



**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*

Inside this issue:

<i>Standing Committee, Officers & Corresponding Members ..</i>	<i>2</i>
<i>Letter from the Chair</i>	<i>3</i>
<i>Introducing the Standing Committee 2005</i>	<i>6</i>
<i>Summary notes of CPDWL meetings in Oslo</i>	<i>10</i>
<i>CPDWL 2004-05 Annual Report</i>	<i>13</i>
<i>Oslo World Library & Information Congress main program</i>	<i>14</i>
<i>Satellite Conference follow-up</i>	<i>15</i>
<i>Free Internet Resources for Continuing Professional Development</i>	<i>16</i>
<i>Would You Like Coffee or Chardonnay With That?</i>	<i>18</i>
<i>Book Reviews</i>	<i>20</i>
<i>A brief tribute to Anne Clyde</i>	<i>22</i>

Standing Committee, Officers & Corresponding Members Roles and Responsibilities

NAME	ADDRESS & CONTACT NUMBERS	TERM	RESPONSIBILITIES
Officers			
Jana Varlejs Chair	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	2005-07 2nd term	Oversee strategic direction and revision of Strategic Plan 2004-05 Section representative at Coordinating Board meetings Co-project leader for 'Quality guidelines for CPD activities' Program organiser Seoul 2006 Chair Durban proposed satellite conference 2007 Newsletter editorial group
Ian Smith Secretary /Treasurer	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	2005-07 2nd term	Organise committee meetings and manage agenda/minutes Manage section budget, accounts and project accounts Co-project leader for 'Quality guidelines for CPD activities' Treasurer proposed Durban Satellite conference (2007) Newsletter editorial group
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 Program committee and marketing for proposed Durban Satellite conference (2007) Consolidate mailing and membership lists Newsletter editorial group
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@livjm.ac.uk	2005-09	
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	2005-09	Program committee proposed Durban Satellite conference (2007)
Wanda V. Dole	Washburn University 1700 SW College Avenue TOPEKA, Kansas 66621, USA Tel. +1-785-231010 ext 1486 wanda.dole@washburn.edu	2005-09	
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	2005-09	Marketing and promotions Program committee proposed Durban Satellite conference (2007) Newsletter editorial group
Diann Rusch-Feja	Director JISC,SURF,DFG,DEF Knowledge Exchange Office Biblioteksstyrelsen, Nyhavn 31 E 1051 Copenhagen K, Denmark Tel. +45-33733373 Fax. +45-33733372 druschfeja@t-online.de	2005-07 2nd term	Joint project manager for project 'International survey of CPD programs and providers'
Susan Schnuer	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	Joint project manager for project 'International survey of CPD programs and providers' 2006 Seoul Program Committee (with Preservation and Conservation Section) Program committee proposed Durban Satellite conference (2007)

NAME	ADDRESS & CONTACT NUMBERS	TERM	RESPONSIBILITIES
Corresponding members and roles			
Ann Ritchie Newsletter Editor	Assistant Director, Northern Territory Library, GPO Box 42, Darwin Northern Territory, Australia 0801 Tel: +61-8-8999-7364 Mobile: 0401 118 751 Fax: +61-8-8999-6927 ann.ritchie@nt.gov.au / annritchie@yahoo.com	2005-07	Edit and produce two newsletters per year Proceedings editor proposed Durban Satellite conference (2007)
Ujala Satgoor	LIASA PO Box 1598, Pretoria 0001, South Africa Tel: +27 12 481 2876 u.satgoor@liasa.org.za	2005-07	Program co-convenor proposed Durban Satellite conference (2007)
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	Program co-convenor and proceedings editor proposed Durban Satellite conference (2007) Newsletter editorial group
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	2005-07	Develop and implement marketing plan and communications strategy Contact IFLA institutional members for membership Marketing for proposed Durban Satellite conference (2007) 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	2005-07	Moderator for CPDWL e-discussion list; Coordinator Section Review
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



Dear CPDWL members and friends,

Just as I was about to send out this letter to you, the news of Anne Clyde's sudden and untimely death was announced. She was one of us, a frequent contributor to our conferences, and a friend to a number of CPDWL members. She will be very much missed, and we might consider dedicating the proceedings of our next satellite conference to her.

If you did not see Alex Byrne's comments on the IFLA list about Anne's contributions, I can forward to you – let me know. *[A brief tribute to Anne has*

been received from Genevieve Hart, see the final section of the newsletter – Ed.]

