



**CONTINUING
PROFESSIONAL
DEVELOPMENT &
WORKPLACE LEARNING**

UPDATE

CPDWL

*Newsletter of the **Continuing Professional Development & Workplace Learning** Section #43 of the International Federation of Library Associations and Institutions*

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Standing Committee, Officers & Corresponding Members

Responsibilities

CPDWL Standing Committee, Office Bearers & Corresponding Members (revised 10/12/07)

NAME	ADDRESS & CONTACT NUMBERS	TERM	RESPONSIBILITIES
Officers			
Ian Smith Chair	Senior Librarian (Personnel) La Trobe University Library Bundoora Vic. 3086 Australia Tel: 61-3-9479 1918 Fax: 61-3-9479 3018 i.smith@latrobe.edu.au	2005-09 2nd term	Oversee strategic direction and revision of Strategic Plan Section representative at Coordinating Board meetings Quebec poster session Library Management journal Milan Satellite
Susan Schnuer Secretary	University of Illinois, Mortenson Center for International Library Programs 1402 Gregory Drive, Room 142 URBANA, Illinois 61801, USA Tel. +1-217-3330031 Fax +1-213-2650990 schnuer@uiuc.edu	2005-09	Organise committee meetings and manage agenda/minutes Quebec program Quebec Poster session Milan Satellite
Jana Varlejs Treasurer	Associate Professor Rutgers SCILS, 4 Huntington Street, New Brunswick, NJ 08901-1071, USA Tel: 1-732-932 1726, 1-732-846 6850, Fax: 1-732-932 2644 varlejs@scils.rutgers.edu	2005-09 2nd term	Manage section budget, accounts and project accounts Newsletter editorial group Library Management Journal Milan Satellite Guidelines for international presentations
Sylvia Piggott Information Coordinator	Global Information Solutions Group 3835 Northcliffe MONTREAL, H4A 3K9, Canada Tel. +1-514-860305 spiggott@sympatico.ca / sylviapiggott@hotmail.com	2005-09	Manage website and provide information to IFLA website coordinator Newsletter editorial group Quebec program (GLAD) Guidelines for international presentations Library management journal Milan Satellite
Standing Committee Members			
Linda Ashcroft	Liverpool John Moores University, School of Business Information 98 Mount Pleasant LIVERPOOL L3 5UZ, United Kingdom Tel. +44-151-2313425 Fax +44-151-7070423 L.S.Ashcroft@ljmu.ac.uk	First term: 2005-09	Library Management journal Quebec poster session

Bau-Mei Cheng	Head, Information & Computing Library, National Central Library Annex Information & Computing Library 13F, No.106, Section 2, Hoping East Road TAIPEI 106, Taiwan Tel. +(886)(2)27377736 fax +(886)(2)27377740 brenda@msg.ncl.edu.tw	First term: 2007-2011	
Mary L. Chute	Institute of Museum Library and Services 1100 Pennsylvania Avenue, NW, Rm 802 Washington DC 20506, USA Tel. +1-202-6065419 Fax +1-202-6061077 mchute@imls.gov	First term: 2005-09	Milan Satellite
Wanda V. Dole	Dean of the Ottenheimer Library Ottenheimer Library University of Arkansas at Little Rock 2801 South University Avenue Little Rock, AR 72204-1099, USA Tel. +1-501-569-8804 wvdole@ualr.edu	First term: 2005-09	
Monica Ertel Newsletter Editor	Director Global Information Services, Bain & Company, 66 Oakdale Avenue, San Rafael, CA 94901 United States Tel. +(1)(415) 4828104 monicaertel@yahoo.com	First term: 2007-2011	Edit and produce two newsletters per year Proceedings editor Johannesburg Satellite conference (2007)
Li-hung Huang	Deputy General Director, Institute for Information Industry, 19F, no 216, Sec.2, Dunhua S. Rd, TAIPEI 106, Taiwan Tel. +(886)(2)27356070 Fax +(886)(2)27396429 lihung@iii.org.tw	First term: 2007-2011	Milan Satellite
Ulrike Lang	Head of Education + Training Department State of University Library Hamburg Von Melle Park 3, 20146 HAMBURG Germany Tel. +(49)(40)428385696 Fax +(49)(40)428383352 lang@sub.uni-hamburg.de	First term: 2007-2011	Quebec poster session Translate CPDWL guidelines into German
Gitte Larsen	Royal School of Library and Information Science Birketinget 6, DK-2300 COPENHAGEN S., Denmark Tel. +45-32586066 Fax +45-32840201 gl@db.dk	First term: 2005-09	Marketing and promotions Newsletter editorial group (chair) guidelines for giving international presentations Milan Satellite
Michel Netzer	Head of the Continuing Professional Development Department Bibliothèque Nationale de France Quai François Mauriac 75706 PARIS, France Tel.+ (33)(1)53794134 Fax +(33)(1)53794356 michel.netzer@bnf.fr	First term: 2007-2011	Quebec program Translate CPDWL guidelines into French Milan Satellite
Diann Rusch-Feja	Director JISC,SURF,DFG,DEF Knowledge Exchange Office Bibliotheksstyrelsen Nyhavn 31 E 1051 Copenhagen K, Denmark Tel. +45-33733373 Fax. +45-33733372 druschfeja@t-online.de	2005-09 2nd term	Joint project manager for project 'International survey of CPD programs and providers'
Richard Sayers	Training manager CAVAL Ltd. P.O. Box 585, CHERMSIDE SOUTH, Qln 4032, Australia Tel.+(61)(7)34917021 rsayers@aapt.net.au	First term: 2007-2011	

