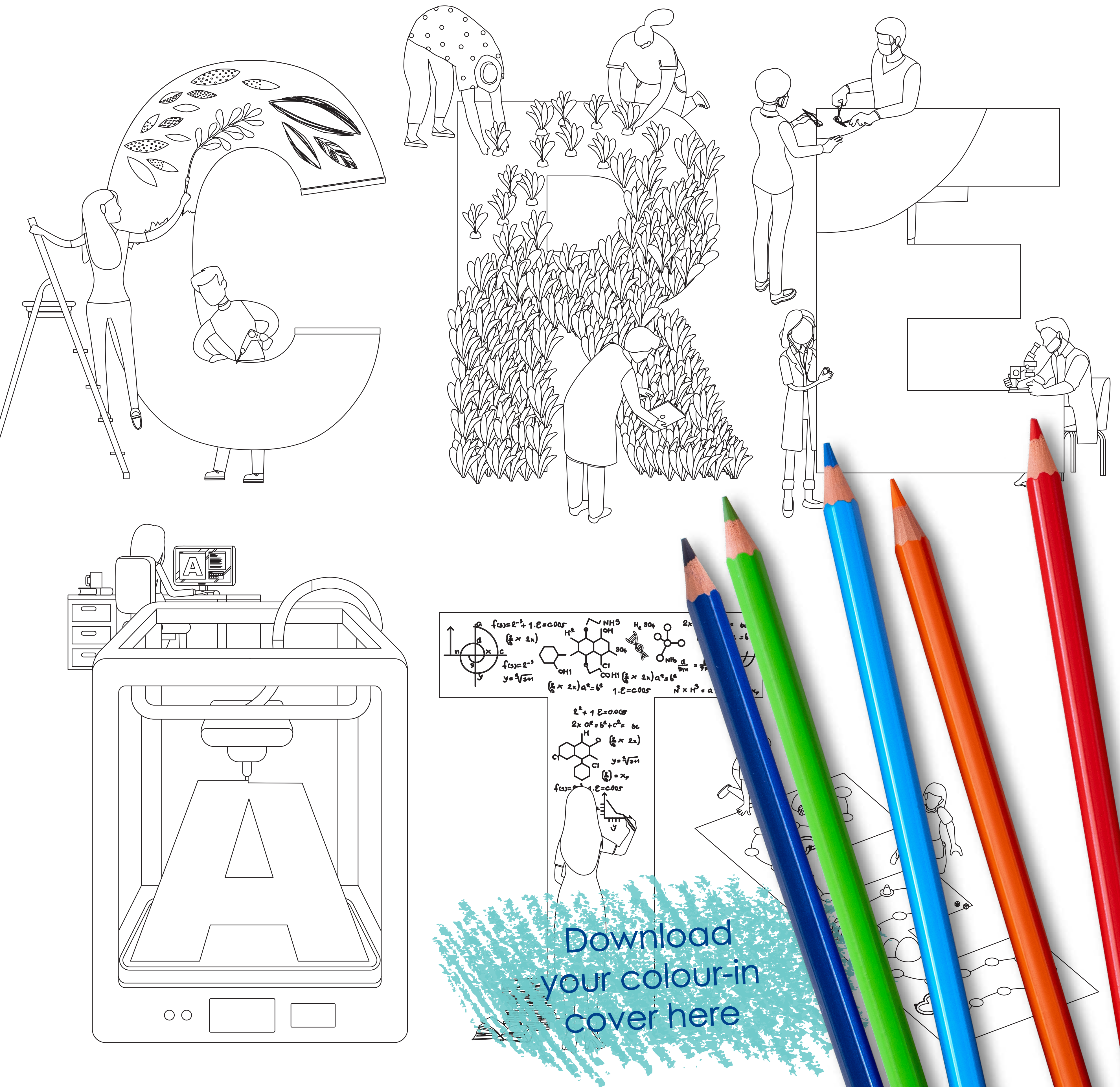


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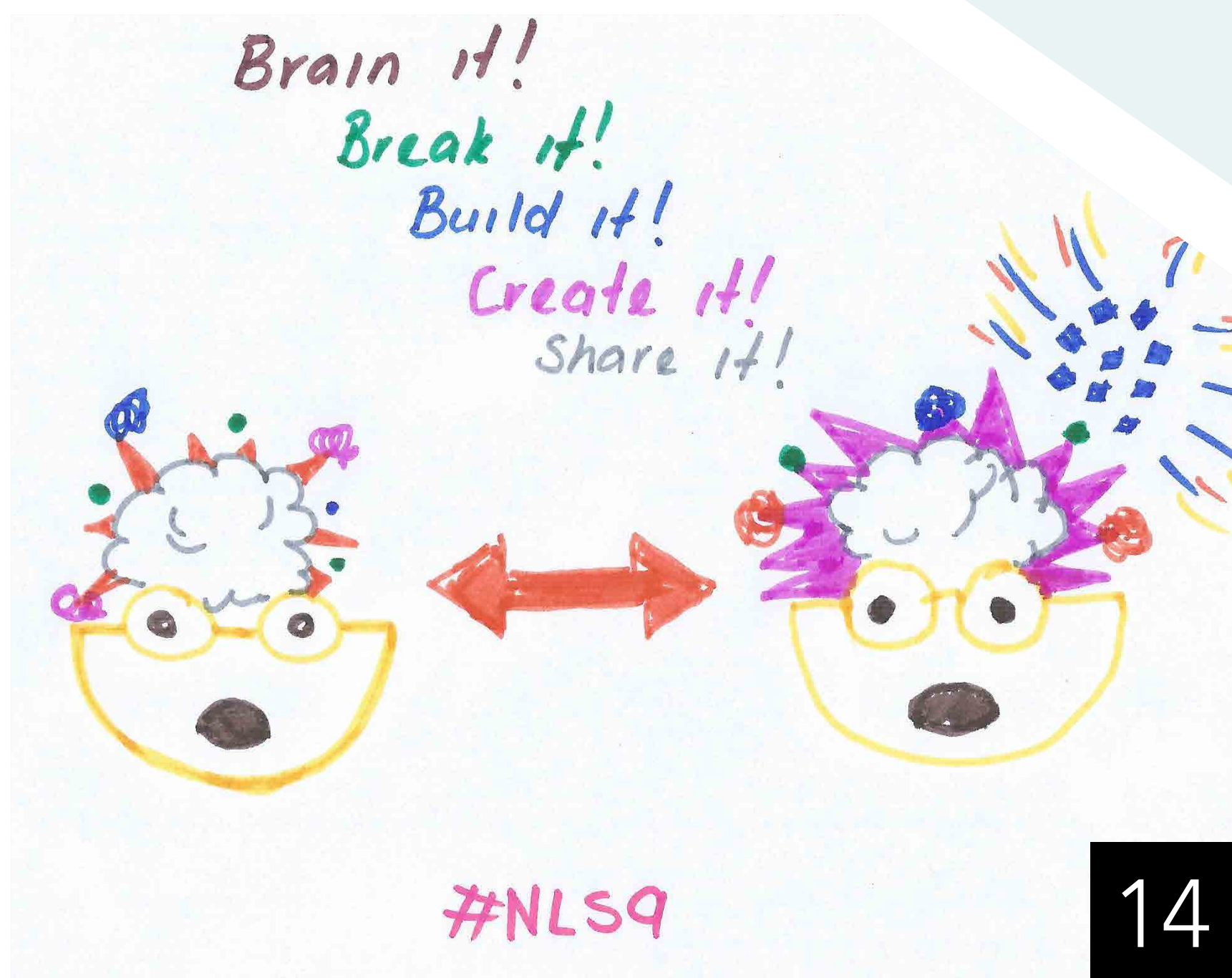
The magazine for the library and information sector

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Send your coloured-in cover to incite@alia.org.au - the best entries will be featured in the next issue of *INCITE*.

INCITE is the magazine of the Australian Library and Information Association. It presents perspectives on issues relating to library and information science.

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AUSTRALIAN LIBRARY AND INFORMATION ASSOCIATION

ABN 40 090 953 236

Street address
ALIA House, 9–11 Napier Close
Deakin ACT 2600

Postal address
PO Box 6335, Kingston ACT 2604
Ph: 02 6215 8222
Fax: 02 6282 2249
enquiry@alia.org.au
www.alia.org.au

INCITE Editor
Andrew Finegan AALIA (CP)
02 6215 8222
incite@alia.org.au

INCITE Designer
HWR Media & Communications
Deb Schwartz

INCITE Advertising
Tony Mangan
Ph: 08 8379 9522
Ph: 08 8379 9735
tmangan@hwrmedia.com.au

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Subscription enquiries
subscriptions@alia.org.au

ALIA EXECUTIVE
Sue McKerracher
CEO
sue.mckerracher@alia.org.au

Nicole Barnes
Director: Corporate Services
nicole.barnes@alia.org.au

Kate Bunker AALIA (CP)
Director of Learning
kate.bunker@alia.org.au

Christina Granata
Director of Conferences and Events
christina.granata@alia.org.au

YOUR LOCAL ALIA CONTACT

State and Territory Managers are ALIA representatives in each state/territory. Their duties include being a point of contact for members and non-members.

ACT and NT: Jade Dawes
02 6215 8222
jade.dawes@alia.org.au

NSW: Rob Thomson ALIATec (CP)
0423 184 737
rob.thomson@alia.org.au

QLD: James Nicholson AALIA (CP)
0404 485 970
james.nicholson@alia.org.au

SA: Jeannine Hooper AALIA
0437 167 050
jeannine.hooper@alia.org.au

TAS: Jill Denholm AALIA (CP)
0448 036 192
jill.denholm@alia.org.au

VIC: Margie Anderson AALIA (CP)
0404 471 404
margie.anderson@alia.org.au

WA: Niamh Quigley AALIA
0480 245 523
niamh.quigley@alia.org.au

BOARD OF DIRECTORS

Board members welcome your comments and feedback. Please feel free to contact a Board member at any time.
Email: ALIAboard@alia.org.au with your comments.

Viv Barton AALIA (CP)
President
0417 968 822
ALIAboard@alia.org.au

Claire Thorpe AALIA (DCP)
Institutional Director
0407 006 560
ALIAboard@alia.org.au

Vicki Edmunds AALIA (CP)
Director
0428 666 190
ALIAboard@alia.org.au

Stefanie Gaspari ALIA Allied Field
Director
0403 205 606
IALIAboard@alia.org.au

Justine Hyde ALIA
Director
0410 613 064
ALIAboard@alia.org.au

Kim Sherwin AALIA (CP)
Director
0403 873 983
ALIAboard@alia.org.au

Emily Wilson AALIA (CP)
Director
0415 978 506
ALIAboard@alia.org.au

FROM THE EDITOR

It was over ten years ago when I first familiarised with the concept of 'creative reading'. Central to the principles of reader development, it highlights the importance of reading, not just as a passive activity, but as a creative one. Reading, in all its forms, spurs the imagination, allows our minds to entertain new ideas and worlds, and can inspire new creative work.

As many of you are currently living in difficult and isolated conditions, I would encourage you, the reader, to allow yourself to be creative as you peruse these (digital) pages. Our guest editors, Annette, Melissa and Paige, have curated a colourful selection of articles to stimulate your senses, and engage you in creative ways. News from ALIA and the sector recounts the many ways that we've needed to be creative in managing recent situations and thinking toward the future.

I wish to acknowledge the work of my predecessor, Brendan Eichholzer, for his creative vision in making *INCITE* what it is today. And so, I invite you to reflect as you read these pages, and if the mood takes you, to create. 🎨

ANDREW FINEGAN AALIA (CP)
INCITE Editor

EMAIL
incite@alia.org.au



AN AGILE, FLEXIBLE FUTURE

Later this year, ALIA will put its property at 9-11 Napier Close, Deakin, on the market. The site became the national office of the Association in November 1990 and has served us well for 30 years, but as the ALIA Board told Members in March, it is now too big for our needs, costly to maintain and, when partially untenanted, a financial drain.

COVID-19 may well delay the sale, but when it goes through, ALIA will no longer be tied to one location and will have the benefit of a substantial reserve fund. As the ALIA Board said, 'Our aim is to ensure the Association reaches its 100th anniversary in 2037 fit for purpose and in a strong and sustainable position.'

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The Australian Library and Information Association acknowledges the Traditional Owners of Country throughout Australia and recognises their continuing connection to lands, waters, cultures and communities. We pay our respect to Aboriginal and Torres Strait Islander peoples; and to Elders past, present and emerging.

A final word

This is my final column as ALIA President. I look back on the past two years as a member of the ALIA Board with fulfilment and gratitude – fulfilment for the opportunity to play a small part in the delivery of ALIA's strong support for its Members and the broader LIS sector; and gratitude because of inspiring people I have met, representative opportunities that I have had, and the opportunity to give something back to the sector that has given so much to me.

I acknowledge my fellow Board members who have all contributed their time and effort to the Association. Particular thanks go to retiring members Helen Ebsworth, Paula Kelly-Paull, and Monika Szunejko.

A big part of ALIA's strength and viability is in its membership. I encourage all ALIA Members to undertake a personal membership drive by recruiting just one colleague per year. That would have a huge impact on the future capacity of the Association.

In keeping with the theme for ALIA Library and Information Week 2020, Create, I want to take a glimpse at libraries in the broader context of the communities they serve. Libraries **create** communities – physical communities, virtual communities, communities of interest. They bring people, information, interests and experiences together to enhance lives and inform perspectives. ALIA **creates** profile and opportunity for libraries by establishing relevance that often surprises leaders in government and business. ALIA helps Australian society to reimagine libraries in situations where they may not have been considered either relevant or important. Libraries are recognised more and more as valuable partners. ALIA creates a strong and sustainable future for its members and the Australian library sector through developing conversations, connections and pathways.

In closing, I would like to thank all ALIA Members for so warmly embracing my presidential theme of Leadership. The discussion generated through the year have explored what future leaders need to consider to ensure that the LIS sector is agile, capable and responsive. Leadership is closely aligned to the theme of Education, proposed by incoming President, Viv Barton, and will continue to be part of the discussion throughout Viv's presidency. 🌟

ROBERT KNIGHT OAM AALIA (CP)
ALIA President 2019–2020

EMAIL
knight.robert@wagga.nsw.gov.au



A note from the incoming President

It has been an honour and privilege to be part of the ALIA Board during the past 12 months, and I would like to acknowledge and thank ALIA President Robert Knight, and retiring members Helen Ebsworth, Paula Kelly-Paull and Monika Szunejko for all their wisdom, support and guidance.

I look forward to taking on the role as ALIA President in 2020, alongside Board members Vicki Edmunds, Stefanie Gaspari, Justine Hyde, Kim Sherwin, Clare Thorpe, and Emily Wilson; and with CEO Sue McKerracher leading the ALIA team.

We are all experiencing extraordinary times in which volatility, uncertainty, complexity and ambiguity have become the norm. Whilst some things will never be the same, challenges create opportunities, and with agility, creativity and collaboration, great innovations will occur. The LIS sector and publishing industry have already responded with reduced copyright restrictions, and the expansion of online resources, programs and services to meet client needs. I urge libraries to create or participate in communities of practice using LIS networks to collaborate, share knowledge, experience and resources, to build capacity and ensure a strong future for the LIS sector and its communities.

Following the Leadership theme, discussions should continue, as we establish how Education can empower our profession as leaders, and create a strong future for the LIS sector. Issues include:

- Supporting the LIS Education sector
- Ensuring LIS students graduate job-ready with relevant skills
- Future proofing LIS professionals with the agility to undertake new work opportunities
- Ongoing PD and learning via ALIA's PD scheme
- Non library qualified professionals entering the LIS sector
- The role of libraries in providing education and lifelong learning opportunities to their community.

I hope the Education theme resonates with ALIA Members, and I look forward to working together with you to bring this theme to fruition. 🌟

VIV BARTON AALIA (CP)
ALIA President 2020-2021

EMAIL
viv.barton@stirling.wa.gov.au





DIRECTLINE

I'm sure, like me, you have found that COVID-19 has brought out the best in friends, family and colleagues. While panic-buying and aggressive behaviour have made disturbing headlines, I am thankful that my own experience has been so different. I have been proud to be part of a sector that has risen to the challenges of the pandemic with speed, care, generosity, creativity and expertise.

Speed. It is incredible that many libraries not only closed their facilities to the public in record time, but that they also moved so many services online, completely re-engineering their business model (in corporate speak) in just a couple of weeks.

Care. At the early stage, it was hard for our Members, particularly those in charge of their libraries, to decide whether it was best for staff and users to keep the doors open or to close them. Many managers were governed by decisions made at a higher level. For public libraries, closure came early, but was a hard choice for staff who knew what a gap it would leave in community life. Some government library staff found themselves redeployed and put their transferable skills to good use. Health libraries kept online services going, as part of the overall effort to support front line medical professionals.

Generosity. ALIA Members volunteered in their communities, set up virtual networks to help people stay in touch, supported authors and other creators whose income was under threat, and gave their own time to help make online library services as good as they could possibly be. When we launched the ALIA Relief Fund for Members who were experiencing financial hardship, it gave people another way of making a contribution and gave us the opportunity to help in excess of 20 individuals.

I'd also like to recognise the generosity of our industry partners, many of whom have seen a drop in orders. Despite the difficulties in their own businesses, publishers, technology companies, product and service suppliers have all made moves to help their customers through this tough time.

Creativity. The ALIA Library and Information Week this month has the theme Create and it couldn't be more appropriate than in the current situation. ALIA Members have been highly innovative and creative in their responses to the challenges of closed libraries and online-only services. We were grateful to the Australian Publishers Association and the Australian Society of Authors for making it possible for public libraries to record and livestream storytimes. You only have to look at the video links on our ALIA website to see the quality and inventiveness of these productions.