Corresponding members and other roles			
Ann Ritchie	Director Library Services, Northern Territory Dept of Health and Community Services, Darwin, Australia 0801 Tel: +61-8-8922-8756 Mobile: 0401 110 388 Fax: +61-8-8922 7777 ann.ritchie@nt.gov.au / annritchie@yahoo.com	2005-09	Newsletter editorial group Quebec program
Ujala Satgoor	Leader: Service Unit Economics & Management Sciences Academic Information Services University of Pretoria, PRETORIA, 0002 Republic of South Africa Tel.: +27 12 420-2565 Fax: +27 12 362 5100 ujala.satgoor@up.ac.za	2005-07	
Clare Walker	University Witwatersrand Library, Johannesburg Wartenweiler Library, Private Bag X1, Wits 2050, South Africa Tel: 27-11-7171903, Fax: 27-11-3397559 walker.c@library.wits.ac.za	2005-07	Newsletter editorial group Guidelines for international presentations
Vera Beraquet	Library School Pontifical Catholic University of Campinas Rod Dom Pedro, km 136 Campinas, São Paulo, 13020-904 Brazil Tel: + 19 3745.7025 Fax: + 19 3756.7012 beraquet@puc-campinas.edu.br		Newsletter editorial group
Roisin Gwyer Marketing Officer	Frewen Library, Cambridge Road Portsmouth, England, PO1 2ST United Kingdom Tel: +44-23-9284-3221 Fax: +44-23-9284- 3233 roisin.gwyer@port.ac.uk	2005-09	Develop and implement marketing plan and communications strategy Sponsorship Newsletter editorial group
Graham Walton E-list Moderator	Service Development Manager University Library Loughborough University Loughborough, LE11 3TU, United Kingdom Tel: +44-1509-22-2355 graham.walton@lboro.ac.uk	2005-09	Moderator for CPDWL e-discussion list
Paul Genoni	Curtin University, Dept. of Media & Information, GPO Box U1987, Perth, Western Australia 6001 Tel: +61-8-9266-7256 p.genoni@curtin.edu.au		Newsletter editorial group Book reviews

Letter from the Chair



Ian Smith, CPDWL Chair

Dear CPDWL members and friends,

Hello to all members of the CPDWL Section Standing Committee and Corresponding Members!

As those of you who were present at the Section meetings in Durban will know, I have taken up the role of Chair of the Section for the period between now and the 2009 IFLA conference in Milan. I'm happy to take on that role and to continue the excellent work done by my two predecessors: Jana Varlejs and Ann Ritchie. I think that my experience working as Secretary of the Section over the past two years – in which time I've worked very closely with Jana, will stand me in good stead for the role ahead of me. Leading and managing the work of the Section is a team effort and I'm very pleased to have Susan Schnuer working with me as Secretary.

The CPDWL Section has a lot of energy and dynamism. This is clearly recognized within IFLA – testament to this is the strong and growing institutional membership of the Section, the keenness of other IFLA Sections and Discussion Groups to partner with us, and the interest in the Section's work and willingness of individuals to get involved which was apparent at both the Section's (very successful) satellite program in Johannesburg and the main IFLA conference in Durban.

I hope that we can build on that current energy in the Section, to continue to develop and provide activates and resources which will be helpful to IFLA members and our profession more broadly, to reach out and create further links within IFLA and beyond. To achieve that aim one of my goals as Section Chair is to maximize the opportunities for all CPDWL Standing Committee members to be actively involved in the work and business of the Section. If there is something you would like to do or an idea you would like to discuss please say so! I would particularly like to work to further the involvement of new professionals within IFLA – this was a theme that emerged strongly at the Johannesburg satellite conference.

Susan and I have been busy over the month since the South African conferences – writing up the minutes of meetings there, collating evaluations from the Johannesburg conference, planning for a Section virtual meeting which we will hold next month. More on all of these things over coming weeks and months. Please keep up the good work of the Section and please do not hesitate to give me feedback on what is working well and what could work better - both in the Section generally and in my work as Section Chair.

Best regards,

Ian Smith, CPDWL Chair
i.smith@latrobe.edu.au

Reports and Features

New Standing Committee members



Bau-Mei Cheng

Bau-Mei Cheng is the Head of the Information and Computing Library (ICL) at the National Central Library (NCL) in Taipei, Taiwan. She is responsible for the management of the ICL and the development of the e-Learning courses for the NCL E-Learning Campus that aims to provide continuing professional education and workplace learning for library professionals in Taiwan. She also has experience in a variety of areas of library work, such as classification & cataloguing, reference service, international interlibrary loan, and the nationwide library survey at the NCL.

From 1987 to 1990, Bau-Mei worked as the project specialist and reference librarian at the Albert R Mann Library of the Cornell University in the U.S.A. Prior to this, she was the librarian of the Department of Sinology Library at the Bonn University in Germany from 1982 to 1984.

Ms. Cheng has been active in Taiwan library associations. She has served in several positions as follows: Chair of American Society for Information Science (ASIS), Taipei Chapter; Secretary-General of Library Consortium on Humanities and Social Sciences, Republic of China (Taiwan); Deputy Secretary-General of Interlibrary Cooperation Association, R.O.C. (Taiwan). She is also the Special Library Committee member of the Library Association of the R.O.C.(Taiwan).

Bau-Mei received her bachelor's degree in Library Science from National Taiwan University and earned a master's degree in Library and Information Science from University at Buffalo, the State University of New York.



Monica Ertel
Newsletter Editor

Monica Ertel is currently Director of Global Information Services for Bain & Company responsible for their worldwide information services network. Prior to Bain, Monica was Director of Worldwide Customer Service for Innovative Interfaces, Inc., with management responsibility for Innovative's 24/7/365 Help Desk and Web-based service center, *CSDirect*. Ms. Ertel has over 25 years of library management experience, including Korn/Ferry International where she was the Director of Global Knowledge Management and North America Research. Prior to that, she was with Apple Computer where she was the Director of Knowledge Systems which included the Apple Library as well as research programs in the field of information management.

Monica holds a Master of Library Science degree in addition to an MBA and has been an IFLA member since 1988. She was of the principal founders of the Internet Discussion Group and has been involved in the Section on Information Technology, Section on Education and Training and the Section on Women's Issues.



Li-Hung Huang

Li-Hung Huang is the Deputy General Director of Market Intelligence Center. She is responsible for the implementation of infrastructure and knowledge management of MIC. She also conducted a major methodology diffusion project with Taiwan leading ICT companies to accumulate case studies database.

Dr. Huang is an accomplished instructor, assistant researcher, and manager with more than 15 years of government and private sector information service experience. Before joining MIC, she taught at Central Police University and conducted technical service at National Central Library. She had been an assistant librarian and a visiting scholar at the University of Maryland at College Park as well. In the private sector, she held the position of manager at the Division of Information Service of Advance Data Technology, which is a leading EMC and Safety Lab in Taiwan.

Dr. Huang earned her Ph.D. degree from the School of Library and Information Science at the National Taiwan University and a Bachelor of Social Education from National Taiwan Normal University.



Ulrike Lang

Ulrike Lang was born in Hamburg, Germany and completed her education as Librarian in Karlsruhe and Stuttgart. Ulrike's work experience includes the Library of the University of Applied Sciences in Lüneburg, Social Sciences and Economics Department and State and University Library in Hamburg in various departments. She is currently Head of the Education and Training Department and Director's Assistant at the State and University Library in Hamburg. She is also a member of the Board of Vocational Education and Training in Hamburg.

Since 2000, Ulrike has been President of Library & Information International, an institution, which is responsible for librarians exchange programs between Germany and foreign countries: www.bi-international.de.

Ulrike is married and has two daughters, 16 and 18 years old. Ulrike loves to travel. She enjoys not only seeing other landscapes and cultures but also enjoys foreign professional visits which she says help to broaden her own horizons. As Ulrike says "These experiences, which seem from a distance so much better than one's own working experiences at home, help to enhance the satisfaction with the familiar situation or to change and to improve the working circumstances at home. But always the most exciting part is the personal contact and exchange with others. That's why I applied for the CPDWL section."



Michel Netzer

Michel is a librarian ("conservateur en chef") in charge of the Professional Continuing Development Department at the French National Library for the last three years. Before that, he worked in different types of libraries including Director of a branch library of the municipal libraries in Paris (Bibliothèque Saint-Simon, 1994-1999) and Assistant Director at Université Pierre-et-Marie-Curie in Paris, 1999-2004. He has been secretary of the IFLA Statistics Section from 1993-1997.



Richard Sayers

Richard Sayers is the Training Manager for CAVAL Collaborative Solutions; a not-for-profit company owned by Australian universities. Richard manages training and development programs for library and information professionals in Australia and overseas. He also facilitates popular workshops in marketing information services and personal leadership development and undertakes consultancy work in the area of strategic planning and group facilitation. Prior to joining CAVAL, Richard worked as a library and information manager in government agencies and universities in Australia. Richard holds postgraduate degrees in library and information management and political science and is a qualified workplace trainer and group facilitator. In addition to journal articles, conference papers, and a forthcoming chapter on training and development in Australia with Professor Ross Harvey of CSU, Richard is the author of *Principles of Awareness-Raising: Information Literacy, A Case Study*; published by UNESCO in 2006. His current professional interests include generational change and the implications for professional development and training.

Reports from Durban WLIC



Continuing Professional Development and Workplace Learning Section

Annual Report, August 2007

Jana Varlejs, Chair varlejs@scils.rutgers.edu

Activities completed, September 2006-July 2007

- Planned satellite conference on the theme of “Pathways to Library Leadership “ for Johannesburg, 14-16 August 2007; compiled papers for publication by K.G. Saur as an IFLA “greenback”
- Planned full day program with Management of Library Associations Section for Durban, “Library Association Management—The GLAD Programme”
- Welcomed new SC members, bringing the total to 16
- Published two newsletters
- Held a virtual meeting
- Established a new account for handling the section’s funds

Continuing Activities

- Revision of strategic plan

- Possible satellite conference for Quebec or Milan
 - Planning section role in Quebec and Milan WLICs
 - Publishing a special issue of *Library Management* on continuing professional development
 - Further translations of CPD principles and best practices manifesto
 - Exploration of award for exemplary CPD programme
 - Exploration of guide for IFLA session/workshop planners and presenters
 - Recruitment of section and SC members to diversify representation
-

Notes from Standing Committee Meetings

DRAFT Minutes
IFLA Continuing Professional Development and Workplace Learning Section
Standing Committee Meeting
Durban, South Africa
Friday, August 24 2007

Submitted by Susan Schnuer
Associate Director
Mortenson Center for International Library Programs
University of Illinois at Urbana-Champaign

1. Welcome and introductions

Ian Smith opened the meeting at 8:30 am, welcomed those present. Ian Smith introduced himself as the new chair of CPDWL and Susan Schnuer as the new secretary. He shared with the group that he thought the roles of the Chair and Secretary were to lead and manage the affairs of the Standing Committee and more broadly the Section. Over the next two years, he intends to work to build on the current energy of the section and to reach out to create further links within IFLA and beyond. His goal as Chair is to maximize the opportunities for all CPDWL Standing Committee members to be actively involved in the work and business of the Section. He wants to continue to develop a theme started at the Johannesburg satellite meeting, namely the involvement of new professionals within IFLA. He would like to see the committee working to mentor the new professionals.

We received apologies from Monica Ertel, Roisin Gwyer, Diann Pelz-Rusch, Marilyn Mason, George Needham, and Graham Walton.

2. **Minutes:** Ian Smith moved that the minutes of the Section meeting held in Seoul, Korea August 2005 be accepted. There was no dissent.

3. Durban Programs

3.1 GLAD (Global Library Association Leadership Development) Program (joint program with Management of Library Associations Section) Wednesday 22/8/07

Ian Smith asked for reports on the session. Jana Varlejs commented that Sylvia Piggott and Carla Funk did a great job. She thought the afternoon session was very good, overall a good session. There was some discussion about the best format for this type of session. In Durban the session was a full-day with the morning used for speeches and the afternoon for round table discussions. Sylvia Piggott mentioned that the format was in part dictated by the room assignments. Several CPDWL members commented that perhaps, we should focus on having more interactivity within the program and reduce to program to a half day. The group also discussed the possibility of using poster sessions to share information about library

association management, but the general feeling was that poster sessions were perhaps not the best delivery tool for this type of content

Sylvia Piggott also mentioned that in the future they might want to consider twinning library associations as part of the program. Ian Smith added that some people commented that it was difficult to see how CPDWL had been involved in this program, and that, in the future, the focus should be on developing skills and abilities.