Expertise. Misinformation is common in a crisis. We saw the horrific effect of methanol poisoning in Iran, based on the false premise that this toxic substance would fight the COVID-19 virus. Libraries stepped up to provide their communities with evidence-based information. ALIA Health Libraries Australia provided an excellent example, creating a page on our website with live literature searches which were regularly updated and became a valued resource for library teams around the world.

The ALIA team has gathered and promoted all this work and more on our [website](#). We are working hard to connect and support our Members through the crisis, and to make sure that we have a strong Association when we reach the other side of this. ALIA has been here for 83 years, through wars, extreme weather, natural disasters, and our job is to make sure it remains strong and secure for future generations of library professionals. 🌟

SUE MCKERRACHER
ALIA CEO

 EMAIL
sue.mckerracher@alia.org.au



MAY DAY 2020



Every year, Blue Shield Australia runs the MayDay campaign. Commencing on 1 May, it's a month-long promotion of disaster preparedness across the GLAM (galleries, libraries, archives, museums) sector.

It always comes hard on the heels of bushfire season, and in the past it has followed floods, cyclones and other extreme weather conditions. For the first time, in 2020, MayDay takes place at the height of a worldwide pandemic, COVID-19.

It is too early for us to talk about lessons learned at this time, as we are all on such a steep learning curve, but every organisation will be keeping a record of how its team has responded. Together, the timelines, stories, case studies and other data will provide us with knowledge about how our institutions can remain resilient in the face of a new kind of threat.

The ALIA/Blue Shield Australia *Disaster Management for Libraries* [suite of resources](#) was updated in 2019 by Heather Brown from Artlab Australia and the State Library of South Australia, and Christine Ianna from the State Library of Queensland, with assistance from Blue Shield Australia Chair Sue Hutley. It provides an excellent planning tool for what we now think of as the 'normal' run of disasters, and it provides a framework for thinking about the situation we find ourselves in with the pandemic – and how we might accommodate any future outbreak on such a massive scale.

MayDay provides a prompt for those working in GLAM to pull out their risk registers, business continuity plans, insurance policies and emergency procedures. In May

2020, these will already be living documents, amended and updated on an almost daily basis.

Strong leadership and strategic thinking are critical during a disaster, and while speed of response is essential, it is important not to be lured into knee jerk reactions. The COVID-19 experience has emphasised the need for a phased approach to disaster management. There may well be an initial impact stage, followed by a scaling up of the disaster, then a plateau leading to the end point, after which the recovery stage comes into effect. A different response is required at every stage and the management team needs to be planning several steps ahead at every point.

For COVID-19, at the time of writing there is no firm end point – but we know it will come. Libraries will reopen; services will resume; students will be back in schools, TAFEs, universities; government library staff will return from their redeployment; return chutes will be back in business. No doubt we will immediately see greater emphasis on digital resources, heightened awareness of the importance of hygienic work practices, and our sense of euphoria about recovery balanced by uncertainty about our economic future.

The MayDay 2020 campaign is a call for GLAM organisations to think about disaster preparedness, but in the middle of the COVID-19 pandemic, it is also a call for organisations over the coming months to think deeply about how staff and services can be sustained through a disaster on a global scale. Hopefully, we will not see this again in our lifetimes – but if something else occurs, we will be ready 🙏

SUPPORTING THE FRONTLINE

When Austin Health started planning its response to COVID-19, senior hospital staff made it clear to MICHELE GACA, Chief Librarian, that the library was a key part of the hospital's pandemic response team. Michele sent us this report the first week of April.

At Austin Health (as I am sure is the case with all hospital libraries) we are in a position of trust, and looked upon as specialists in our field of finding and organising information.

One of the library team's biggest tasks has been filtering the overwhelming amount of information and noise being created around this public health crisis. We created a webpage ([COVID-19 Research](#)) that we regularly update, providing a single place for clinicians to look. As enough evidence presented itself we created a [special issue](#) of our fortnightly Library Bulletin. Both the webpage and the special issue received over 2,000 hits within seven days.

One of the services we provide is reviewing hospital policies, procedures and guidelines on a monthly basis. We were asked if we could now commit to a 24 hour turnaround, so effectively we were now on call 24/7. This work involves reading all documents as a non-clinical editor, checking they are based on the latest evidence, and fixing citations and links. In the space of 21 days we reviewed and enhanced 12 new COVID-19 policies.

Just when I thought we couldn't get busier, I was asked to participate as a panelist on Austin Health's weekly COVID-19 global webinar. Literature searches increased as did requests for document delivery, since many other libraries have closed. We hold a comprehensive print collection with many of Australia's last copies, which also puts us in a position of high demand.

Switching to remote management and support of a team who are used to working in close proximity can be a challenge - particularly in a time of high environmental stress and isolation, and occasional technology issues. It's a skill to compartmentalise the stressful feelings, so that we can focus on what needs to be done for our clinicians.

Although the situation is difficult and requests come in thick and fast, quality is still important. Our clinicians are experts at what they do, but they rely on us as experts in our field of information management.

Clinicians are still coming to use the physical space to catch up on work away from the ward. We are a large space so social distancing is very feasible. It is my hope that we are bringing a little operational normality in this chaotic time, and we are the friendly face that asks how they are faring in difficult situations.

It is great that our hospital has seen its library as a strength in a time of rapid response. Health librarians may not be on the frontline, but we are right behind those who are. They see us staying calm, working smart, delivering within timeframes and maintaining our reputation around quality output, supporting the essential, life-saving work that our clinicians do. 🙌

MICHELE GACA AALIA (CP) HEALTH
Chief Librarian, Health Sciences Library
Austin Health & Mercy Hospital for Women



SHOULD I STAY

OR SHOULD I GO?

One librarian's story of leaving China during the COVID-19 outbreak

As I sit here, writing this article from the Northern Rivers region of NSW, I am facing many of the same decisions that I made seven weeks ago back in China: Is going to the grocery store today worth it? Where can I find surgical masks and hand sanitiser? And the ultimate question: Should I stay or should I go?

The last day of work before the Chinese New Year holiday was Thursday 23 January. I left campus that afternoon with the news that Wuhan had been quarantined. A week later I had left China indefinitely. Throughout that week, I wore surgical masks outside and had daily temperature checks. These were mandatory. It became clear that global travel might soon be restricted. So, my husband and I made the difficult decision to buy a one-way ticket home, packed an ill-advised suitcase, and made the stressful but ultimately uneventful journey back to Australia.

The Duke Kunshan University (DKU) Library team is now dispersed across two Chinese provinces, two US states, and Australia. This 24-hour transnational configuration complements the 24-hour work ethic. In this context, our self-check machine truly came into its own. Students who had been quarantined on campus could borrow and return books on-site. Based on the social distancing advice we received from the Jiangsu Province Government, we enlisted a non-library staff member who was also quarantined on campus to put up signage in the library, inviting students to use the collection as normal but not to linger in the space. We quickly contacted every faculty member who was in the middle of teaching a course, to offer our solutions for textbooks left behind in dormitories and offices. We've had Zoom calls with students to show them how to download eBooks to their phones. For some, a phone is their only learning device for the foreseeable future.

Our Library Assistant for Access Services had left for Wuhan a week before Chinese New Year. From her mother's apartment, she tirelessly triaged interlibrary loan requests, responded to messages from the university community across the globe, and utilised her connections with other university departments to help students and faculty. Within the first week of the closures, one of our subject librarians recorded a workshop about COVID-19



*Waiting for a car to the airport on the day COVID-19 declared a 'Public Health Emergency of International Concern'
Photo credit: Joanna Hare*

research resources for graduates. The entire library team troubleshooted almost every subscribed database to identify access issues on different Chinese mobile networks. Our colleagues at Duke University put in many, many hours assessing the fair use of interlibrary loan requests and supporting the DKU community via chat and email.

The situation is slowly, cautiously, improving in China while, at the same time, the US is facing increased closures affecting library services. We are now looking at options where DKU Library might fulfill interlibrary loans requests for faculty and students in the US.

Among all this chaos there have been fun moments. I've met students' parents and pets via Zoom. One student bounced his baby sister on his knee during our research consultation. My colleague in Wuhan sends pictures of her delicious looking dinners prepared in her mother's apartment. Another colleague in Kunshan shares pictures of the artworks he has created during the lockdown. I'm going to buy one when I get back. It's been wild, but my team in China and my colleagues at Duke are superb. Their dedication, good humour, and creativity in this crisis have kept me buoyed up in a difficult time. What a truly dedicated bunch, and how fortunate I am to be surrounded by them (if only virtually, for now).

Also, did I mention I've been co-teaching a credit-bearing information literacy course throughout all this? That's a whole other article. 🙄

JOANNA HARE AALIA

Associate Librarian for Research and Instruction
Duke Kunshan University

 TWITTER
@maybe_sparrow



A *ALIA Students and New Graduates Group, along with the New Generation Advisory Committee are proud to welcome you to the May/June digital edition of INCITE. In this issue we have curated articles around the theme Create.*

Information professionals are inherently inclined to encourage the creation of things, to share creations and to be involved in the creative process. We provide access to creative content such as books, movies and music. We love to foster the connection that creating brings to community. We create because it is good for us and our brains; it is fun and makes us happy.

Sometimes, however, the simple act of creation is not enough, our creations are meant to be shared and inspire others. Social media is supporting our creative life by allowing us to share our ideas through blogging, gifs, viral videos and zines. Information professionals are a source of subject-specific knowledge for creators and provide advice on digital tools and copyright. The cultural institutions we help run are safe havens for artists and creators, and the lay person seeking refuge from the busyness of daily life. Together, we are protectors, empowerers, disseminators and enhancers of culture.

Libraries — and the online services they provide — will be especially important over the coming months

as we find ourselves in uncertain times. How will this season of self-isolation affect where libraries are placed in the future? Have we done enough to ensure that our communities will survive and thrive? To find solutions, we'll need to get creative!

In the following pages, you will find examples of how libraries are creating and how librarians are being creative. As you read through the articles in this issue, reflect on these questions: How do information professionals and our institutions create and how does that affect our profession? How do we make welcoming spaces for our clients to create as a community? How does having a community of creative individuals enhance the creative process? How you feel that libraries can help you and others in the community create in the future? If you have comments, share them on our [Padlet!](#) 📌

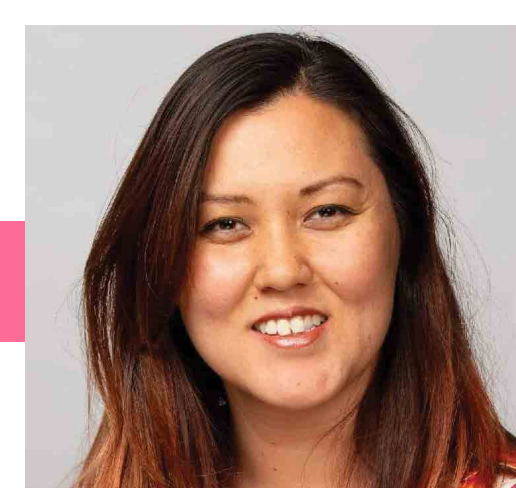
Are you interested in learning more about the work that the ALIA Students and New Graduate Group and New Generation Advisory Committee do? We are a group of volunteers from across Australia who work together to build a robust online and in-person community of student and new graduate LIS professionals. The New Generation Advisory Committee hosts the regular [#AusLibChat](#) via Twitter and represents the voice of a new generation of LIS professionals to the ALIA Board of Directors. Take a look at our [website](#) and social media channels to connect.



PAIGE WRIGHT
[@WrightPage](#)



MELISSAH LESTER
[@MelisLester](#)

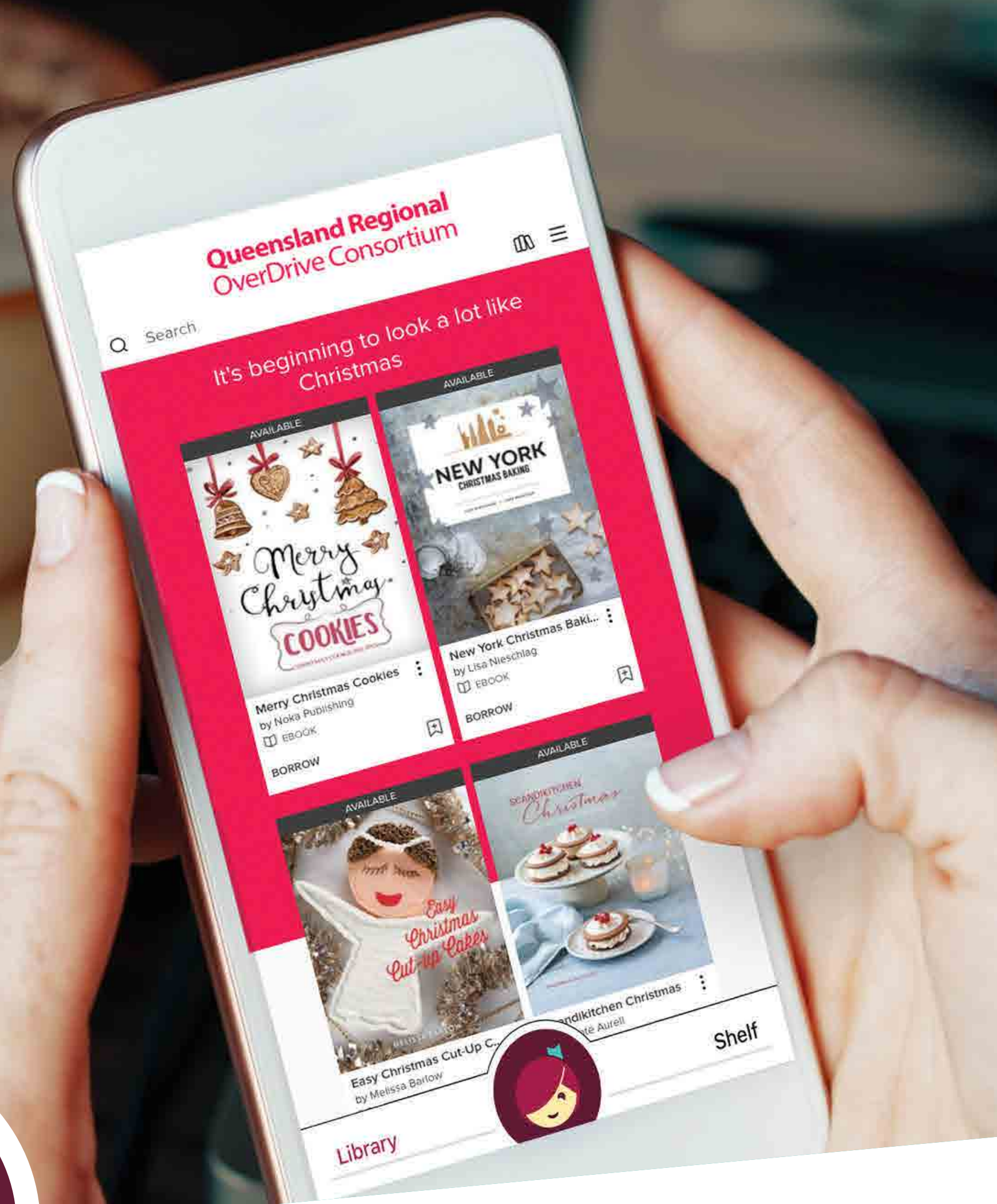


ANNETTE MESSELL
[@nettymess](#)

Bring more readers to your library.

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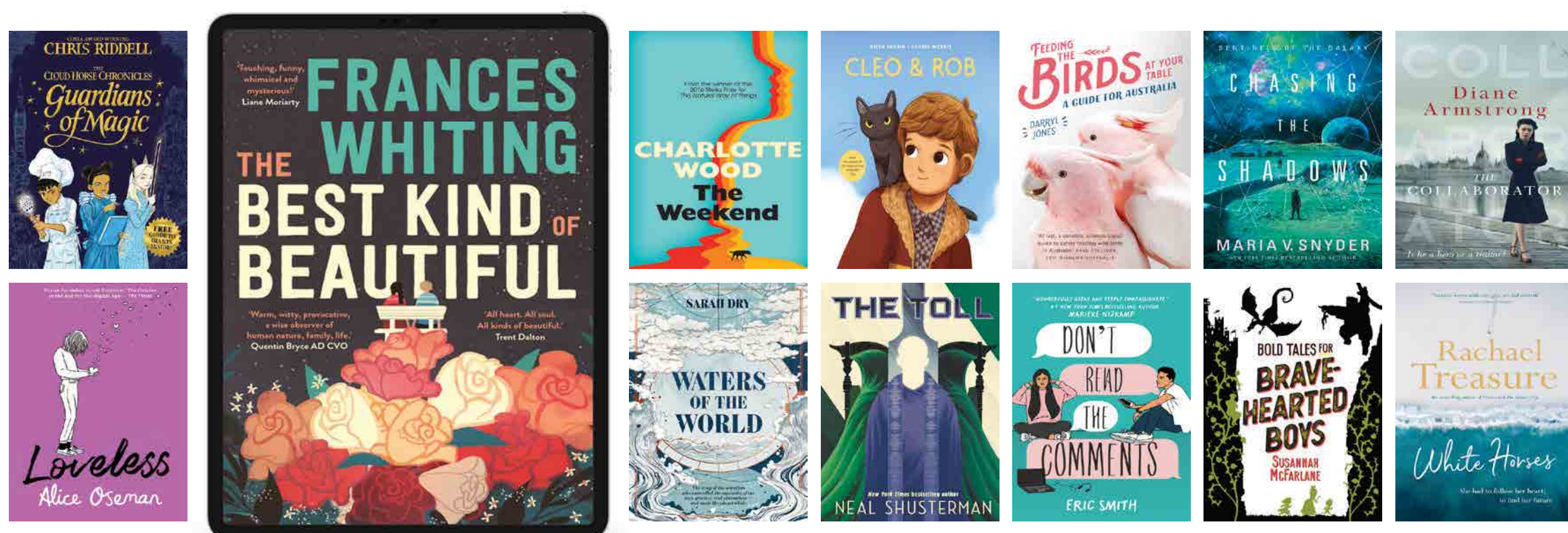
The one-tap reading app from your library.



OverDrive's award-winning, free app is designed especially for first-time library users.

In just a few taps, readers can start enjoying ebooks and audiobooks from your customized digital collection. From current bestsellers to the classics, there's truly something for everyone in our unrivaled catalogue, including **an expansive selection of Australian authors and publishers.**

Reaching more of your community has never been this easy.



Learn more about Libby at company.overdrive.com/AU

LET'S TALK: Creativity in libraries

We asked our new generation professionals about how they and their libraries create and what tools they used.

A library brings the community together while simultaneously promoting the love of reading. I love that the library creates a sense of community, not only for readers but people who wish to find themselves a safe space.

SIENNA HOOPER [@readingwithcake](#)

Teacher and Masters Student (Teacher Librarianship)
Mercy College in Mackay

All of us create in my library. We all work together to create a supportive library that engages and enlightens our patrons. Canva is my obvious go-to tool for creating any images, it allows me to brand banners, create relevant content and is super easy to use and intuitive. We also use Vision 6 as our newsletter software. This is also easy to use with the ability to change up the format and colours and allows us to create fresh and professional weekly newsletters.

MADDY MEDLYCOTT AALIA (CP)

[@maddymedlycott](#)

Legal Research & Reference Librarian,
Crown Law Library

At my library at the University of Southern Queensland we are creating open textbooks using a platform called Pressbooks. As a copyright librarian I work on ensuring the copyright compliance of content and advocate for the use and creation of open content.

NIKKI ANDERSEN [@AndersenNikki](#)

Digital Content and Rights Officer,
University of Southern Queensland

I'd have to say my most used tools for creating content are Canva and paper/pencil/scissors. Two very different but both are effective creating tools in their own way. Another powerful tool is the power of talking. Discussing ideas with colleagues helps me clarify the content I'm trying to create.

HAWVA TEEDE AALIA (CP) [@libreinform](#)

City of Stirling Libraries

As I look around my local public library, I see a myriad of users, uses and purposes for people to use this space. Libraries today are places of wonder, excitement, fun, noise, conversation and connection. Whether you want to embrace all their services or just sit and enjoy the community space, you'll be surprised at what you might discover.

ANNETTE LANGUSCH

Undergraduate Student (Bachelor of Information Studies)

AUTHOR'S CORNER

We asked authors how libraries help them create.



The importance of libraries continues to grow. They offer stimulation, sanctuary and community. I often visit my local library to borrow books when I'm researching my current novel. The library regularly hosts author talks and is regarded as a creative and intellectual hub.

A. J. Betts
Zac & Mia (2013)



My local library is a sacred place to me. Great chunks of *Boy Swallows Universe* were written there. Those library doors were a portal entry to a place where my own creativity seemed to have no borders and no rules and that place was expanding every day, not unlike the universe.

Trent Dalton
Boy Swallows Universe (2018)

I have creator's block. What do I do now?

When it comes to creating content, coming up with ideas is the most time-consuming part. And if you are creating video content, you also need to combat camera shyness, and manage technical and logistical requirements.

Wouldn't it be nice to have a template you could use?

Well, well, well, do I have a surprise for you? I've made library marketing my passion and a big part of my job IS creating content, especially video. So, I've created a template, that I'm now going to share with you, that you can use for ANY content you create.

1. Review

Look at the analytics for your online presence and identify the content that has produced the most engagement.

2. Categorise

You will likely find that your most popular content is a certain type. For instance, throwbacks or treasures from the collection, which could be categorised as 'collection promotion' content. List the five categories that govern the content you produce, eg events promotion; collection promotion; how to use the library; social media days; staff and behind the scenes; FAQs.

3. Schedule recurring content

When you have your categories sorted, come up with recurring content for each category. This is content that is of interest to your audience that you can repost monthly or weekly. For example, take three to five pictures of your staff that you can reuse in posts throughout the year. This helps clients visually recognise staff. Do a short video introducing your staff and what they do, that you can link to every month. This helps clients know who would be best to ask for help. Have your staff share interesting reference questions that they tackled, this lets your clients know what library staff CAN do for them.

4. Plan annual content

Every library has events or things that happen every year, eg student intakes, National Simultaneous Storytime, public holidays. Because they are annual you know they are coming around, so identify them, create content for them early and then schedule them to be posted. You can also reuse or rejig content for social media days.

5. Create new content

Now you can start creating content that you may only ever use once. But even when creating 'new' content, you will already have a structure to follow. For example, with event promotion it is true that you will be creating new content, but you will be creating the same kind of content for every event. Firstly, something to let people know the event is happening two–three months beforehand, then some reminder posts and directions to registration, and finally a post the week and the day of the event encouraging people to come.

I review my content calendar every three months and using this template I only spend an hour planning a post a day on Facebook, two–three on Twitter, Stories and Feed content on Instagram and a fortnightly video on YouTube. I then spend a whole day creating that content for the next three months. The best part of this approach is that the content is planned, so the hard thinking is done! This means you have more creative juices for the little bit of new remaining content to create every three months.

I have three FREE tools that I swear by for my content creation and they are [Canva](#) (graphics), [Davinci Resolve](#) (video), [Audacity](#) (audio). And now, I'm sure that page of yours won't be blank anymore! 🌟

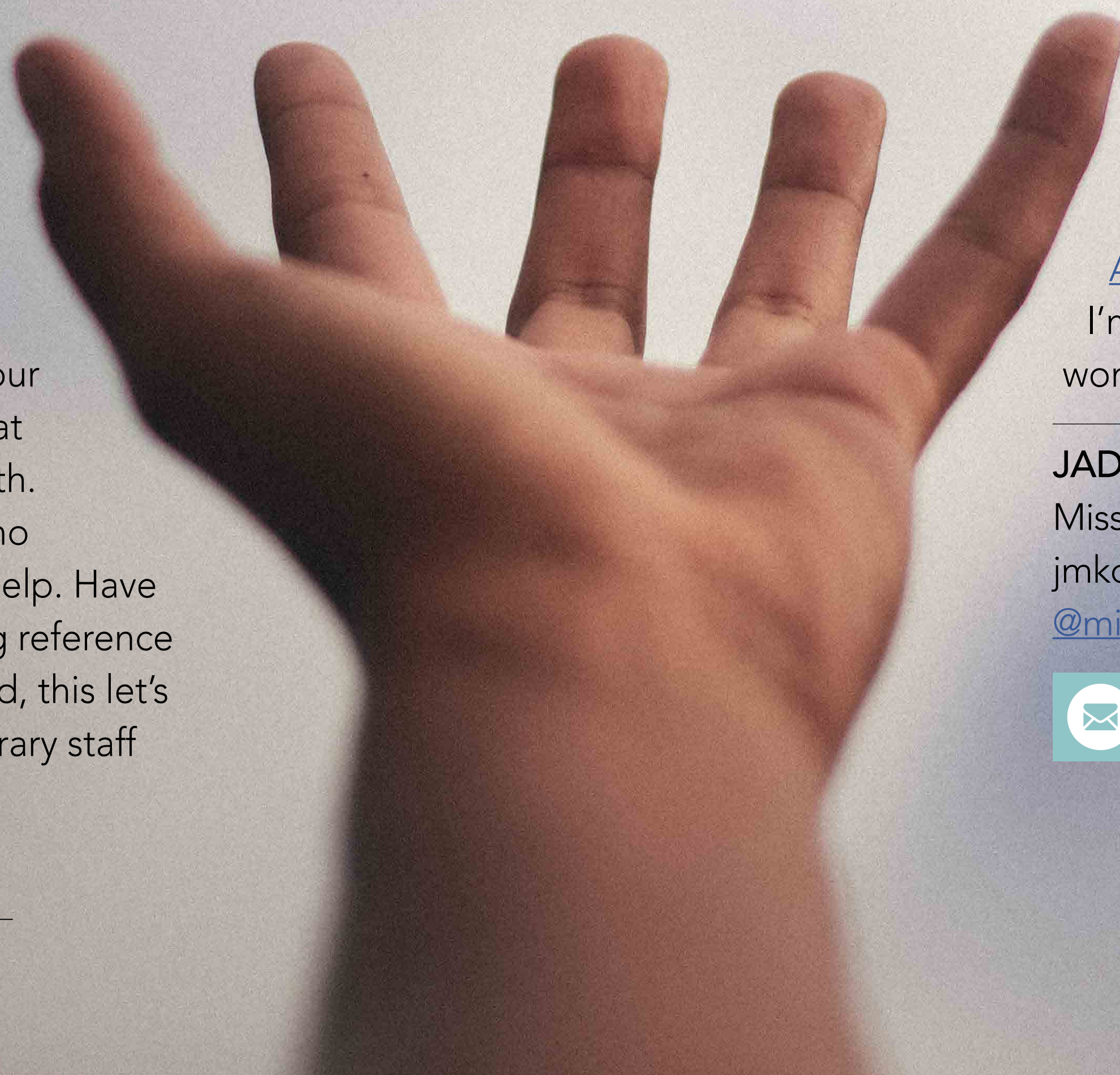
JADE KOEKOE AALIA

Misskoko the Librarian
jmkoekoe@gmail.com
[@misskokolib](#)



EMAIL

jmkoekoe@gmail.com



The NLS9 Revolution: creating zines at an ALIA conference

Zines. For the uninitiated they are handmade, photocopied self-publications created by folding paper into a booklet and stapling them together. They are DIY, lo-fi missives with roots in the punk era that are at present, more popular than you may realise. Zines can be about anything you want and follow no rules. Creating one is the ultimate way to subvert the mainstream.

At NLS9 it was the first time I had a zine space. It was two tables and six chairs by the window and over the weekend it was rare to find one of those chairs empty. In the old adage of “build it and they will come” it was “give them paper and they will zine.”

But why is space important? Well, people need a space where they feel safe. Where they feel comfortable and included. In our libraries we need to give up some ground for progress to be made. We don't just need to create physical space. We need emotional space to face the uncomfortable truths that our libraries aren't safe spaces for all.

While at NLS9 there was a rumbling of revolution in the air. The conversations being had were unlike anything I'd experienced at a conference. People weren't asking “Should we do this?” they were asking “How do we do this?” People weren't asking for change, they were demanding it.

By having a zine space, it allowed people to decompress and put their thoughts down. Delegates appreciated the opportunity to do something tactile. What I love about zines and why I bring them to everyone I know is they allow you a chance to be creative. It's a way of creating where nothing has to be perfect.

The delegates cut up magazines and used all colours of pens, embracing the conference theme of “Collaborate, Deviate, Innovate.” There were calls to disrupt things, to break them, and listen more than you speak. Acknowledge your privilege, and critically engage. It wasn't just a zine created at NLS9 but a call to action.

We may not feel comfortable yet having these conversations with our colleagues. We're going to have to learn to be uncomfortable before long in order for change to occur. But putting these thoughts down in a zine may be the first step towards planning what to do next. It's how we know we're not alone.

**I'll be creating zines at Next Library Brisbane 11-13 October 2020
See you there.**

KASSI HAYS



TWITTER
@kassi_grace



These are but some of the many pages that were created by delegates attending the 9th New Librarians Symposium (NLS9). See the full zine at: tiny.cc/NLS9Revolution

Self-Care at Library Conferences

- Take time out. You don't have to attend EVERY session. 
- Get fresh air + sunshine when you can. 
- It's ok to prioritise sleep over socialising. 
- Go to sessions you are interested in, not sessions you think you should go to. 
- Be yourself. 

YOU are the only person who can look after YOU

@lizatthelibrary

VOICES FOR ALL. DESIGN FOR ALL. LISTEN TO ALL. LEARN FROM ALL.

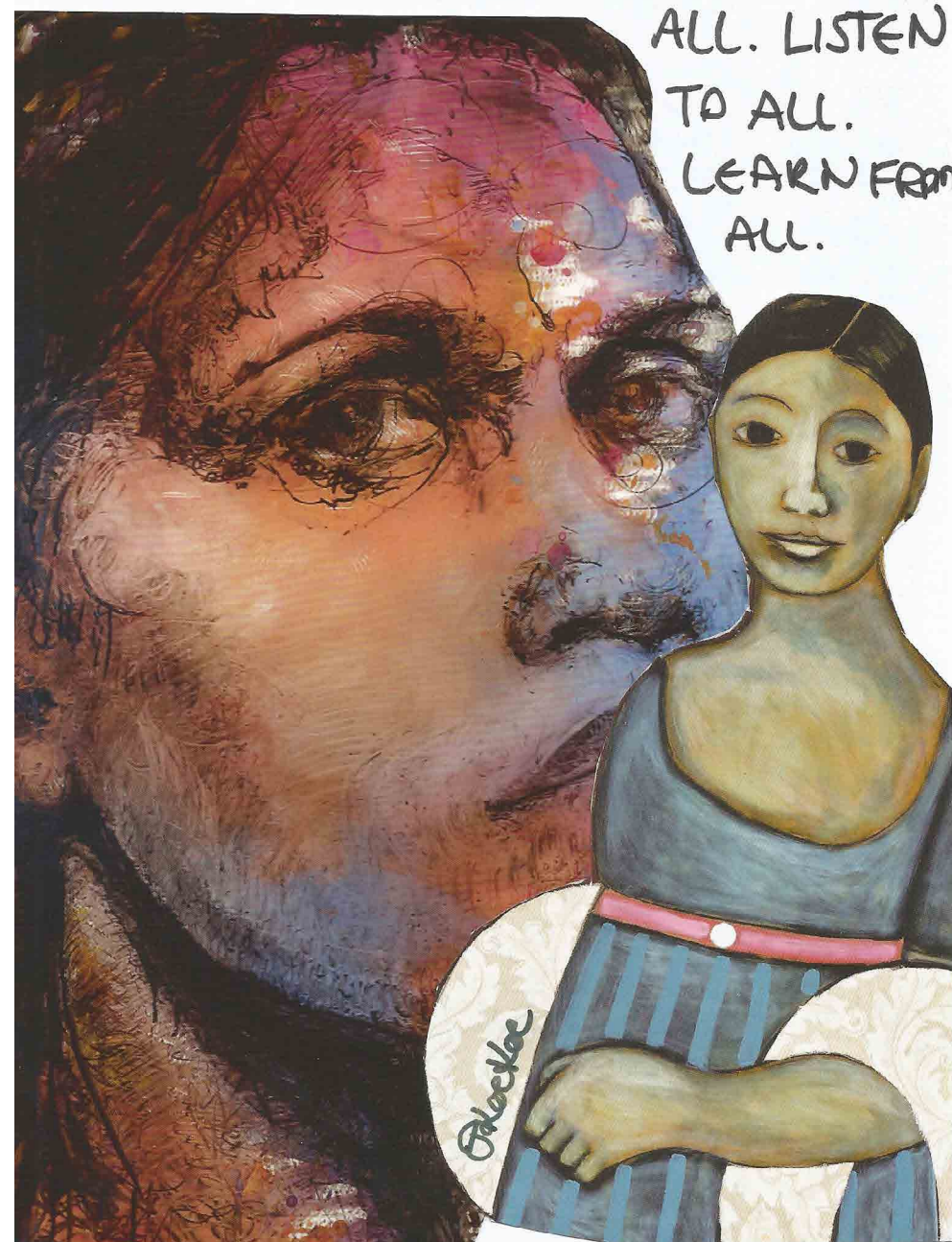
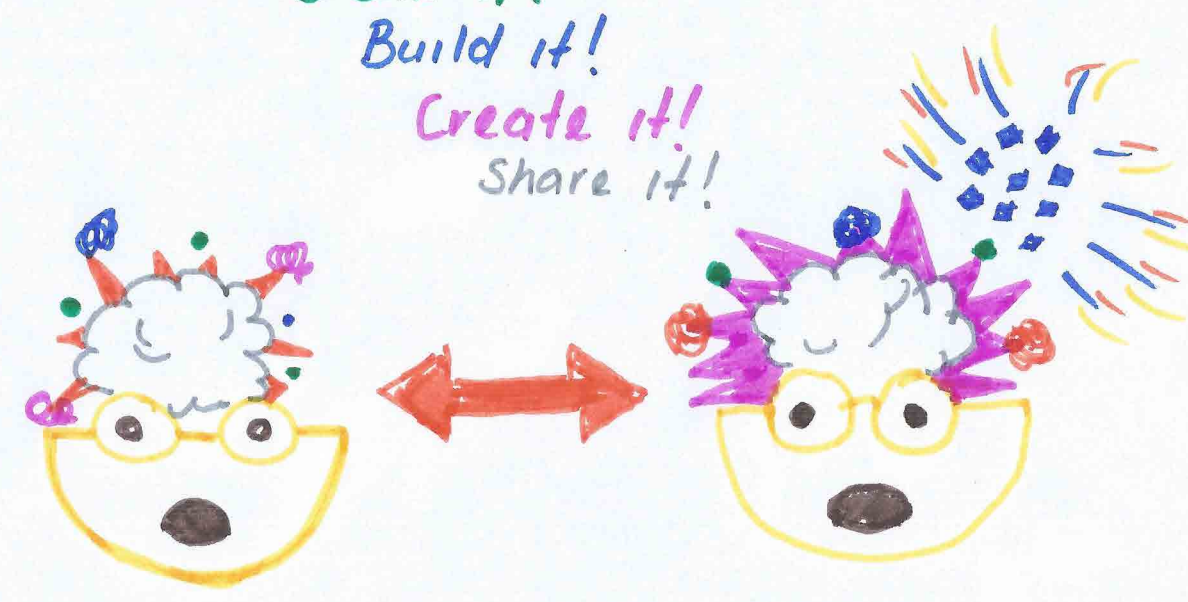


Illustration featuring a large portrait of a man's face on the left and a smaller portrait of a woman's face on the right, both rendered in a textured, painterly style.