Action: Sylvia Piggott agreed to work on the GLAD program for Quebec (one half-day program).

3.2 E-learning – in search of collaboration and quality (with Education and Training Section and E-learning Discussion Group) Tuesday 21/8/07

Ian Smith asked for feedback about the session. Clare Walker commented on Ian Smith's great moderating abilities with a very over-crowded room. Gitte Larsen felt that it was a very good session and enjoyed the best practices section of the Webjunction presentation.

Anna Maria Tammaro felt that the strong collaboration amongst the IFLA committees contributed to the success of the program and that we should continue this type of programming in the futures. Susan Schnuer mentioned that there was much interest in this topic and many participants had questions. In the future we might want to consider a workshop format. Jana Varlejs commented that we might want to make sure that there are handouts in future sessions.

Ian Smith thought the session went well. He had worked with presenters so that they would make it more interactive and he posed three questions at the beginning. He asked speakers to keep themes short and to the point and the selection committee had chosen papers from different viewpoints. The session worked well since at the end the speakers were flooded with questions. Next time we might experiment with a panel and then roundtable discussions.

Michel Netzer noted that CPDWL was not mentioned as a sponsor of the session in the program and that in the future we need to be vigilant about getting branding for CPDWL.

3.3 Recommendation for IFLA Journal of papers from both sessions

After some discussion there was unanimous agreement to recommend two papers: 1.) *Cooperation Across Continents: Case of Library and Information Association of South Africa and Finnish Library Cooperation* and 2.) *Applying Moodle to continuing professional development: "Old" content in a new container?*.

Action: Ian Smith will recommend these two papers to the Division Coordinating Board

4. Newsletter Editor

Ann Ritchie commented that this is not an onerous task; there are two editions per year. She thinks that the newsletter is the voice of the section and could probably be improved. Sylvia Piggott nominated Monica Ertel as newsletter editor.

Action: Ann Ritchie will contact Monica Ertel. She will plan to do the next newsletter together with Monica and then hand it over to her.

5. CPDWL sessions in 2008 in Quebec

Ian Smith noted that CPDWL will not be running a satellite meeting in 2008 as the Section has missed the deadline for proposing satellite programs for Quebec. Ian had communicated this to our Canadian colleagues.

Ian Smith reviewed the proposals for the Quebec City conference from the minutes of the CPDWL meeting held on August 18th.

- We thought we would continue to work with the management of library associations section (MLAS) on the GLAD program
- We might offer a session on guidelines for planning a conference and how to present
- We also considered how to use technology to develop the management of library associations
- Finally we mentioned working with newcomers to IFLA

Jana Varlejs recommended that we tie the topics of technology, advocacy and new professionals together and consider Stephen Abram (from Sirsi/Dynix) as a speaker.

Gary Potter mentioned that he had heard an excellent paper on digital fluency and we might want to consider that as a possible topic. Ann mentioned the idea of Web 3.0 and recommended that we think about Bob Mason and his paper on a third culture. Ann thought we could think of a library as “mind space” and what that space means to new professionals.

Wanda Dole reminded the group that we need to have our program proposals for Quebec in by November 1.

Action: Ian Smith & Susan Schnuer to coordinate submission of program proposals by November 1, 2007

GLAD Program

Sylvia Piggott proposed the GLAD program segment be embedded in each major IFLA conference program but that it be a separate program element from other Section program elements.. It was agreed to continue working this way with the GLAD program working in conjunction with the MLAS Section.

Action:

- 1.) Sylvia Piggott will chair the Quebec program working group for the GLAD program. Ann Ritchie, a nominee from the New Professionals Discussion Group, Eileen Breen, and Michel Netzer will be part of the committee.
- 2.) Ian Smith & Susan Schnuer to coordinate submission of this as part of our program proposals for Quebec (as above)

Poster session -

It was agreed that the Section would submit a proposal for a poster session with the working title: “So you want to organize a conference?” This would form a good complementary activity to the proposed handbook/guidelines on giving a presentation at an international conference (see item 9 below).

Action: Ian Smith, Ulrike Lang, and Linda Ashcroft to work on this (working in conjunction with the working group working on the handbook/guidelines on giving a presentation at an international conference

6. Milan satellite conference

Ian proposed that any final decisions about the 2009 Milan satellite conference be held over to the next Standing Committee virtual meeting since over half of the Standing Committee members were not at the Durban meeting. Jana Varlejs thought that we should make the decision about the satellite conference as soon as possible.

There were several suggestions for the possible location of the satellite conference:

- Germany, Munich (with assistance from Ulrike Lang and the Bavarian State Library)
- Germany, elsewhere (possibly with assistance from Goethe institute)
- Paris (with assistance from Michel Netzer and Marielle de Miribel)
- Italy, Parma (with assistance from Anna Maria Tammaro) or elsewhere in northern Italy
- Brasov, Romania

Anna Maria Tammaro offered to be a local contact for the satellite meeting in 2009 if we decide to hold it in Italy.

In discussion it was agreed that a priority in deciding on a location for the satellite should be easily accessibility to Milan by rail or air. After discussion it was agreed to further explore possible Italian, German and French locations and not to explore further the Romanian option.

Many suggestions were offered for the content, including:

- New professionals: succession planning, generational issues, global village, case study of new professionals, toolkits and guidelines for professional, mentoring, job exchanges, skill analysis/gap analysis
- Information literacy and e-learning – what role for e-learning in getting training and development out to all who work in libraries
- Development of organizations as places that are attractive to new professionals as places to work.

Sylvia Piggott suggested that we tie our program to the IFLA President Elect's theme (2009 – 2011 President) Ellen Tise's presidential theme: "*Libraries and librarians as change agents, connectors and points of convergence: from grass-roots to global*" and her motto: "*Change, Connect, Converge*". Ian Smith also noted that it was important that through our program we support IFLA's three pillars: Society, Profession, Members.