Changing Perspectives

Illustration featuring a man in a military-style uniform and a woman in a dress, with a teapot in the foreground. The text 'Changing Perspectives' is written vertically in a yellow box. Various handwritten notes and phrases are scattered around the illustration, including 'I don't know differently', 'Mama's voice', 'Challenge Status Quo', 'Empathy', 'Kindness - being there', 'Hope', 'Trust', 'Cut the dominant narrative off at the root', 'Pushing for change & give', 'New! Neutral', 'No change for change & give', 'Pushing for change & give', 'Challenge Status Quo', 'Empathy', 'Kindness - being there', 'Hope', 'Trust', 'Cut the dominant narrative off at the root'.

Brain it!
Break it!
Build it!
Create it!
Share it!



#NLS9

IT'S NO SURPRISE THAT @librarians has the undivided attention of the room as she sets fire to her stolen turbo-charged monster truck and drives it right through the middle of the room @olybostephan

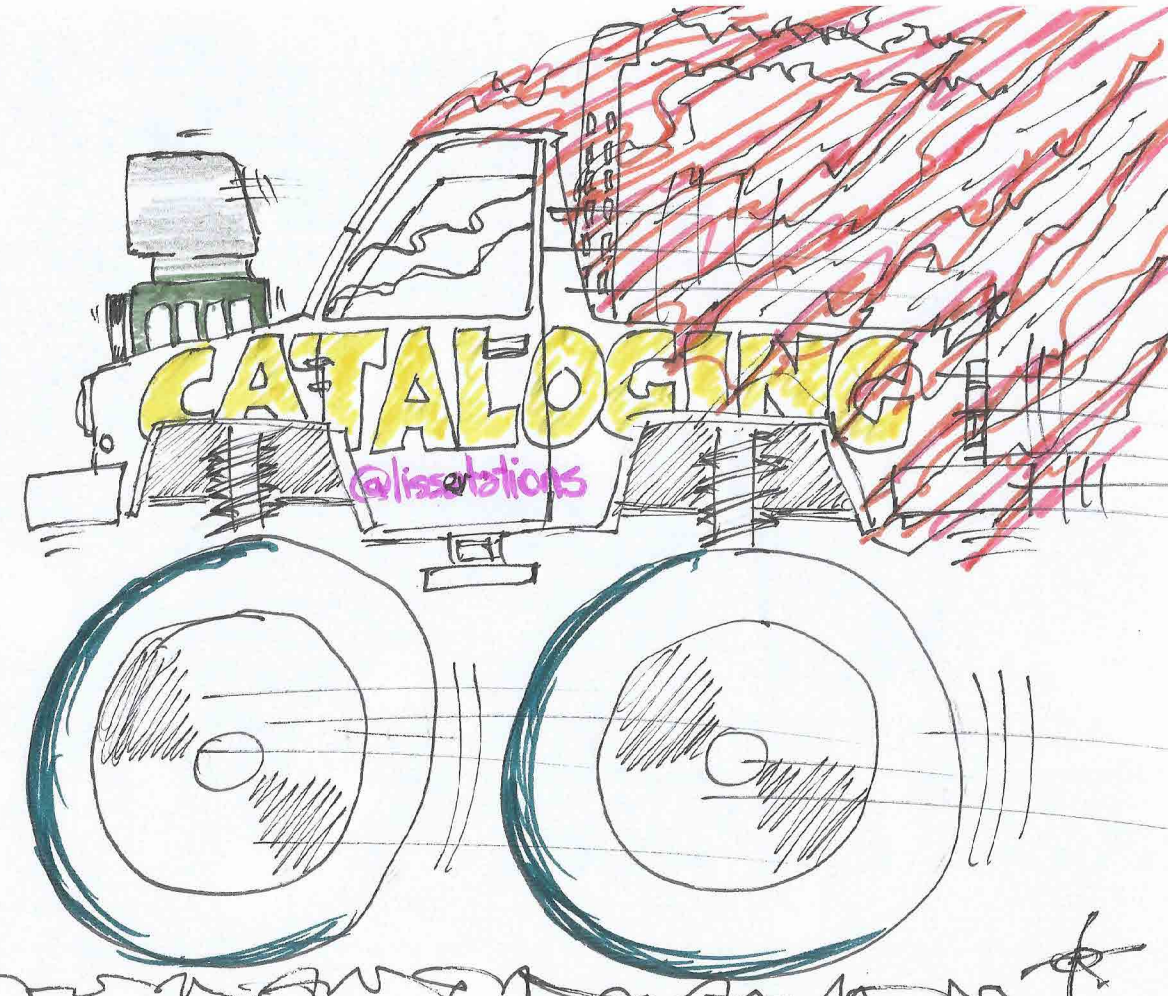


Illustration of a monster truck with 'CATALOGUING' written on its side, driving through a room. The truck is drawn in a sketchy, expressive style with red scribbles above it.


Know what you want to Achieve

What do you need to know to achieve it?

TO QUEER (A VERB):

- to trouble
- to challenge
- to make strange

GLAM orgs participate in 'world-making'



WHAT ARE THE EFFECTS OF ABSENCE IN INTERPRETATION?

"BE BRAVE, BE DISRUPTIVE, BE QUEER" @-museumguy

take it with you

Collaborate

deviate

innova

Don't go there!



Illustration featuring a person with a rainbow flag and various text elements, including 'take it with you', 'Collaborate', 'deviate', 'innova', and 'Don't go there!'. The illustration is highly detailed with many small elements and colors.

A CONNECTED COMMUNITY THROUGH CRAFT AND CONVERSATION

We asked library staff from the iCentre at Mt Alvernia College, Brisbane, to reflect on the ways their roles create community.



We host events for the school community to participate in the world of books and literature. One such initiative, the Read Like a Girl project, is a community partnership between Mount Alvernia College, St Rita's College and Riverbend Books.

Through this literary program, girls can hear from authors, discuss literature, develop writing skills, and build their appreciation for the importance of literacy.

The iCentre also hosts Book Chat Breakfasts for parents and teachers, focusing on new fiction, biographies and some non-fiction. We also discuss some of the most popular Young Adult (YA) fiction that we offer in the iCentre.

Helen Stower
Program leader – iCentre



We run book clubs for our students – most notably, with Padua College; the boys' school next door, which meet once a term. Our students have thoroughly enjoyed mixing with likeminded students from Padua. The first meeting of the Senior

Book Club was a great success with some very intelligent conversation, and we could see some good connections being formed. For our final meeting we took the students to a local, independent bookstore where they met the owner, talked about books, and helped us buy books for the iCentre.

Krystal Gagen-Spriggs
Teacher Librarian



Working on the Circulation Desk, we are the multi-tasking, mind reading, support angels to both students and teachers and our catch phrase is 'Everything will be fine?'.

Whilst keeping the daily book flow going in and out, the Circulation Desk role also supports the emotional ebb and flow of our community. I truly find joy in chatting with students about books, advising them on how to balance the increasingly busy lives and just listening to them talk about what's important to them.

Maintaining the iCentre as a welcoming, safe and low stress environment, whilst greeting each person with a smile and asking them 'how can I help?' is what I strive to achieve each day.

Rebecca Bonavia
Library Assistant



Recent educational research has found that libraries are the ideal place to create visual displays to provide a hub of communication and learning.

We have applied this knowledge and data to our work by creating displays in different areas of the library. Our YA fiction section includes 'Bookflix' and book character 'Tweets'. In non-fiction we use news and current affairs articles to explore STEM topics. Interactive community displays include, read it and eat, threads of life stories and books to read together. For Literacy Week, we made the *Peter Pan* story visually come to life by recreating Neverland.

Donna Miller AALIA
Library Assistant



The iCentre connects online with the school community through its website, Facebook, Twitter, Instagram, and Pinterest. These platforms are great for promoting the

library and its collection, but if we only used them in this way, our community would easily tire of them. We create two-way communication between us and our community; our Bookchatters group on Facebook, gives our parent community a place to discuss books, literary events, and related news. We also have fun and share our personality through these platforms. In particular, the iCentre Instagram, most popular with our students, aims to have the same heart-and-soul as the physical space.

Margaret Donaghue
Teacher Librarian



As a Library Technician, the one word that I think connects the front desk and the technician is 'service'. Although I am not 'serving on the front-line', I source

materials for teachers and students and love researching and connecting everybody with our resources. I run the 'Sew Crafty Club' with students. We crochet, knit, draw and sometimes have visitors to teach us a new craft or skill. At the iCentre, we create, learn, grow and share and I couldn't be prouder to work there. Our [Instagram](#) page is another highlight for me. I thoroughly enjoy sharing our students' accomplishments and having a little fun with these posts. Our online engagement is genuine and flows over in to the everyday in the iCentre.

Melissah Lester
Library Technician

Imaginations running wild

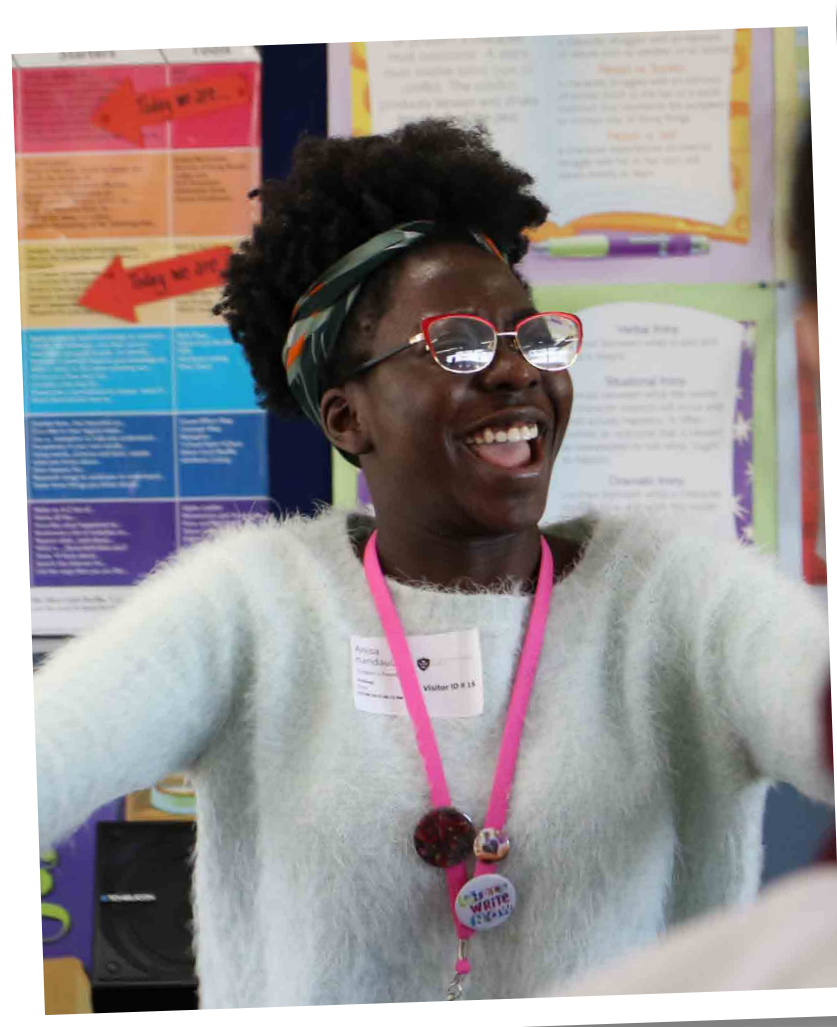
This year will see us celebrate St John Fisher College's third annual Literary Festival, Girls Write Now. Our Literary Festival is a week-long celebration of writing, reading, performing and storytelling. This year the festival will focus on creativity in the literary world with various presentations and workshops focusing on illustration and creative writing. Special guests include young adult fiction author Lisa Fuller, author/illustrator Meredith Gaston and children's book author Yvonne Mes. The week is a whirlwind of creativity, with more than 300 College students participating in a diverse program of events.

During this week we reach out to our local primary schools to join in the festivities at the College. The children will be treated to a workshop with Yvonne Mes, where their imaginations will run wild. We will also be participating in Write a Book in a Day, where teams will be challenged creatively to write, illustrate and publish a book in twelve hours. This will be a fundraising event, supporting the Cancer Council.

Our annual Girls Write Now Festival reminds us all that we should, as Ernest Barbaric says: 'Create. Not for the money. Not for the fame. Not for the recognition. But for the pure joy of creating something and sharing it.'

SHARI DOWS

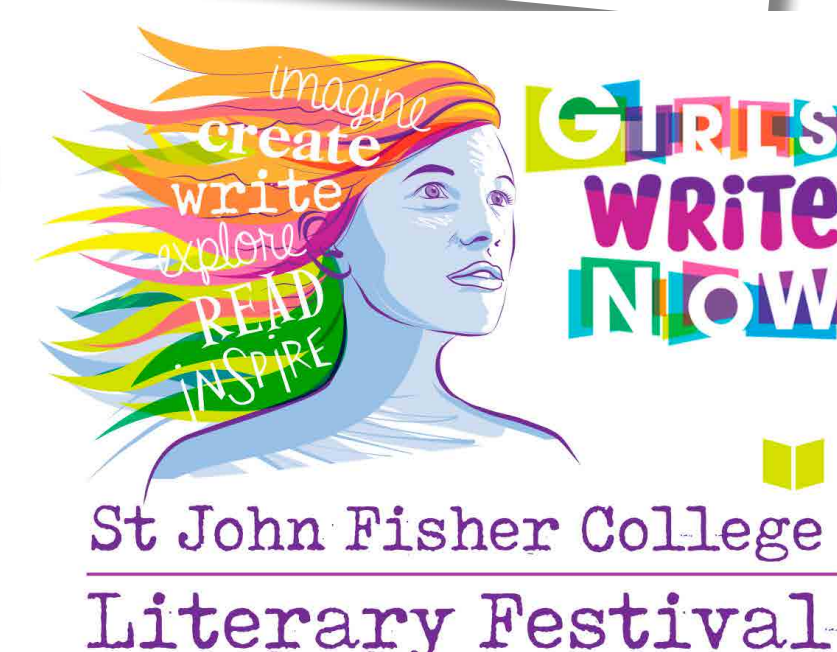
Library Technician
St John Fisher College



Left: Spoken word poet Anisa Nandaula.



Right: Writer Isobel Carmody.



FROM BOOK WORMS TO EARTH WORMS

Diamond Valley Library is one of nine library branches at [Yarra Plenty Regional Library](#) and it has a thriving community garden and [Garden Maker Space](#). Our Maker Space is also a member of the [Stephanie Alexander Kitchen Garden Foundation](#). In it, we run regular garden events, demonstrations, food swaps, and workshops, and we have a variety of equipment available for use as well as a much-loved mud kitchen.

We've now had a partnership with the Foundation for close to two years, and we've run a lot of programming around healthy eating, sustainability, and gardening skills, including short-term programs with local schools, kindergartens, and childcare centres. The Stephanie Alexander Kitchen Garden Foundation aims to help children form positive food habits for life, by embedding gardening in food education. This is a great fit for us as it enables us to teach kids where their food comes from, and to be involved in all aspects of food preparation, even the growing. We believe that we're the only public library to be a part of the scheme.

In 2020, we've increased our program offering, delivering a monthly after-school session to introduce primary school kids to gardening and cooking. We've begun planting and growing our own food in the community garden, harvesting, cooking, and (most importantly) eating the delicious results. In our first session, we planted green and purple beans and chickpeas, which are already starting to sprout. We've now moved on to start cooking with our home grown food, making some kale and sweet potato fritters in herb sauce. Moving forward, we'll experiment, try new things, and find all sorts of amazing things to do with our fresh produce.

Two of our staff members have attended training through the Foundation on the logistics and practicality of running a kitchen garden program. We are lucky to have complimentary skills – my colleague Dione has gardening skills but hasn't done much cooking with kids, while I have done plenty of the latter but have black thumbs, and struggle to tell my kale from my bok choy. It's been a very educational experience. The Foundation recommends having at least two people running the program. We're lucky to also have a community garden which is largely tended by our amazing volunteers, so we can focus our energy on program delivery.

As the Maker Space has been running for some years, we have plenty of equipment, including



Above: Delicious kale and sweet potato fritters.
Left: Image provided by YPRL

gardening gear (eg kid-sized gloves and watering cans), an induction stove, some kitchenware, and we've purchased more kitchen equipment to supplement our supplies. We've had to think about things like knife usage and supervision, methods of cookery, and go through a rigorous risk assessment process.

Our Garden Maker Space enables us to do this and so much more. Last year, we introduced unstructured Garden Play sessions following our Toddler Times, where younger children can play in the garden, water and weed, investigate what's growing, and taste some produce. This has been hugely popular and has led to us looking into ways we can engage older kids in the garden and in food education.

Yarra Plenty Regional Library's Maker Spaces present opportunities to create, connect, collaborate, and learn in a fun and supportive environment. The Stephanie Alexander Kitchen Garden After School Program as part of the Garden Maker Space at Diamond Valley Library lets our community actively engage in food education, gardening, and cooking. We've had fantastic responses so far and are excited to see where the project takes us. 🌱

KATE FERGUSON

Reading Coordinator, Diamond Valley Library
Yarra Plenty Regional Library



EMAIL
kferguson@yprl.vic.gov.au

DIONE FISHER

Community Coordinator, Diamond Valley Library
Yarra Plenty Regional Library



EMAIL
dfisher@yprl.vic.gov.au

TAKING THE LIBRARY TO THE STREETS

At Adelaide City Libraries, we have created a great place for our community to access the latest technology and participate in programs and events that allow them to create, express themselves and discover something new. They can immerse themselves in exhibitions, create 3D printed objects, have fun coding, explore philosophy, build new connections while playing board games, or read, reflect and relax in a welcoming space. There is something for everyone.

To engage the community with the library's programs, exhibitions and services, the Out and About Team plays an important role in creating connections all around the city.

Travelling around town on the library 'trike', the Out and About team attends major Adelaide events including, AVCon, WOMAD, Carols by Candlelight, Health and Housing Expo, Music in the Square, and OzAsia Festival. The team also visits city businesses every month, engages with children in Early Childhood Centres through stories and song, and delivers books to people who cannot visit the library.

Peddalling to these places, we share library experiences, promote lifelong learning and build new connections with our community. It is rewarding to see the joy on people's faces and the delight in their eyes as we unpack and demonstrate the many possibilities. Children squeal with excitement when they see our robots, Meccanoid and NAO dance to Gangnam Style and answer their eager questions. They love experimenting with 3D Doodling pens to create art in the air. Others have fun with the EV3 Lego Mindstorm Rubiks solver and usually gasp with amazement when they discover that they can access a plethora of online resources, including hundreds of self-paced video courses taught by recognised industry experts, thousands of films and documentaries and over seven million songs all through the library's virtual collection.

Some are pleasantly surprised by the opportunities to connect with each other and share ideas through facilitated discussions at the Philosophy Café, often saying 'we will see you at the library.'

Through this program, we find creative ways to engage and inspire the community, drawing them into the library, in person or online. Out and About gives us a golden opportunity to spread the word everywhere about the value of public libraries. 🌟

ZORAN OPACIC AALIA (CP)

Library Customer Service Representative
Adelaide City Libraries



EMAIL
z.opacic@cityofadelaide.com.au

The Out and About team with the library tricycle.



LIGHTS, CAMERA, ACTION!

Story Box Library is a long-term partner for ALIA in National Simultaneous Storytime and creates a virtual storytime for libraries to engage their patrons with children's picture books. Here is some insight into what goes on behind the scenes.

Story Box Library (SBL) Creative Director, Annette Wagner, explains, 'Our team knows a good children's story when we see one. Stories that translate cultures, emotions or challenging topics into accessible new worlds. Children's books are a unique world of ideas and we love diverse



Emma Watkins with her *Chicken Divas*

storytelling that demonstrate the very best of unbridled imaginations. Ideas that resonate deeply with us, informing our productions and associated resources.'

SBL Producer, Shona Van Lieshout, talks about the fun on set: 'We give great consideration to who reads what book, where and why, to provide immersive story experiences. Reading books aloud is intrinsically a joyful experience and I see this every time.'

SBL Videographer, Mat Gdanitz says, 'Readers really enjoy the process of reading aloud. You can see the passionate, nurturing and authentic place which translates seamlessly on camera, making the book come to life.'

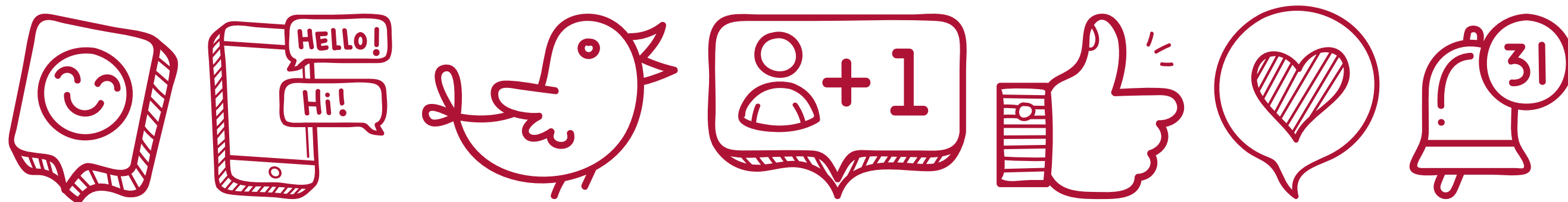
Matt Cosgrove, 2019 National Simultaneous Storytime (NSS) author of *Alpacas with Maracas*, wrote that his experience being on set with SBL, 'was an absolute blast'. 'I appreciated their creativity and passion in translating my pages into a video that stayed true to the book, but was very engaging and took advantage of the medium. The team were professional, organised and had obviously put lots of thought and preparation into the shoot. I mean... we had real life alpacas in a library - not to mention Jimmy Giggle. That requires some serious admin!'

When shooting Emma Watkins from *The Wiggles* reading the 2020 NSS book *Whitney and Britney Chicken Divas*, written and illustrated by Lucinda Gifford, 'we really wanted to animate the book as much as possible' Wagner says. Memo Hall in Melbourne provided a performance space fit for two 9-year-old 'Whitney and Britney' chicken divas, fitted out in fabulous feathered outfits created by Wagner herself.

SBL has some practical tips to help others develop their creative storytelling process:

- Make your environment reflect the elements of a selected book
- Inspire creativity by presenting selected book themes
- Consider activities that give thought to the motor skills of the audience
- Props don't need to be new, reuse accessible materials, and
- Props also don't have to accurately represent the book, personal interpretation is a creative process filter and makes the world diversely inspiring. 🌟

THE POSITIVE SIDE OF SOCIAL MEDIA

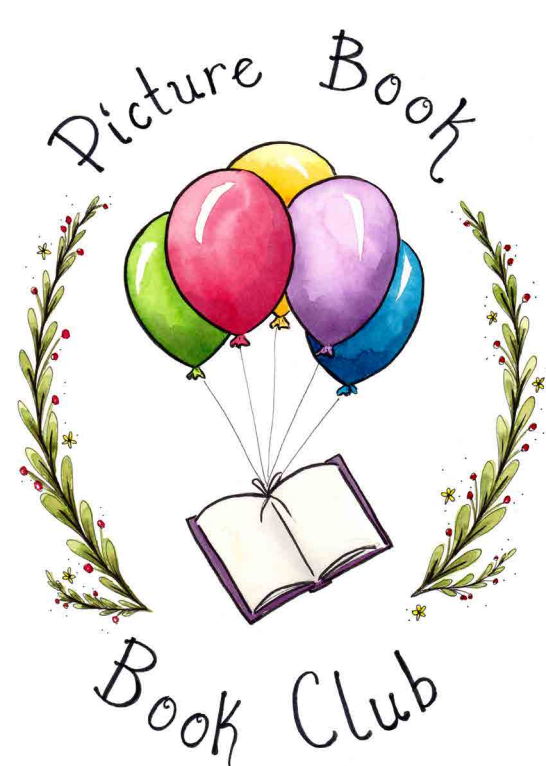


The Picture Book Book Club began officially in March 2017, with the goal of sharing the awesomeness of picture books, and to provide a professional development opportunity for those interested in, or who work with children's literature. After three years of monthly Twitter chats and weekly Sunday shelfies on Instagram, we have created a really special [#picbookbc](#) community. This is made up of a range of wonderful people including picture book authors, illustrators, library staff, teachers and picture book enthusiasts.

Ashleigh and I are very proud of what we have created, and we will continue to celebrate the wonderful world of picture books through our monthly Twitter chats and connecting with our growing community. It is a testament to the positive side of social media and what you can create when you have a passion for something and connect with likeminded people. 🌟

NICOLA McGEOWN AALIATec (CP)
Brisbane City Council
[@Ms_NicolaMarie](#) / [@picturebookbc](#)

EMAIL
msnicolamcgeown@hotmail.com



Picture Book Book Club has built an amazing community of picture book creators, readers and aficionados with their Twitter chats. I've loved the opportunity to share book recommendations, discover new reads, discuss hot bookish topics and fangirl over favourite creators. As a recent guest of the chat, it was so much fun to share all things bugs and behind the scenes info on my debut picture book, *Tulip and Brutus*. The club harnesses the power of social media - creators can find fans, fellow writers and book lovers just a hashtag away, with bonus hilarity and gifs. 🙌🙌

- Liz Ledden, Children's book author



Wonderful themed book chats that allows teachers and teacher librarians to have readymade curated lists to share with staff and children. Excellent way to discover new / and old picture book treasures and engage with authors and likeminded pic book lovers. 🙌🙌

- Louise Brooks, Teacher Librarian

CONNECT WITH ALIA



JOIN THE CONVERSATION...

We are, of course, all about information sharing. We love hearing from you, sharing industry news, and keeping up to date with what's going on in the world of libraries and information management.



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twitter.com/ALIANational

LENDABLE KITS:

the good, the bad and the ugly

Beaumaris Library has a dedicated creative space called 'Create, Play, Learn'. Here, customers access 3D printers, craft cutters, audio and visual equipment, and creative hardware and software tools. Locals use our turntables to convert their vinyl records onto USB, bring boxes of slides or film to save into a digital format, or their VHS tapes from the 90s to save and share with their kids.

We love witnessing families rediscover their slide collections, however some of these projects would be more comfortably completed at home. Imagine multiple shoeboxes of grandma's lifetime captured in slide format. Amazing, yet time consuming.

And so, in 2019, we introduced 'Create, Play, Learn at Home' lending kits for customers to borrow for two weeks. The collection includes turntables, virtual reality headsets, snap on circuit kits, and slide converters. The kits were catalogued and circulated in plastic crates with clear instructions.

Happily, the Royal Society of Victoria gave us a grant to expand the project and encourage the community to play with items that explore Science, Technology, Engineering, Arts and Mathematics (STEAM). Following a survey of customer interests, our lendable collection now includes drones, robots and creative STEAM kits.

The Good:

From the beginning we received positive feedback from families who got a buzz (pun intended) from playing with the Snap on Circuits, which they described as 'fun and a little bit educational'.

We love asking customers: 'Did you know that you can borrow a robot from the library?', or explaining to someone that their old vinyl record collection may be converted to digital files using a borrowable turntable.

The Bad:

Regardless of how clear we believe the instructions are, there are limitations on how much guidance we can provide on using the kits, once they have left the building. It's difficult to troubleshoot from a distance and there are a variety of levels of competencies in the individuals who borrow them. We can't assume our patrons even have the



The Bayside community get creative with the library's STEAM kits and programming.

inclination to seek solutions from YouTube or Google upon getting stuck. People can feel frustrated, embarrassed and ashamed when something we marketed as fun and easy to use is confounding to them or beyond their ability. We tinker with our instructions as we get feedback - this is something we're still working on.

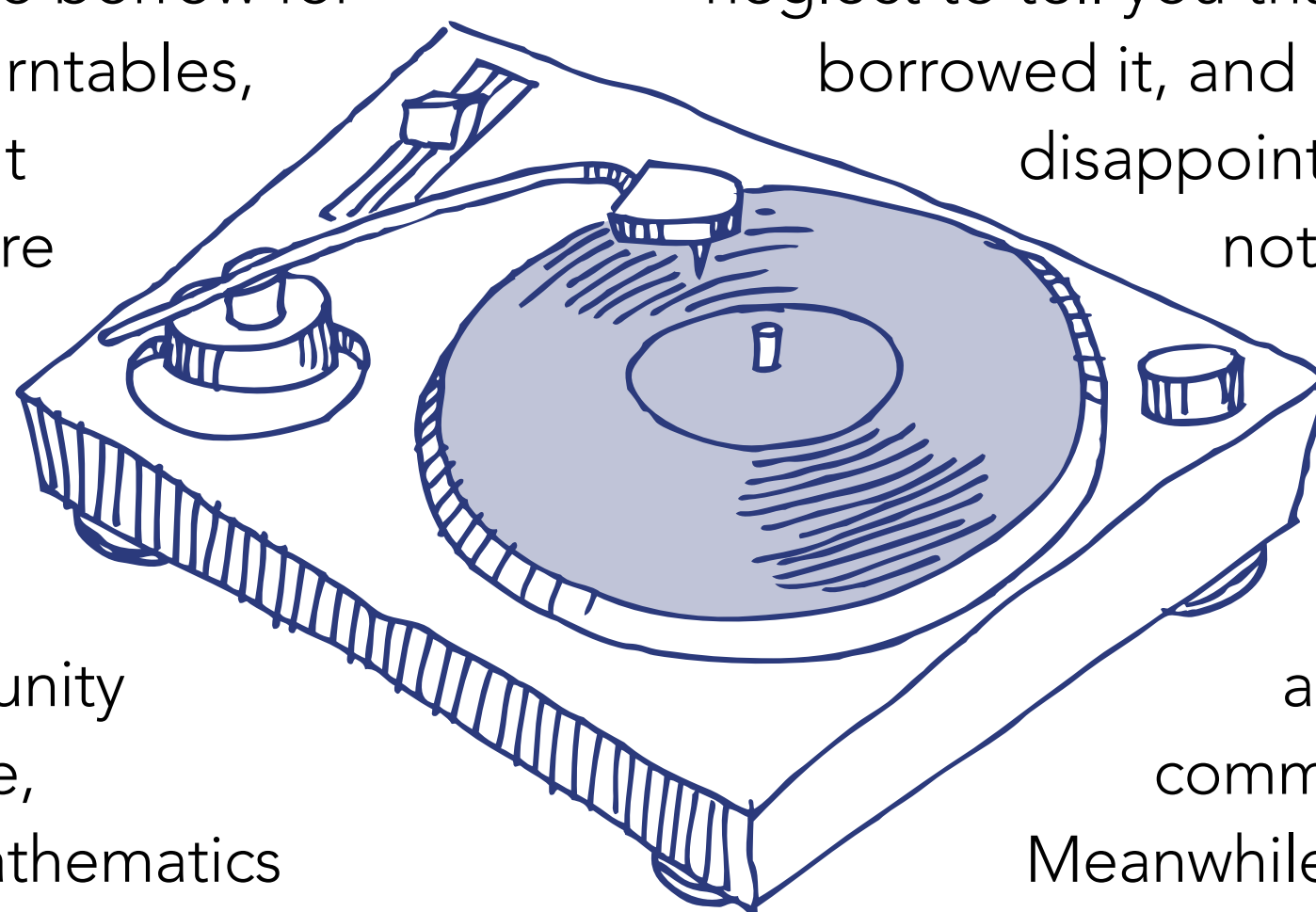
The Ugly:

The library staff may be incredibly conscientious, nevertheless, parts can break or go missing. Patrons might neglect to tell you that the kit was incomplete when they borrowed it, and it can do the rounds with several disappointed borrowers before somebody notifies us. It's hard to replace little parts and expensive to keep replacing entire kits.

Staff are continuing to learn the balance of stretching our collection and our skill set, whilst supporting the community and managing expectations.

Meanwhile, the kits have been in continual circulation with a queue of customer requests. From July to December 2019, we had 20 kits in circulation, circulating 194 times.

The good still out-weighs the bad (and the ugly). So, it's still full steam ahead with the project (sorry, couldn't help ourselves). If you want to check what they look like, search for "Create Play Learn at Home!" on our online catalogue. 🚫



TREVOR MACKAY AALIA

Collections and Info Access Coordinator
Bayside Library Services

MICHELLE COLLINS AALIA (CP)

Beaumaris Branch Librarian - Promotions & Social Media



TWITTER
@LibraryBayside

MARKETING ON A SMALL SCALE

I love filmmaking and taught myself how to do stop motion animation. It is a fantastic format, offering a great deal of creativity and scope, without requiring actors or locations or much space. Working in a library, there was no short supply of resources to study the art form. For a long time, it was just a hobby; I never expected it to transfer to the workplace.

In 2018, Deakin Library created a video campaign called Library Hacks to promote our services and resources. These videos were viewed 2,600 times; though, sadly, many of these views lasted mere seconds. Based on my analysis, our Library Hacks needed to be shorter, our message communicated quicker and they needed a juicy hook to get people to watch. Maybe LEGO would help.

I doodled a floorplan of a LEGO Library, wrote my first ever project proposal and soon found myself with funds to spend. Thus, the LEGO Library Hacks series was born.

My small film studio consisted of three desk lamps, a digital SLR, tripod and manual shutter release. I was blessed to have some very talented colleagues in our Digital Experience team, and a very patient Communications Coordinator who oversaw and gave feedback on the project.

I used LEGO to represent the different spaces at the Burwood Campus Library, complete with service desk, study rooms, shelves, lounge area, self-checkout and photocopiers. Each video started with a short stop motion scene. A LEGO



Creating engaging content does not require a lot of space.

minifigure would appear, shout 'Library Hack time!' and everyone else would fall over. Then a tip about a library service or resource would play. Simple.

But the question remained: Could I keep people's attention for twenty seconds? It should be possible, right?

The first LEGO Library Hack went up on 9 March 2020. I was pleased to see the Facebook Audience Retention curve resembling something I would let my child slide down, rather than the cliff of death seen in the first iteration of the video in 2018. On Facebook a full quarter of the viewers watched long enough to see the entire message.

It was a clear win. The bait hooked people long enough to get the message across before they scrolled on. Two days later the video had over 1,800 views – huge for our channel's modest following. In many metrics it was doing better than the entire original campaign. On Instagram it was our most seen post in the last 12 months within 24 hours.