Some titles were suggested for the satellite conference:

- Making space for new professionals
- Right people at the right place at the right time

For the satellite meeting we need:

- A Chair/convenor
- An organising committee with:
 - 1 person to take on the role of program convenor/organizer (i.e. the role performed by Ian Smith for the Oslo and Johannesburg conferences)
 - A lead editor and a co editor of the Proceedings – the Editor would also coordinate the peer review of submitted papers
 - 2/3 people at or close to the conference location to handle on-the-ground logistics

Volunteers for the committee:

- Gitte Larsen
- Sylvia Piggott
- Clare Walker
- Mary Chute
- Eileen Breen [*Emerald Publishing*]
- Jana Varlejs
- Liz Lewis
- Li-hung Huang
- Ian Smith

Garry Potter asked to back up a bit and go on the record regarding the committee submitting topic which is important for new professionals.

7. Library Management Journal – Special CPDWL Themed Issue

It was agreed that this would proceed as a priority project.

Organizational group:

- Sylvia Piggott
- Linda Ashcroft (as much as possible)
- Ian Smith
- Jana Varlejs [to be ‘lightly’ involved]

Timetable will be driven by Steve O’Connor’s timeline. Sylvia Piggott will check with Steve and then the working group will get back to the Standing committee members as well as our visitors at this meeting and the others from the Johannesburg satellite meeting regarding ideas.

Linda Ashcroft would like us to get some broad guidance from Steve O’Connor regarding the nature of the content.

ClareWalker asked if the group will pre-select for submission or whether that will be done by Steve.

Ian Smith summarized that we need to get some agreement from Steve O’Connor regarding the themes and then talk with him about the process of collecting and reviewing contributions. Linda, Eileen and Sylvia all commented saying that they felt it was clear that Sylvia was to be the guest editor, so that the Section would be responsible for the selection and editing working in conjunction with Steve O’Connor.

Clare Walker wanted to clarify that we would be doing the ‘first sort’ and Ian Smith confirmed this.

Eileen suggested a call for abstracts. Ian expanded that we would put out a call for expressions of interest/abstracts. Then CPDWL subgroup would select and respond asking for submissions, and subsequently review for final selection.

It was suggested that this Library Management issue could have some form of IFLA branding. Ian Smith reported on discussion with Sjoerd Koopman on this topic and indicated that he would explore this further with both IFLA and Emerald.

Ann Ritchie suggested that two of the Johannesburg presentations, which had not been published in the Proceedings, could possibly be incorporated into the Library Management issue – or in our newsletter.

Kay Raserolka has been asked to contribute her Constitution Court presentation to the theme issue.

Action: Organisational group – actions as above

8. Strategic Planning

Ian Smith noted that action is required and should be handled via Standing Committee virtual meeting.

Action: Ian Smith to check with IFLA Headquarters as to when the Strategic Plan needs to be amended and submitted and in the meantime we will proceed with reviewing the Strategic Plan .

Action: All Standing Committee members to review the current Strategic Plan <http://www.ifla.org/VII/s43/annual/sp43.htm> for discussion in our next virtual meeting.

9. Presentation Guidelines/Handbook

It was agreed that CPDWL will develop a handbook, it will include guidelines in giving an international presentation, how to create an effective PowerPoint, and even some of the earlier stages about creating a well targeted paper. There is good information, on IFLANet and elsewhere, that CPDWL can draw upon to create this handbook. It will be considered as another possible CPDWL publication.

We can use as a target date the Quebec conference and promote it as a poster session.

We would also want prominent placement on the IFLA website.

Gitte Larson agreed to chair this work-group. Clare Walker, Sylvia Piggott and Jana Varlejs will also be part of the working group

Action: Gitte Larson will work with other working group members to develop the guidelines in time for the Quebec conference.

10. Johannesburg satellite conference – follow up

Refunds for non attendance

Clare Walker raised the issue of how to handle refunds for people who could not attend due to a last minute emergency or illness. It was noted that there was a clear statement about cancellations on the registration form.

In discussion it was suggested that it may be possible to offer a full or partial credit toward the next satellite conference (2009). It was agreed that Ian Smith and Clare Walker would decide how to handle the issue of refunds.

Action: Ian Smith and Clare Walker will decide on a reimbursement policy.

Organization of the satellite conference.

Accolades were given for all the hard work and effort that went into the publication of the papers. It was requested that the project timeline be shared with the others. It was also suggested that it be included in the Presentation Guidelines/handbook.

Action: Johannesburg planning committee will prepare a timeline document for satellite meeting and share it with the Milan planning committee. This timeline will also be included in the Presentation handbook.

Length of satellite conference

There was discussion of the length of the satellite meeting. Oslo was 2 and a half days, Johannesburg was 2 days. In discussion some felt that that longer was better especially if we want to include any local cultural opportunities, it was pointed out that cost of attending extra days can be a major factor for participants. The merit of additional cultural events was discussed – some felt these to be important, others that the program was the priority and cultural events less important.

Action: Decision on length of the satellite meeting will be made by the next organizing committee.

Posting photos from the satellite conference

Clare Walker asked where to post photos. Flickr was suggested. Garry Potter agreed to send Clare Walker the details and also to let others know how to post. Clare Walker asked that we make sure that any photos that are used or referenced elsewhere are acknowledged/attributed.

Action: Garry Potter – as above.

Proceedings on the Web

Ian Smith reported that he and Susan had discussed with Sjoerd Koopman the idea of posting of the satellite conference papers on the web. The response was positive as this increases exposure of the papers and increases sales of the Proceedings. Such web posting may be set up so that readers would not be able to print a paper in its entirety – just the first page.

Action: Ian Smith to follow up with Sjoerd Koopman at IFLA HQ

Action: Susan Schnuer will collate the evaluations and share with the standing committee, Liz, Pat, Garry, and Ann.

11. Next virtual meeting

Ian Smith noted that a virtual meeting would be held in October – this to resolve outstanding business and to allow all Standing Committee members the opportunity to take part in discussion/decisions.

Action: Susan/Ian to plan for Virtual Meeting in early October.