It is possible. You can get people to stop scrolling and watch a video from an academic library. I celebrated in my traditional method, with the adding of chocolate to milk.

Check out the Deakin Library Hack videos on [Twitter](#). 📌

LUKE WATSFORD

Library Adviser, Deakin University



EMAIL
luke.watsford@deakin.edu.au

WHEN MESS IS A GREAT OUTCOME

At Harvey Public Library in regional Western Australia, the premises may be small, but the atmosphere is big. With welcoming staff, activities for all ages, comfortable surroundings, and the delightful aroma of brewing coffee, the sights and sounds created in the library space are ever-changing through the day.

On a typical Wednesday, the day starts with the creation of song and laughter during storytime, with babies squawking, toddlers pulling things off shelves, and mums pulling chairs close to have a chat with friends.

Once the morning's excitement has passed, a calm, open house feel is created through the middle of the day as locals meet neighbours or friends, find a comfy chair from which read the paper or a magazine, or sit down to do a puzzle or play Scrabble.

And then, the school day is out and a rise in decibels is created as children pound in to use the iPads, to join in the day's craft activity, or just to hang out for a while. This is especially true of those for whom going 'home' is not a particularly pleasant homely experience: the library has created a safe space where there are interested staff, suitable rules, and even a Vegemite sandwich.

And the biggest thing of all that is created? A wonderful, sociable mess! 📌

RUTH CAMPBELL-HICKS

Principal Librarian
Shire of Harvey



CURIUSER AND CURIUSER



How do you convince information-swamped commencing students that the library is a cool place to hang out? This was the challenge faced by the University of Sydney Library in the lead-up to Welcome Week, 2020.

The library theme for Welcome Week was *Alice in Wonderland*, and we had to think up a fun activity we could run on a small budget of staff time and funds. While the library had run escape room challenges for previous Welcome Weeks, they had been traditional, locked room games. Not only had these games been isolated to one part of the library, they also meant a large investment of staff time and only allowed a limited number of student participants. We wanted something that was scalable, which would essentially run on its own, and might even teach students a little something about their library.

The result was a combination escape room and scavenger hunt, guided by a mobile website, which took students around the Fisher Library building. The premise was simple – the White Rabbit is late for an important date with the Red Queen, and he’s missing somewhere in the Library. You need to find him before the Red Queen chops off your heads. The students were able to scan a QR code at the beginning of the challenge which provided them with a clue to where the first puzzle was. Once they arrived at the location, they had to solve a physical puzzle – some of which involved pressing buttons to turn on lights or placing templates on different surfaces to reveal the answer. Once the solution was entered into the website, it would provide the students with the next clue. Participants had tea with the Mad Hatter, solved riddles with the Caterpillar and wrangled words with Tweedledee and Tweedledum.

By facilitating the challenge through a mobile website, we were able to reduce the amount of staff time required to run the escape. Most of the physical puzzles were easy to construct with a mixture of some creative cardboard cut outs and a few LED lights, and the decorations were mostly digital assets created by our library design graduate, printed out and laminated. Overall, the entire challenge cost less than \$200 to build.

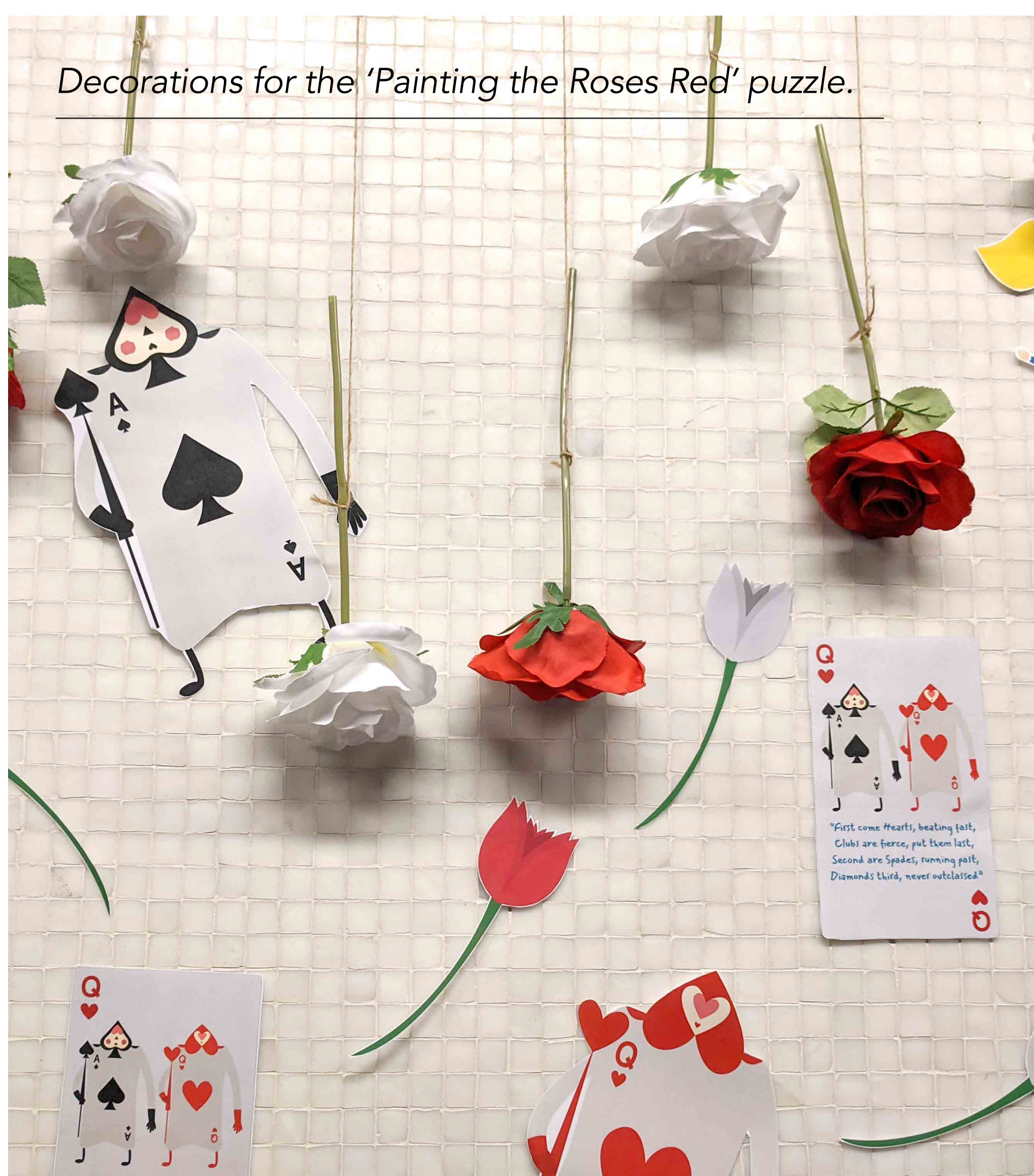
The Alice in Wonderland Library Escape Challenge was a huge success, with more than 400 students participating over the course of the week. The feedback has been overwhelmingly positive, with an average rating of 4.8/5 for enjoyment in the provided feedback form. The students who completed it were rewarded with a limited-edition gold enamel badge, and hopefully the impression that the library can, in fact, be a bit of fun. 🐇

EMMA GERTS

Academic Liaison Librarian, Business
University of Sydney Library



EMAIL
emma.gerts@sydney.edu.au



MENDING BONES AND OFFERING A HAND

USQ Library's Makerspace provides access to digital fabrication, electronics, prototyping and traditional crafts, including 3D printers and scanners, a soldering station, badge maker, craft materials, and other equipment. It is an exciting opportunity to bridge the gap between employers and students, finding solutions to real world problems.

Traditionally, a large, heavy, plaster cast is required to heal a broken bone or fracture. Applied to the injury for stability during healing, this process is lengthy and restricts breathability. After learning about the Makerspace at the University of Southern Queensland (USQ) Library, staff from the Toowoomba Base Hospital reached out to work on a collaborative concept – 3D printed casts for broken bones.

A prototype was developed by scanning an arm and using Rhino 3D software to generate a prototype. During 2019, the custom casts were worn to an innovation symposium. A standard 3D printed cast can take up to 6 hours to print. The process to create a custom cast 3D model is not yet refined, but with faster technology, the printing process will be a legitimate alternative for cast production, making the healing process more comfortable. This project is available on instructables.com as an open source project (bit.ly/38JuP3d) for others to build on and innovate.

USQ Library's Coordinator (Community Engagement), Steph Piper, also collaborated with Toowoomba Hand Therapy to design a custom, 3D printed prosthetic for a patient. It was designed to move with a patient's wrist movement, bending forward and backward. The prosthetic was built on an existing, Creative Commons licensed, open source prosthetic design (bit.ly/38SwwaQ) developed by Nicholas Brookins. The patient was very excited when he tried it on for the first time. A prosthetic with this type of functionality can cost upwards of \$50,000. Using the 3D printing technology available in the Makerspace, it was created for less than \$5. The project has made a life changing impact on the patient testing the product.

These first two projects have generated broader interest in the local community and are leading to opportunities to learn about and work on solutions for other real-world problems. Such problems present achievable challenges for students and contribute to their graduate employability. Steph Piper is currently collaborating with USQ's School of Nursing and Midwifery

to develop beating heart, artery, and skin injection models to expand the range of learning aids available for students in lab classes.

The Makerspace provides opportunity for students to build digital fabrication and entrepreneurship skills, in class projects, student clubs, and personal projects. It is an environment for expanding digital literacy skills, and collaborating with like-minded peers to play, create, and innovate.

With access to the latest in digital fabrication technologies and mentoring from skilled experts, USQ Library Makerspace plays a key role in bringing the USQ and wider communities together to learn and innovate. In doing so, it creates real life, valuable, learning outcomes in the form of life-changing products, career enhancing skills, and social connections. 🌱

STEPH PIPER

Coordinator, Community Engagement
USQ Library



EMAIL
stephanie.piper@usq.edu.au

LYNDELLE GUNTON AALIA

Manager (Education Support)
USQ Library



EMAIL
lyndelle.gunton@usq.edu.au



Steph Piper wearing her 3D printed cast

WE TAKE OUR MAJOR EVENTS ONLINE IN MAY

ALIA Library and Information Week (LIW) and National Simultaneous Storytime (NSS) have been fixtures in the Australian library calendar for more than 20 years, but in 2020, with the impact of COVID-19, they're going to be a little bit different.

We will still be using the theme Create for LIW, which runs from 25-31 May, but we're being creative about how we encourage library staff and users to interpret it. Physical displays, events and workshops are out of the window, but there are plenty of ideas to explore online.

Staff in public and school libraries will find it easiest, but there are also opportunities for those working in tertiary education, research and special libraries.

Here are some of the ideas we have come up with.

- Curate a collection of arts, crafts and hobbies ebooks, specially geared to reusing common household items, discovering latent talents, or to growing your own vegetables.
- For families stuck at home, Create a library board game, featuring all the amazing resources and spaces they will be able to access when the lockdown ends – and this is the perfect time to do some research on family history, if your library's local history collection is online.
- Use your library Facebook page to showcase local authors, artists or singers and run a competition for amateur artists, writers, performers to share their work.
- If you're in an academic, research or special library, demonstrate your expertise by creating a COVID-19 literature review or library guide.
- Suggest to patrons that they create an idea to celebrate the reopening of the library space and the return to normal services – with the knowledge that the new normal may well be a digitally-enhanced version.

The big ticket item for LIW is storytime on Wednesday 27 May and this year's ALIA NSS title is *Whitney and Britney Chicken Divas* by Lucinda Gifford. Last year, there were more than 11,500 physical events around Australia and overseas. This year, we are planning for NSS to be a virtual event, with lots of digital resources available to make this just as special for children who will be taking part at home.

We know this will work well because at the start of the pandemic, ALIA negotiated an agreement with the Australian Publishers Association and Australian Society of Authors to suspend copyright for the duration specifically to enable public libraries to record or livestream storytime using children's picture books. You can see how libraries stepped up to the challenge on our [website here](#).

We have already started the planning for next year's NSS and we can promise, it will not only be a return to normal in terms of physical events, it will also be an out of this world experience. We're also looking for a theme for LIW 2021 so if you're feeling creative, we would love to hear your ideas. Send them through to incite@alia.org.au by close of business 29 May. 📧



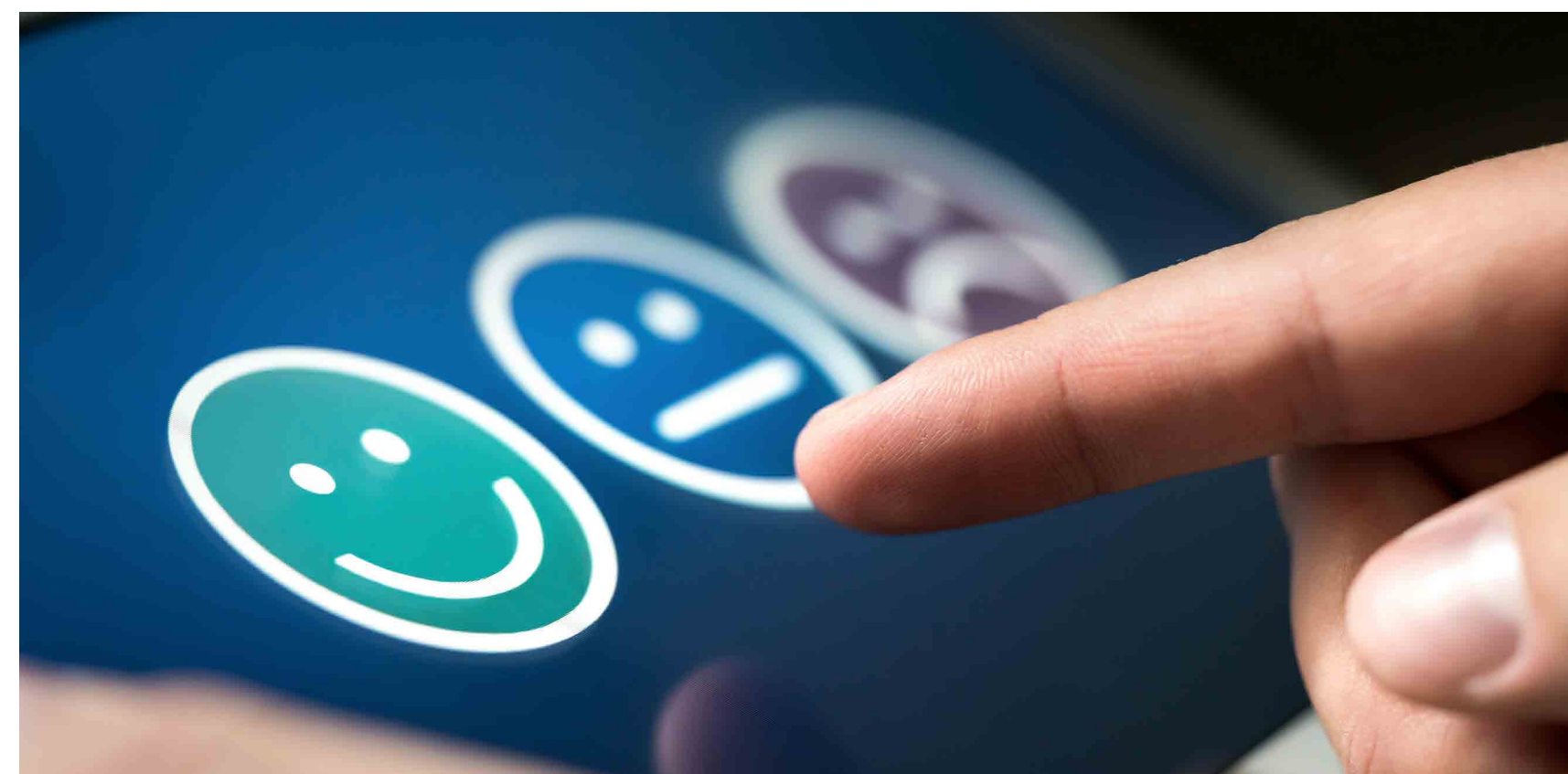
THE FUTURE OF LIBRARY AND INFORMATION SCIENCE EDUCATION

It would be an understatement to say that this year has had a very rocky start, but last year also presented issues for the library and information science (LIS) education sector, which continue to be very challenging. In 2019, several LIS courses closed, leaving further strain on educators already dealing with an unsettled environment and feeling pressured to attract enrolments. It also left students with fewer study options, and in some cases, forced to transfer education providers mid-course. ALIA developed a strategy of inquiry, consultation, scenario-planning and implementation, with a timeline of 2019-2021.

As the first stage, in late 2019, ALIA produced the issues paper [The Future of LIS Education](#), and a survey to assess our current education position and the size of the gap between where we were then and our vision for the future. The Learning team also held meetings with groups of Members to elicit their feelings about potential ways forward. These workshops continued in 2020. The ALIA Education Advisory Committee is also reviewing and redrafting the [Library and information sector: core knowledge, skills and attributes](#) statement that seeks to articulate the foundation knowledge and competencies for entry level library and information professionals.

The ALIA Education Summit has been rescheduled for 1 October 2020. At this Summit, we hope to explore draft solutions and future scenarios with an expert group of educators, employers, researchers and students.

Expect a further iteration of the issues paper in May 2020 which will include themes around the survey responses and scenarios for the future. These are difficult conversations, but feedback has indicated that now is the time for exploring options. In the meantime, if you want to add your voice to the future, please contact us at: education@alia.org.au ✉

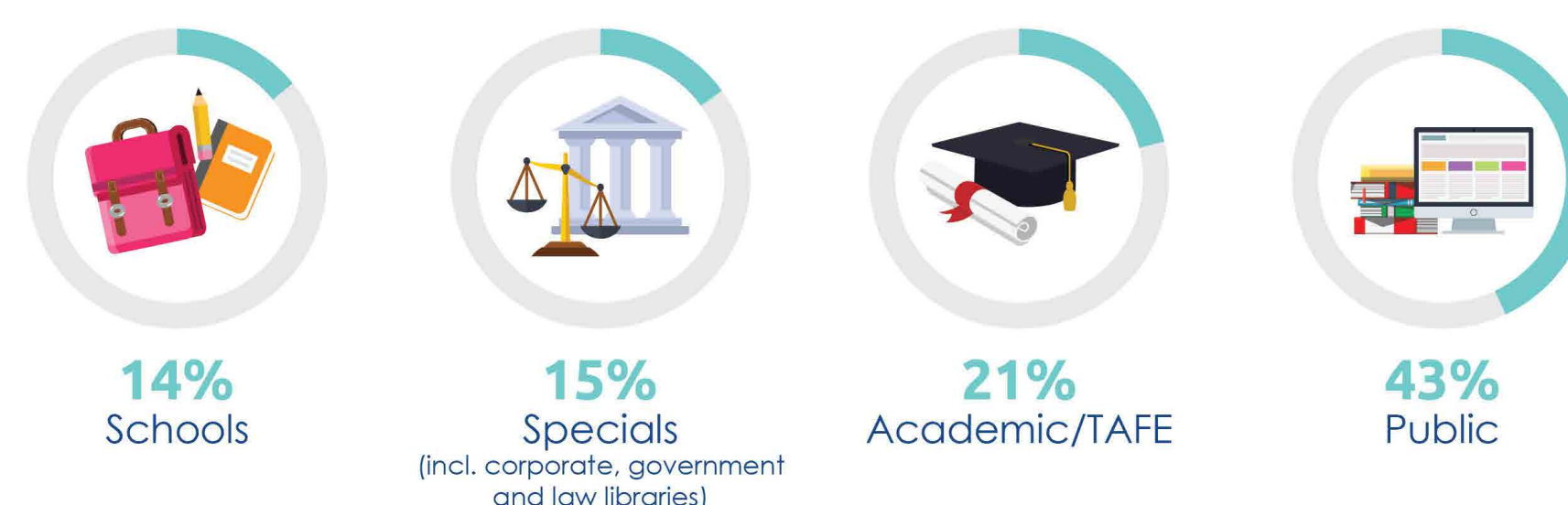


ALIA SALARY AND WORKPLACE SURVEY

The first ALIA Salary and Workplace Survey opened in early December 2019 and closed on 6 March 2020 with an amazing 1,883 responses.

We now have rich data that provides a snapshot of salaries, employment conditions and qualifications in the LIS sector. We also have some idea of job satisfaction, and when people are planning to change jobs or retire. We also received over 500 comments addressing specific concerns.

We can immediately tell you that 68% of respondents live in city or metropolitan areas, 30% in regional areas, and 2% work in remote area.; and work in the following sectors:



We asked: how would you rate your job satisfaction at this time?



Over the coming months, we will produce a report that highlights themes, trends and responses.

We will run this survey every second year, with the ALIA Member Survey to run in alternating years. ✉

WEEDING FOR THE GOOD OF THE PLANET



At James Bennett, we recognised weeding was presenting a huge challenge, and felt that we were in a position to help Australian libraries overcome this to reach their Sustainability Development Goals (SDG).

Our research showed that most libraries have tried just about everything to manage their weeded material – many have tried book sales with limited success; others have found their donation options have reached capacity; others still have stories of councillors or patrons finding near-new books in skips. Most unfortunate was seeing patrons post comments on social media sites about libraries throwing books in bins. With no reliable, sustainable alternative for libraries, weeding really has become a dirty word.

This is why we have introduced the James Bennett Sustainability Project: an initiative that assists libraries in disposing of all their weeded titles. The project grew organically on the back of earlier initiatives such as ESP (Evidence-based Selection Planning) and CHQ (Collection HQ) – analytical tools that help manage and predict titles’ success both before and after purchase, with a flow-on effect of reducing wasteful purchasing. ACP (Accelerated Circulation Plan) was launched late last year and also addressed the need to balance patron needs with limited space and weeding concerns. Put simply, we support libraries for the life cycle of each book – from selecting and delivering the right titles at their peak to meet demand and drive circulation, to collecting them five years later and disposing of them in a sustainable manner so libraries don’t have to.

The benefits of this approach – working together, finding new homes for weeded books locally and internationally – are manifold: it helps achieve stronger, healthier communities; reduces inequality, supports literacy programs; and achieves global and personal SDGs as outlined by IFLA and ALIA. Libraries who join The Sustainability Project save valuable staff time not having to manage book sales or research donation options; save on costs associated with weeded book disposal; generate additional funding for their library and receive greater transparency with regards to their books’ destinations

The process is really very simple, we don’t ask the library to change any of their existing processes for weeding and we fund, collect and dispose of the weeded items responsibly on their behalf.

Just two months into the project, 14 council groups have subscribed – equating to 248 branches – with extremely positive feedback. Special thanks and congratulations to our early adopters for embracing their SDG challenge they include Eastern Regional Libraries (VIC), Stonnington Libraries (VIC), Stirling Libraries (WA) and Blacktown City Libraries (NSW), and at the time of printing we are proud to announce we have collected and saved 130 tonnes of books from landfill – a number which increases by the day. We have redistributed funds back to many libraries and also to charitable foundations.

As we continue to support libraries, we work to ensure sustainability remains front of mind. Our ideal world is one in which all books are fully recyclable, with limited or even devoid of plastic or stickers, but for now, with The Sustainability Project, we can offer libraries confidence they’re doing the right thing.

And weeding needn’t be a dirty word any more. 🌱

If you want to be part of The Sustainability Project revolution, contact Kim at kjardine@bennett.com.au.

KIM JARDINE
Managing Director
James Bennett Pty Ltd



JUDGING A BOOK BY ITS COVER(ING)

Businesses are partnering with customers to help 'green' our libraries. James Bennett has its Sustainability Project (page 28) and Raeco is bringing out a biodegradable book covering. Both companies are keen to play their part in helping the library industry achieve advances towards the 2030 Sustainable Development Goals.

For library workers, the task of taking a pile of books, a roll of book covering, and proceeding to cover each book, is a common one. From the familiar adhesive smell as the covering separates, to gently laying the book on its surface, and the satisfying 'pop' when ironing out the stray bubbles - everybody has their own technique.

In the late 1990s, Raeco responded to the safety needs of the library sector, by pioneering the introduction of Polypropylene (PP) to replace highly toxic Poly Vinyl Chlorine (PVC). Now, with a growing demand for a greener product, Raeco's new challenge was to produce a biodegradable book covering.

'The research and development phase for biodegradable book covering extended way beyond our initial plans and took number of years to complete. During this time, we experienced a few setbacks and detours. However, we're pleased to say that we have developed, tested, and we are ready to release the world's first biodegradable book covering' said Trevor, Raeco Director of Sales.

Raeco Biodegradable book covering features the same shelf life as Raeco's other brands. The biodegradable range has been tested to ASTM 6954 and is 100% biodegradable, engineered to commence breaking down when exposed to landfill conditions - moisture, oxygen, bacteria plus a range of other factors.

'The biodegradable covering looks and feels the same, is repositionable, acid free, and easy to apply.'

So long as we still get to keep ironing out the bubbles. 🌀

DEAN PARKER
Marketing Manager
Raeco



A promotional banner for the ALIA COVID-19 Relief Fund. The banner is split into two vertical sections: a dark blue section on the left and a teal section on the right. In the dark blue section, there is a red circular logo with a white stylized star or flower design, and the text 'Australian Library and Information Association' below it. In the teal section, the text 'ALIA COVID-19 Relief Fund' is written in large, white, sans-serif font. Below this, in a smaller white font, it says 'Apply for financial assistance or donate to support your colleagues in need'. At the bottom of the teal section, there is a white rectangular box containing the website address 'www.alia.org.au/alia-covid-19-relief-fund'. At the bottom of the entire banner, there is a stylized illustration of two hands, one in dark blue and one in teal, reaching towards each other.

75 YEARS

OF COMMUNITY ENGAGEMENT



First Book Week in Gordon Library, 1945

At Ku-ring-gai Libraries, we kicked off our year-long 75th anniversary celebrations by embracing Library Lovers' Day with morning tea and the Mayor's launch of our latest asset – a Smart Desk with PressReader providing access to up 7,000 of the world's top newspapers and magazines, available in more than 60 languages. It's amazing how far we have come since Ku-ring-gai became the first Council to support the 1939 NSW Library Act and opened its first library on 24 November 1945 in the Council Chambers on the Pacific Highway at Gordon. Slow to start, it was reported that around 100 odd books were loaned on this day, compared to an average of up to 10,000 items now. What a difference in how the library is used now, not only for book borrowing, but for lifelong learning and exciting programs.

Research shows that public library patronage is on the rise, and key to the continued survival of libraries will be a mindset that is focused on making our patrons pivotal in our designs as we build new learning spaces, embrace technology and welcome the next generation of library lovers. 🌟

CATHIE TRACEY

Librarian in Branch, Gordon Library



EMAIL
ctracey@kmc.nsw.gov.au

NSW Public Libraries Association

ANNUAL CONFERENCE



SWITCH
2020

24 - 27 NOVEMBER

**REACHING THE
HARD TO REACH**

Libraries, Literacy and Reading

- ALBURY ENTERTAINMENT CENTRE -

SWITCH TO SWITCH

Earlybird registrations open now
nswpla.org.au/switch2020/



GRAPHIC NOVELS HAVE LONG BEEN STIGMATISED. OFTEN BY WELL-MEANING ADULTS, LIBRARIANS INCLUDED.



YES, I READ LOTS OF POETRY, SOCIO POLITICAL BOOKS AND HISTORY NON-FICTION.

AND COMICS,

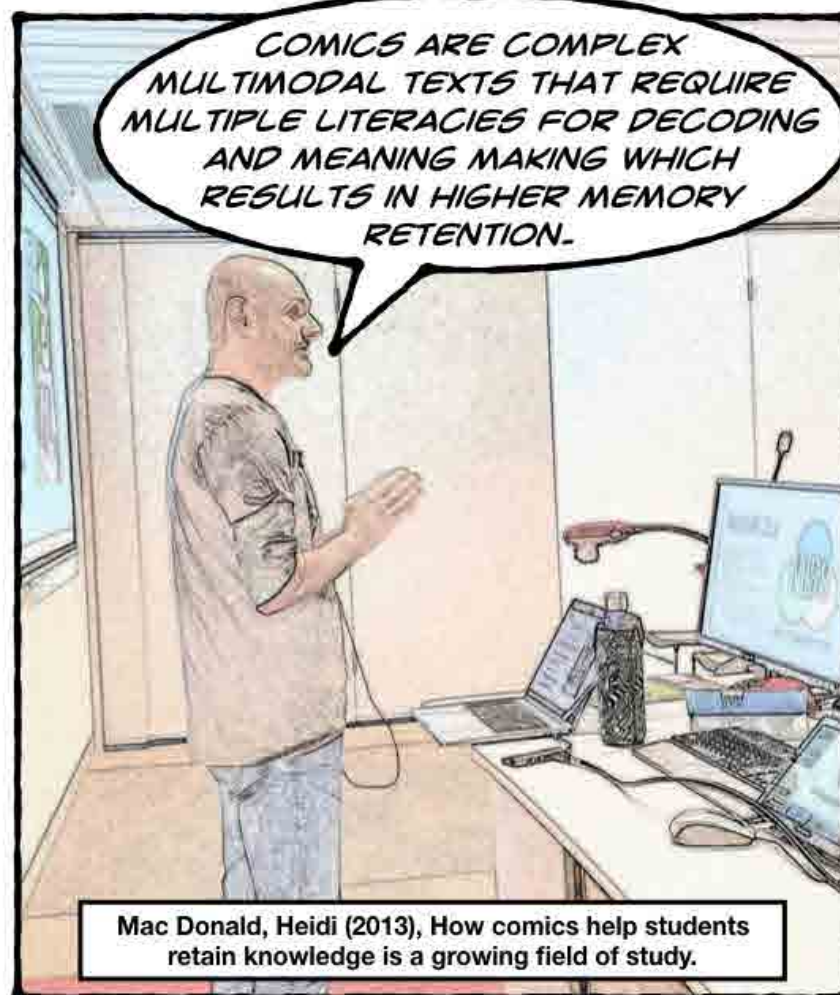
YES!

OR GRAPHIC NOVELS, IF YOU PREFER TO CALL THEM THAT.

THEY'RE REALLY THE SAME THING.

THANKFULLY, THINGS ARE CHANGING. IN NORTH AMERICA, LIBRARIANS HAVE COME TOGETHER IN WHAT IS DESCRIBED AS THE YOUNGEST, MOST ACTIVE AND VIBRANT ROUND TABLE IN THE AMERICAN LIBRARY ASSOCIATION: THE GRAPHIC NOVELS AND COMICS ROUND TABLE.

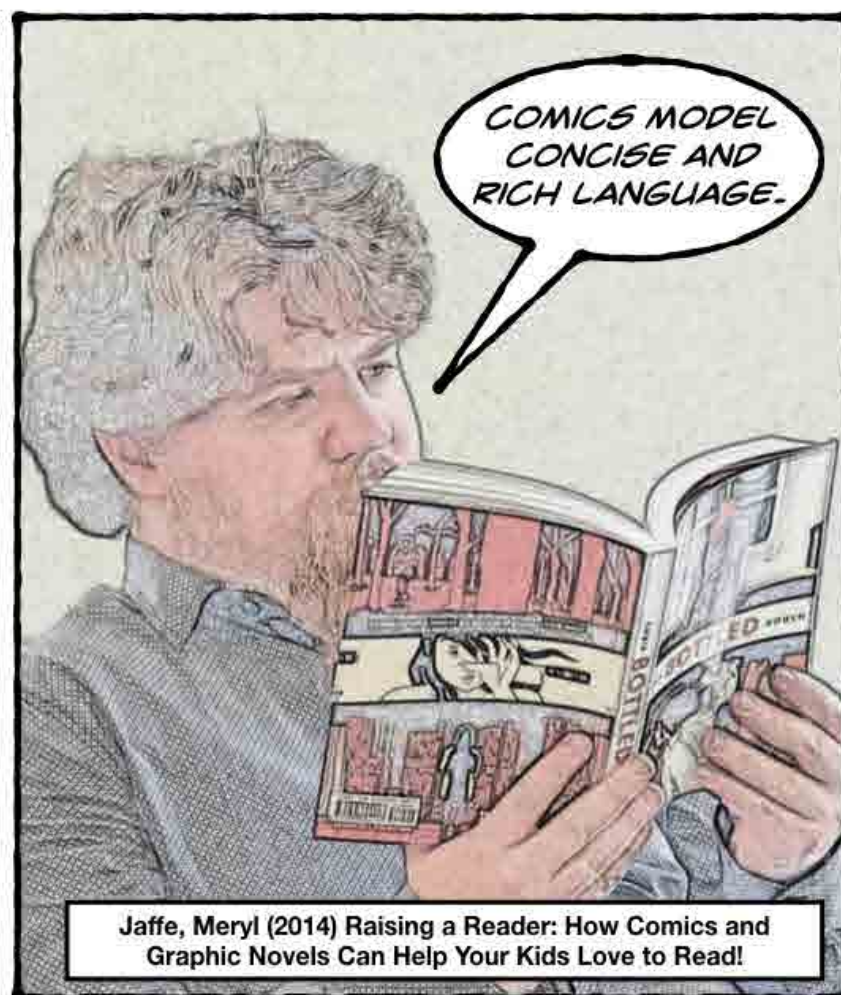
A LOT OF RESEARCH HAS BEEN DONE WITH VERY POSITIVE RESULTS THAT SUPPORT COMICS AS A GREAT MEDIUM FOR MULTIPLE LITERACIES.



Mac Donald, Heidi (2013), How comics help students retain knowledge is a growing field of study.



Center of Teaching and Learning, University of Oregon



Jaffe, Meryl (2014) Raising a Reader: How Comics and Graphic Novels Can Help Your Kids Love to Read!