12. Thanks and appreciations

Ann Ritchie thanked Jana Varlejs for her leadership of the Section over the past term. This was confirmed by acclamation.

Jana Varlejs thanked Ian Smith, Ann Ritchie, and Clare Walker for all their work in making the Johannesburg conference a success.

The meeting concluded at 10.40 am.

13. Meeting Participants

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Report from CPDWL Satellite Conference

Highlights of the IFLA CPDWL Satellite Conference

Johannesburg, South Africa, 14-16 August 2007:

Continuing Professional Development: Pathways to Leadership in the Library & Information World

Submitted by Ann Ritchie Ann.Ritchie@nt.gov.au



Witwatersrand University Library, Johannesburg, South Africa

Photo courtesy of Clare Walker, from the front cover of the proceedings of the Seventh World Conference of the Continuing Professional Development & Workplace Learning (CPDWL) Section, edited by Ann Ritchie and Clare Walker. IFLA Publications 126. Munchen: KG Saur, 2007.

This is my fifth, pre-IFLA satellite conference of the CPDWL Section, and as always, the event provides a thematically focused, high quality and inspiring professional development opportunity, as well as a unique cultural experience. This year's event took place in the southern hemisphere, the first time in 22 years. The conference focused on the topic of leadership, and was attended by more than 60 participants from around a dozen countries. It was held in a suburb of Johannesburg at the Birchwood Conference Centre, set up to run multiple seminars at one time, very professional, a safe and secure environment. Presenters came from all over the world, representing all types of libraries, and covering a variety of forms of leadership development programs. The proceedings provide an international environmental scan, a 'state of the art' panoramic view of 'pathways' to leadership development in our field.

Spanning three days, the event itself was a much greater occasion than the proceedings can record, and included the welcome reception, opportunities for networking and socializing, as well as a number of workshops which complemented the more formal presentations.



IFLA CPDWL officers at work: *From left to right*
Roisin Gwyer, Ian Smith (chair), Gitta Larsen and Ann Ritchie

The workshops were: ‘Pamoja’, a cross-cultural leadership game delivered by Susan Schnuer from the Mortenson Centre (this was developed by Peace Corps librarians available for others to use for free); Marielle de Miribel’s transactional analysis model of the ‘Three Hats of leadership’ (the papers in French and English are in the proceedings); the concept ‘leadership in context’ was demonstrated in a workshop by Ganga Dakshinamurti from the University of Manitoba – in essence, we explored the idea that if we want to gain support and be successful in achieving our vision, we need to engage different groups at all levels in our organisations by having a clear message about our leadership initiative that ‘speaks’ to them; Graham Walton from Loughbrough University, led a workshop on ‘leadership for all’ exploring the concept of transformational leadership; and there were two workshops delivered by our sponsors, WebJunction/OCLC, (check out their website, there are lots of online courses which cover many areas for training and development, and George Needham has a Q&A section called ‘I’m Curious, George’), and Emerald Publishing Group.

The Proceedings are a record of the satellite papers and we hope will be available online (the powerpoints from the presentations will definitely be on the Section’s web page). All conference registrants received a hardcopy of the proceedings – believe me, this is no mean feat, with very tight production deadlines, but having a wiki did help us to manage the process efficiently. There are twenty papers in all (a few didn’t make it in time for the print run, but we’re aiming to publish in another way), focusing on leadership development and divided into four main themes:

- International, National And Cross-Cultural Programs
- Workplace Learning & Leadership Training Workshops

- Leadership Institutes
- Generational Differences & Succession Planning

Some of the issues explored during the conference were foreshadowed in Jana Varlejs' (Section Chair) Introduction, and included the following:

- ❖ *is there really a 'leadership crisis'?* certainly there has been a proliferation in recent years of leadership institutes and other types of training programs, generally in response to a perceived need to develop the next generation of leaders. One presenter, Tom Forrest, suggested, that it was an 'identity crisis', rather than a leadership crisis, and backed this up by his evaluations of a comprehensive, national leadership development program in UK public libraries, which have been going through the experiences of developing and implementing a future vision for themselves. The findings from this research are very interesting, particularly the fact that public librarians may have a perception of themselves as having lower levels of their own competence than others in similar local government positions, and this can create problems for leadership.
- ❖ *what is leadership anyway?* Jana proposed her favourite definition, quoting Bass¹ who says that leaders act as 'agents of change'. The association with 'change' is echoed in Kotter's statement about the differences between leadership and management, when he states: 'Good management controls complexity; effective leadership produces useful change'². In my opinion, as leaders we do have to plan for change and run with a change agenda (the world is changing, we need to change to just keep pace); we need a strong vision for the future which is values-based, facilitated by technology and 'real' enough to enlist others' support. At the same time, we need to be good managers (or have others who 'fill in the gaps') to be able to manage the complexity of tasks involved in achieving the vision.
- ❖ *What is the difference between headship and leadership?* Bass and Stogdill state that they view 'headship as being imposed on the group but leadership as being accorded by the group'.
- ❖ *How effective are current leadership training models?* Leadership institutes are being held all over the world, and a number of excellent papers in this section of the proceedings described the programs and reviewed their successes (see for example the paper on the comprehensive, multi-faceted program implemented in North American research libraries, by James Neal et al; also reports by Jana Varlejs, Peter Sidorko, Janelle Zauha, and Ernie Ingles et al). Although there has been a lot of data collected about leadership institutes and this is a rich source of material for exploratory research (Zauha has a longitudinal research design and data collected over a number of years in the Pacific Northwest program, which is just waiting to be exploited), many of the program evaluations provide only anecdotal evidence of success, and while the participants record stunning accolades of the personal effects an institute has had, there is little hard data which demonstrates outcomes, and no evaluative research which would provide evidence of effectiveness in terms of significant achievement of program objectives. The excellent research into leadership institutes by Mason and Wetherbee³ cited in a number of papers, pointed to this lack of evaluative research in the area. These institutes are expensive programs to run – we must ask

¹ Bass, B.M. *Bass & Stogdill's Handbook of Leadership* 3rd ed. New York: the Free Press, 1990.

² Kotter, J.P. What leaders really do. *Harvard Business Review* 2001, 79 (11), 103-111.

³ Mason, F.M., & Wetherbee, L.V. *Learning to lead: an analysis of current training programs for library leadership*. *Library Trends* 2004, 53 (1), 187-217.

ourselves the question: 'are there more cost-effective alternatives we should be developing?'

❖ *What are the alternatives to high impact and high intensity leadership institutes?*

The paper by Woolls and Zimmerman provided data from a survey of the management and leadership content of library school courses and this set the scene for the discussion about what professional development might be needed by practitioners who need to 'top up' their skills, or 'fill the gaps'. Besides institutes, there are other pathways which seek to address this crucial training need, and examples were provided by a number of presenters:

- an overview of the programs delivered by the US Institute of Museums and Libraries was given by Mary Chute, and the outcomes of this funding were described in a number of other papers;
- some programs cross international boundaries – see the papers by Ford et al, and Pittman et al; while other country reports were delivered by Lek Choh Ngian (Singapore) and Michel Netzer (France);
- a panel of presenters addressed the issue of leadership programs for early to mid-level career librarians from underrepresented/disadvantaged populations (see Downing et al), an important issue in the current political climate when funding is threatened by new anti-discrimination legislation already passed in some US states);
- there are some low cost options, see for example the workplace learning program in the paper by Sue Roberts and Coral Black formerly Edge Hill University), noting that there are still costs involved in resourcing these programs;
- the job-sharing example of a couple of Gen-Xers, Perri Sandell Lee and Susan Vickery from Macquarie University. This paper was also interesting as it picked up the idea of succession planning (a topic raised in a number of other papers, including those by Julia Glynn and Liz Burke), particularly when we are talking about Gen Xers and Y's who have different attributes and career expectations than the current stock of Boomer leaders;
- and on the subject of retiring Boomers, Ernie Ingles from University of Alberta, while talking about the NELI (Northern Exposure to Leadership) program, put forward the idea of 'Ten to Go', a program for those of us who have lots to offer and need to capitalise on this in our last ten years of service.

❖ *What should the role of CPD be in producing the next generation of leaders?*

This is perhaps the main motivation (and challenge) that underpinned the conference itself. It is a key question for the Section to explore in its strategic planning, and one which we continue to live out in our professional roles, and through our commitment to delivering high quality professional development events such as these satellites.

As with all IFLA conferences, the programs and associated social activities take on the flavour of the host country and this one was distinctively South African. While in Johannesburg, some of the conference participants visited Soweto and the house of Nelson Mandela, the museum of Hector Pieterse (a 12 year old student who was killed while taking

part in the peaceful protests against the use of the Afrikaans language in schools), and other memorial sites reminiscent of the apartheid struggle in South Africa.



Outside the Hector Pieterse Museum, Soweto

The conference dinner was held in the original women's prison at the Constitutional Court and included a visit to the new Court and an opportunity to view the magnificent art collection, as well as a guided tour of the various parts of the prison itself. The social history was brought alive by the interpretive displays, and the harshness of the environment was magnified by the lack of heating and bitter coldness of the night. The image of the thin, grey blankets stacked neatly on each 'bed' has stayed with me. As Kay Raseroka pointed out with her gift for going to the heart of the matter, we were only there for an hour (others had had much longer sentences).

We were honoured to have Kay as our guest speaker, delivering the Elizabeth Stone Memorial Lecture. Kay is an IFLA past-president, an honorary fellow⁴ and a great role model for others aspiring to leadership roles in the profession. Kay is such an eloquent speaker that it's impossible to convey any of the impact of what she says, and she admits herself that she speaks much 'more' than what is in her written presentation, but one of the things that impressed me was Kay's description of a philosophy known as 'ubuntu'. This concept of leadership which is (very paraphrased): 'I am because we are', which speaks to the need for collaboration as one of the key activities of leadership, and the need to work with people so that the voice that is heard 'out in front' is the collective voice, and directions are set and owned by everyone.

This has been a summary of some of the issues raised in the papers, and some of the highlights of the conference itself – so my main messages are – read the proceedings if you want to know more of the content, and come to the next satellite conference (Milan 2009) if I've whetted your appetite for these outstanding professional development events, and join the section if you'd like to become active in the network.

⁴ From IFLA Express 8, Oct. 2007
<http://www.ifla.org/IV/ifla73/xpress8-en-2007.pdf>

Information Officer's Report



Sylvia Piggott

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As usual, Sophie Felfoldi held a meeting with Information Officers to bring them up-to-date on plans, policies and procedures concerning information technology at IFLA headquarters. The following items were discussed:

- **Best paper selection**
IFLA will publish a “best paper” from each section if the paper meets all the criteria. In submitting a paper for consideration the details required include title of paper, author’s name and contact details, number of session in which the paper was presented. The submission must be received by the editorial team by the end of September, in order to be considered.
- **IFLANet Improvement:**
The improved IFLAnet will be based on an open source Content Management System. Objective is to unveil the new site within the near future . Until then, continue to use the website as before.
- **Other Information of note:**
 - a) Satellite Meeting Programme in Johannesburg:
The Seventh World Conference on Continuing Professional Development and Workplace Learning for the Library and Information Professions was held as a 2.5 day satellite programme in Johannesburg from August 14-16. Under the theme “Pathways to Leadership in the Library and Information World”, the programme consisted of a varied group of continuing development activities for leadership in different countries. The conference was structured into 4 themes, namely: *I. International, National and Cross-cultural Programs; II. Workplace Learning and Leadership Training Workshops; III. Leadership Institutes; IV. Generational Differences and Succession Planning.*
The full conference programme can be found on the Section’s website at <http://www.ifla.org/VII/s43/index.htm>
The proceedings are available for sale from the IFLA office.
 - b) GLAD Workshop in Durban:
At the 2007 conference in Seoul, a committee met to discuss the development of a professional development training programme to support one of IFLA’s key strategic objective, the implementation of the GLAD (Global Library Association Development) programme.