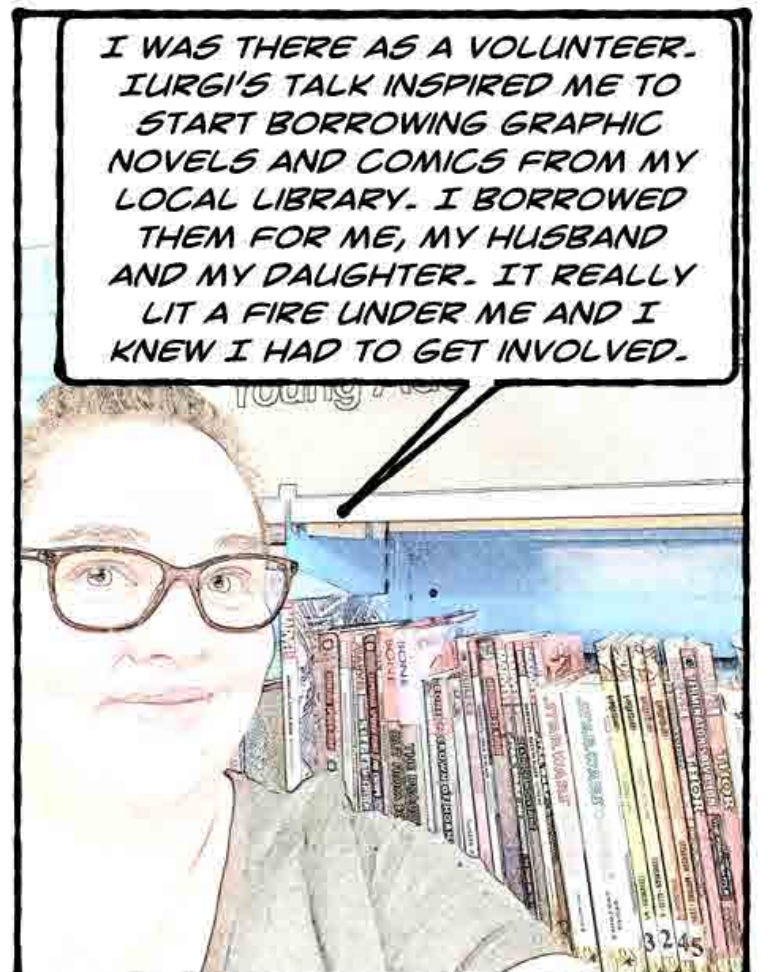
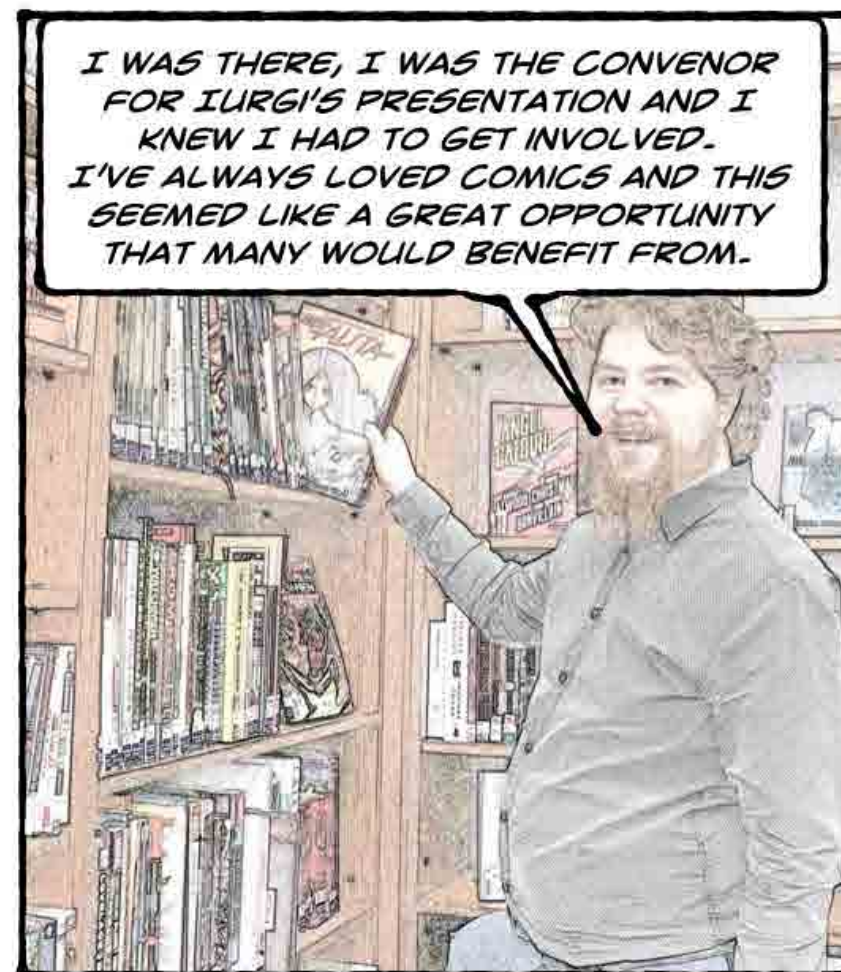
Kullberg, Adam (2018) How using comics can improve your child's reading skills.



I THOUGHT WE COULD WORK TOGETHER TO SUPERPOWER LIBRARIES WITH GRAPHIC NOVELS.



I TOOK A CHANCE AND SUBMITTED A PROPOSAL FOR THE JULY 2019 NLS9 CONFERENCE IN ADELAIDE.



IT TOOK LONGER THAN EXPECTED.

TIME MARCHES ON AND LIFE GETS IN THE WAY.

BUT WE SLOWLY WORKED OUT SOME IDEAS ABOUT WHAT THE GROUP COULD LOOK LIKE, WE GATHERED SOME SUPPORT AND SUBMITTED THE APPLICATION TO ALIA.



Above all, we want to engage and connect with Australian graphic novels creators and publishers. We want to support library staff interested in all aspects of collection development, advocacy and programming related to graphic novels. This is only the beginning, our origin story, but there's much more to come.

Find us on the ALIA Groups page, Facebook and Twitter and visit our blog for updates: <https://aliagraphic.blogspot.com>

THE LATEST FROM YOUR STATE AND TERRITORY MANAGERS



ACT and NT

Jade Dawes and the team at ALIA House
02 6215 8222
membership@alia.org.au
[@ALIANational](https://www.facebook.com/ALIANational)

Thank you to all our ALIA ACT Members and friends

who attended the Leadership and Innovation Forum in February. It was great to hear from such a motivating panel and the thoughtful questions from the audience. I loved being able to catch up with so many of you! Regretfully we postponed the planned Alice Springs and Darwin trip and the Leadership and Innovation Forum for late March by Kate Bunker and Jacqui Lucas. We hope to rebook the visits and the Forum as soon as we are able. As always do email nt@alia.org.au with any questions or comments.

Meanwhile, as many of you may be working from home, don't forget you can check our range of eBooks and journals available through your ALIA Membership. Our Learning team also collate an amazing range of learning resources including webinars, podcasts, reports and articles that is sent to all ALIA Personal Members through the PD Postings newsletter. This is sent out at the beginning of each month. Make that cup of tea, log into the ALIA Member Centre and [have a browse here through the archive](#).

The ALIA PD year finishes on 30 June. Although there is no time limit on when you claim your PD, do make this the time to catch up on your professional development, reflect and log your activities.

ALIA CHATS

Grab whatever beverage you'd like at 5pm and join some ALIA staff and other ALIA Members from across Australia for a casual chat. Share what you've been up to at work, or at home. Ask for advice, or check in with your peers about how everyone is approaching library and information provision during the COVID-19 pandemic. Time: every Friday 5pm AEST for 40 minutes. A Zoom link will be emailed Friday mornings to ALIA Members.



NSW

Rob Thomson
ALIA Tec (CP)
0423 184 737
rob.thomson@alia.org.au
[@RobThomson2528](https://www.facebook.com/RobThomson2528)

I held an ALIA Pin Presentation and Library tour of the new Marrickville

Library and Pavilion on 4th March where I had the honour of personally presenting Mary Ann Keenan, Janet Bailey, Helen Eyles and Enid Roberts with their pins. Enid received her 60 years of ALIA membership pin and took us on a journey of her times in libraries and the changes she had witnessed. Not long after this the full ramifications of the evolving coronavirus situation began to take effect with the cancellation of the ALIA National 2020 Conference and the NSW Leadership & Innovation Forum. We are in uncertain times with libraries closing to help in the self-isolation and social distancing efforts, raising many challenges. The theme for Library and Information Week of Create might be the appropriate as we seek to stay connected with our communities. Stay safe and stay well and wash your hands with soap!



TAS

Jill Denholm
AALIA (CP)
0448 036 192
jill.denholm@alia.org.au

We suffer from the impacts of drought and bushfire, and the prospect of an even more ominous

future emanating from climate change; plus we now deal with the immense medical, social, and economic impact of the COVID-19 epidemic. The University of Tasmania cited the epidemic as the impetus to severely cut the number of courses offered, and possibly rethink the strategic relocation of the University to the CBD. ALIA Tas postponed events planned for early 2020, including the ALIA Leadership and Innovation Tasmanian Forum. How do we develop services to meet these challenges; and most importantly how do we develop professionals with the skills and resilience to thrive in such challenging times? A strategic, innovative library and information profession with a core commitment to continuing professional development is imperative to survive and prosper. ALIA Tas is committed to support the growth of our Tasmanian profession with an exciting program of events, once that is again possible.



QLD

James Nicholson
AALIA (CP)
0404 485 970
james.nicholson@alia.org.au
[@JamesNicholson1](https://twitter.com/JamesNicholson1)

I originally wrote this piece long before we were aware of the

COVID-19 outbreak, beginning with *'I think the theme of 'Create' works so well for this edition, libraries are a constant source of creativity themselves...'*

During this surreal and disastrous time, we can see this creativity emerge from library services across Queensland, and indeed the whole country. From storytime online to author talks and 'click and collect', libraries are reinventing services, programming and support for people everywhere. In public library services, fully online programs are emerging, and in academic libraries the pivot to virtual support has been amazing.

This has happened largely because libraries, library workers and all associated with them have been creative. They have created and they support others to create with them. Let's keep that going when we emerge from the worst of this extremely difficult time and please don't forget that you can always contact me by email



SA

Jeannine Hooper
AALIA
0437 167 050
jeannine.hooper@alia.org.au

It's exciting to return to this role after a hiatus of several years working as a LIS educator

and with a focus on the development of ALIA's NextGen Leadership Scorecard at this year's Leadership & Innovation Forum, it has been interesting to hear how well the industry is developing our future leaders here in South Australia.

While the COVID 19 situation continues, the Leadership & Innovation Forum for South Australia has been postponed but there are other events planned for the future.

The ALIA-SA group will organise a tour of the Rare Books collection at the University of Adelaide.

Supported by May Day, a full day program is being planned in conjunction with partners, ArtLab Australia, Australian Society of Archivists, AMAGA, History Trust of South Australia, State Library of South Australia and the Torrens Resilience Institute. Watch out for further details of this event.



WA

Niamh Quigley
AALIA
0480 245 523
niamh.quigley@alia.org.au
[@newneev](https://twitter.com/newneev)

Thank you to everyone I have met so far who has made me feel so

welcome in my new role as the WA State Manager. I'm based in Perth and graduated this year from Curtin University with a Graduate Diploma in Information and Library Studies. This year I'm working on a Master of Information Management research project about open access at Curtin University. My background is in software testing, and I've worked in Ireland, the UK and Australia on mobile phone apps, airline reservation software, public transport smartcard ticketing, and university student management systems.

It may be a while before I meet more of you in person, but you can still get in touch with me by email, phone or Twitter to talk about any aspect of your ALIA membership, or if you are thinking about joining.

A special thank you to Sienna Gilchrist, the outgoing WA State Manager for being generally wonderful.



VIC

Margie Anderson
AALIA (CP)
0404 471 404
margie.anderson@alia.org.au
[@Imforlibraries](https://twitter.com/Imforlibraries)

The formation of the ALIA Graphic Novels and Comics

Group, is an exciting development, inspired by local graphic novel aficionados who were keen to share their love and knowledge of the format. At a recent ALIAVic event, I was swept up in the enthusiasm of those discussing the graphic formats; this was obviously a sector which held interest for many. Creating an ALIA Group seemed ideal for exploring how the library, publishing, graphic novel, and comic industries could come together in a collaborative space. It is a great way to use our Association and collective resources to create new opportunities for professional development. Be sure to follow them on social media.

My current goal is to learn from the ALIA Schools Group who facilitate terrific webinar-based training sessions throughout the year. I want to support Victorian Groups to utilise all the ALIA online platforms so that we can offer a wide range of learning and networking tools to members.



FOLLOWING PASSIONS AND FINDING CONNECTIONS

Creativity is a part of every stage of the professional development (PD) life cycle. It is in the planning, in the doing, and in the reflecting. Acknowledging your creativity within this process can not only improve your experience of PD but also the outcomes and longer-term impact of the PD.

In planning PD, you can assess where you might have gaps in your current knowledge and skills by undertaking a Skills Audit. After considering where growth is required, creative thinking can be applied to determine how this can be addressed. It might not just be a matter of finding a course: perhaps you could seek a mentor, be a mentor, design a project, arrange a site visit, or plan research?

When it comes to engaging with PD, the options are infinite, and this is where creative processes and lateral thinking can really flourish. You might engage in PD simply because you are curious about a topic. This is important to value, as curiosity and creativity are very close friends and you never know where seemingly random skills and knowledge might align to be relevant to your career. Self-development and interpersonal skills are increasingly important and a disposition of curiosity for the world is valuable in the workplace.

Following passions can also enhance the PD experience and lead you down new pathways of creative discovery. Being creative is about finding connections. How does learning Auslan relate to your work in libraries? How might volunteering for an ALIA

Group support your advancement in the workplace? Allow yourself to be passionate about your PD. And if you aren't, then seek your passionate connection!

Participating in and creating PD opportunities is a means to engage with your wider professional network and expand communities. You can be a creative risk-taker by crossing boundaries and mashing disciplines. It is in these fresh connections that better ways of doing things can arise. It can pay to be bold in exploring options outside of your sector.

As you progress through stages of your professional life, new information and experiences will come your way and these accumulate as your store of knowledge and skills. You can call this professional development, but do you really develop if you just keep adding to the pile? When you consciously reflect on, and then adapt or restructure what you previously knew, then this is creativity in action. You are adjusting and refining to create a better arrangement. When it comes to PD, being creative isn't a mysterious talent, but a skillful approach you can foster for innovation and continuous improvement.

The [ALIA PD Scheme](#) is a framework that supports such a creative approach for all career stages. It is provided as a benefit to ALIA Professional Members a means to maintain currency of practice and to acknowledge the commitment of Members to ongoing professional growth. If you have any questions email pd@alia.org.au. 📧

NATIONAL SIMULTANEOUS STORYTIME

Wednesday 27 May 2020

#NSS2020 #1MillionKidsReading

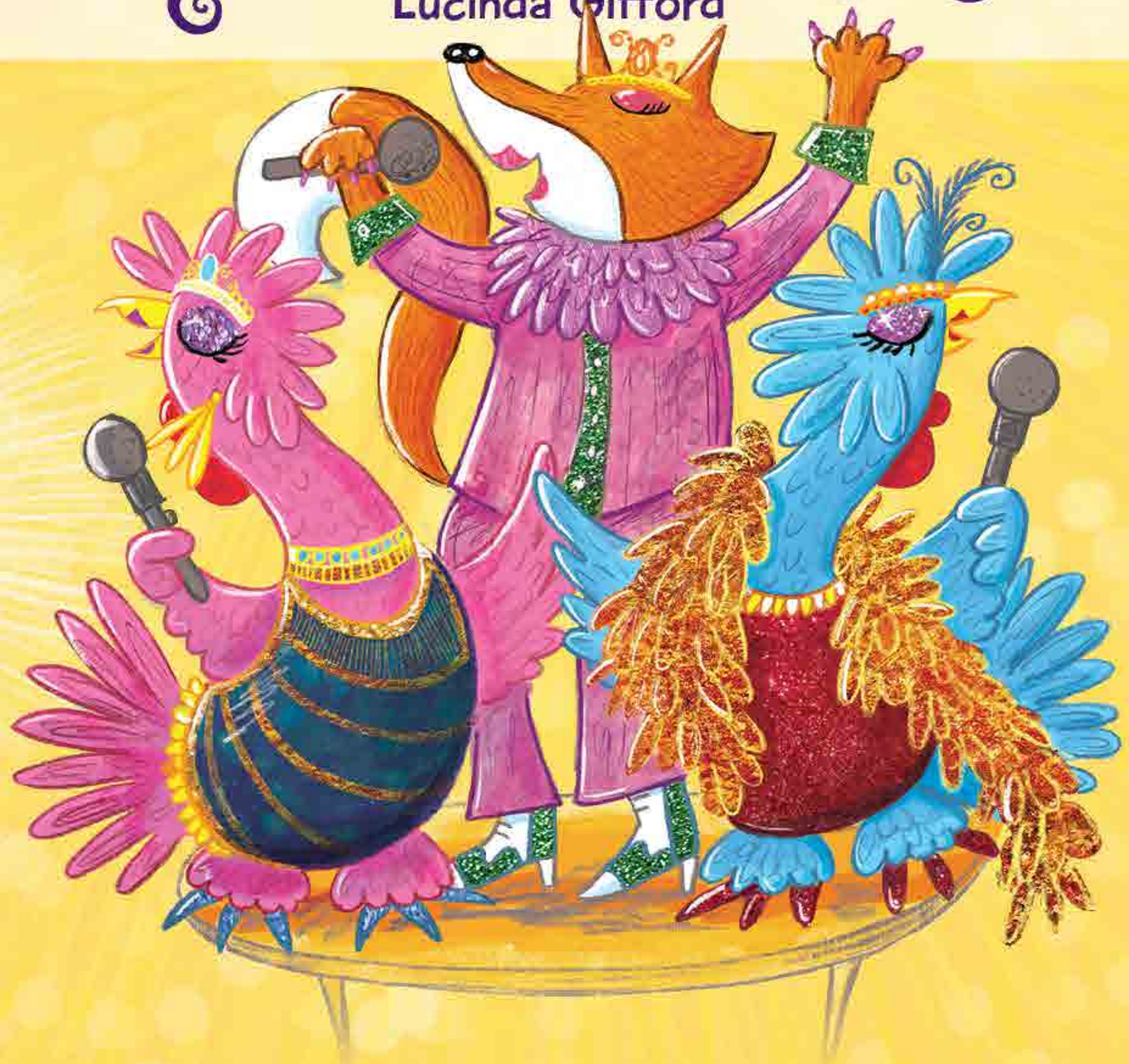
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DIVAS
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Virtual storytime



Keep the kids entertained with
online resources for participants!



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