At the 2008 conference in Durban, the CPDWL Section partnered with MLAS to host a full-day workshop which included topics such as Advocacy, international cooperation initiating and implementing a Library Association, Proposal writing, sharing experiences working with Library Associations.

The day culminated in a round table session during which participants were able to get more information from the experts on the topic of their interest. There were about 150 participants sharing knowledge and networking during this successful session. We hope to collaborate with MLAS and other sections to continue this programme at future conferences.

- c) The 2008 Conference in Quebec City, Canada, August 10-14, 2008:
Look for update in the next newsletter on the CPDWL Section's plans for this conference. We hope you plan to attend and to participate in the Section's activities there. Send any ideas you have for speakers, programmes, etc to the Section's discussion list. This will help us to provide the kind of programmes you want.

Respectfully submitted by
Sylvia Piggott, Information Officer, CPDWL

Reports from Durban WLIC

Report from Durban from the Section Secretary

Susan Schnuer schnuer@uiuc.edu

Durban meetings and working group activities

The Durban CPDWL meetings were well attended, not only by members of the section but also by many observers. We can trace this interest in CPDWL to a couple of factors. First the satellite meeting in Johannesburg was excellent and many participants wanted to learn more about CPDWL and its activities. Second, CPDWL has started partnering with other IFLA sections to offer programs; the sections develop the content of the programs and CPDWL offers its expertise in running and organizing programs. This joint work has been quite successful and there is increasing demand for this type of partnership, resulting in more interest in CPDWL activities.

CPDWL partnered in two very successful programs in Durban: *E-learning* with the Education and Training Section and *Library Association Leadership Development* with the Management of Library Associations Section. Both sessions were well attended and received favorable evaluations.

The CPDWL is engaged in a number of projects for the next couple of years. Individuals wanting to participate in the work should contact either Ian Smith i.smith@latrobe.edu.au or Susan Schnuer schnuer@uiuc.edu.

CPDWL Activities

Programs for IFLA 2008 in Quebec

Section members are exploring three possible programs for Quebec. One program might focus on the needs of new professionals and CPDWL would work with New Professionals Discussion Group. The section will work with the Management of Library Associations to present another program on this topic. The committee members also indicated interest in approaching the Information Technology section about a joint program. In addition, CPDWL plans to submit a proposal for a poster session entitled: "So you want to organize a conference".

New Guidelines

A small group of committee members are working on developing guidelines on how to organize international meetings and conferences and how to give international presentations.

Continuing Professional Development and Workplace Learning Quality Guidelines

The section has underway a project to produce evidence-based guidelines for assessing the quality and effectiveness of CPD activities, programs and events. The guidelines will soon be available on the website. To date the guidelines have been translated into Chinese, Spanish and Korean. Committee members are working on translating the guidelines into French and German.

Library Management Journal

CPDWL is working with Emerald to produce a themed issue focusing on continuing professional development and workplace learning topics.

Milan Satellite Conference

Committee members have begun planning for a IFLA 2009 satellite meeting. The committee is discussing possible locations and themes for this event. All key note presentations and a selection of other significant presentations at the conference will be peer reviewed and published (once again) in the IFLA "Greenbacks" publication series.



IFLA CPDWL Members: *From left to right*

Chihfeng P. Lin, Bau-Mei Cheng (Standing Committee member), Li-Hung Huang, Sylvia Piggott (Information Officer), Susan Schnuer (Secretary), Mary Chute (Standing Committee member), Ian Smith (chair) and Jana Varlejs (Treasurer)

Book Reviews

Priscilla K. Shontz and Richard A. Murray, eds. *A Day in the Life: Career Options in Library and Information Science*. Westport, CT: Libraries Unlimited, 2007

Ninety-five chapters, grouped under ten headings, comprise this hefty exploration of career paths for holders of library and information science degrees. Contributors were asked to describe a typical workday, to discuss the pros and cons of their jobs, to give advice to job

seekers in their specialty, and to list related resources. But as Jessamyn West states in her introduction, “This group of stories is not so much the tale of a typical day in the life, but a meta-story about the reality that there *is* no typical day just as there is no typical librarian.”

The book is obviously helpful to students and those who are contemplating a career in the library/information science field. But it has additional uses. For library educators, it can serve as a reality check when revising curricula or even individual courses, and especially when advising students. For continuing education providers it is a resource when counseling professionals who are changing career directions or re-entering the field after a break. The book can also function as a directory for locating presenters and instructors, and for leads to specialized sources. For example, who knew that there is such an organization as the North American Sports Library Network? As one who is interested in how librarians continue to learn, I find that many of the narratives are rich in details about how the writer learned the skills required for success in the job and what he or she does routinely in order to keep up to date.

Inevitably, there is some redundancy in the accounts of typical workdays, but there is so much variety among the chapters, that one keeps on reading. There are some contributors from outside the United States, but the book would have benefited from a greater international slant. It is also uneven in coverage, devoting the bulk of its pages to academic and special librarianship. There are some interesting “non-traditional” careers included, but this category seems a bit under-populated, given the subtitle of the book.

For more ideas, see *Rethinking Information Work* by G. Kim Dority (Libraries Unlimited, 2006) and *What Else You Can Do with a Library Degree: Career Options for the 90s and Beyond* edited by Betty Carol Sellen (Neal-Schuman, 1997). The Dority book looks to be useful as a guide to professional development, as does an earlier collection edited by Shontz, *The Librarian’s Career Guidebook* (Scarecrow, 2004). The Web site maintained by Shontz (<http://www.liscareer.com>) has an extensive career planning bibliography, much of which could be of interest to CPD/WL members. In fact, there has been a recent deluge of literature about library/information careers, leading one to wonder what has triggered it. It may be that the predictions of a pending staffing crisis as people retire have set this phenomenon in motion. On the other hand, too many graduates chasing too few jobs may have had something to do with it. Take your pick, but enjoy the celebration of librarianship in all its varieties while it lasts!

*Reviewed by Jana Varlejs, Associate Professor, Rutgers SCILS, New Brunswick, NJ 08901.
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