Before receiving this sad news, I wanted to start with a heartfelt thanks to all who made the satellite conference in Oslo a great success. In this newsletter you will learn more about it and will see who deserves the credit.

Ann Ritchie, our chair during the transition from round table to section, is the one who has been chiefly responsible for the successful launching of CPDWL in its new incarnation as 'Section 43' of IFLA's Division of Education and Research (VII). Now that I have undergone the rituals of business meetings and seen the plethora of forms to be submitted, I am more than ever in awe of the workload that Ann has carried in order to get us organized and keep us in IFLA's good graces. We all owe her an enormous debt of gratitude!

Others on the Interim Standing Committee whom I also want to thank for their hard work and commitment to the Section are Ian Smith, who served as information officer and got the e-list going; Graham Walton, who was our conscientious secretary; Blanche Woolls, who as treasurer kept the euros and dollars flowing; John Harvey, editor of the newsletter; and Andrew Booth, Anne Clyde, Ian Johnson, Paul Genoni, Bruce Massis, Lesley Moyo, Diann Rusch-Feja, Ujala Satgoor, Clare Walker, and Roisin Gwyer, who stepped in as marketing manager after Bruce resigned.

There are nine on the new Standing Committee, which was constituted through a process of nominations from IFLA institutional members: Linda Ashcroft, Mary Chute, Wanda Dole, Gitte Larsen, Sylvia Piggott, Diann Rusch-Feja, Susan Schnuer, Ian Smith, and Jana Varlejs. The offices of chair, secretary and treasurer had to be chosen from these nine. In addition to my election as chair, Ian Smith has consented to serve as both secretary and treasurer, bless him! Sylvia Piggott is our information officer. We are also entitled to five corresponding members. They are: Roisin Gwyer, Ann Ritchie, Ujala Satgoor, Clare Walker, Graham Walton. Roisin will continue to be the marketing manager. With help from Vera Beraquet and Paul Genoni, Ann will edit the newsletter. Graham will moderate the e-list and work on the Section review. More about the role Ujala and Clare will play in a moment.

Returning to the Oslo conference, our two-hour program on 'A World Overview of Continuing Professional Development' drew close to 120 people to hear papers presented by Clare Walker (published in the satellite proceedings), Susan Schnuer and Diann Rusch-Feja, Evgeny Kuzmin, and Roshan Lal Raina. The last of these papers has been forwarded to the editor of the IFLA Journal for possible publication. Our feeling was that the next time that we plan a similar program, three presentations would be better so as to allow more time for discussion. Susan and Diann gave a progress report on their project to develop a clearinghouse for CPD providers and events – a very important service that CPDWL can provide to the international library/information community. We hope that a test database will be online soon so that we can try it out.

Our other ongoing project is the development and dissemination of guidelines for quality CPD. I was able to hold an open forum on the basic principles and best practices statements during our satellite conference, and received useful feedback. I am hoping to do a revision and to post the draft on our Web site in order to get more input from a wider audience. Eventually, I will want to publish a paper which will explain the rationale for each principle in detail. Most importantly, we will want to seek IFLA's formal approval of a short version of the guidelines and then publish and widely distribute it.

Looking ahead, the most immediate concern is to approve the revised strategic plan and to get it to IFLA for posting. The next most pressing business is to plan the program for Seoul, which we will present on training for preservation in partnership with the Preservation and Conservation (PAC) Section. Susan Schnuer will chair with Sarah Toulouse of PAC. We hope to make this at least in part a 'train-the-trainer' workshop, similar to the information literacy train-the-trainer workshop in Buenos Aires.

Ujala Satgoor and Clare Walker are heading planning for our next satellite conference, to be held in South Africa in 2007, on the theme of 'Pathways to Library Leadership'. It is vital to get an early start on this so that as many details as possible can be in place at the time that IFLA publishes the Durban conference announcement.

Other initiatives underway include:

- getting our proceedings volume reviewed by library journals
- having our proceedings indexed by Library Literature and LISA
- discussing with the Section on Education and Training their published statements that overlap with CPDWL purposes
- distribution of the newsletter in paper format to library institutions and associations

Priorities, as I see things, are to broaden our reach through wide dissemination of our publications, publicizing the clearinghouse, and growing institutional/association memberships. I would also like to see us offer our expertise to other IFLA units to assist them in planning effective programs. At the same time, I would want us to keep improving our own effectiveness as providers of learning opportunities, so that we are seen as a role model when it comes to quality CPD!

We have lots of work to do, and already a month has gone by since many of us met in Oslo! So, please let's set our time frame for accomplishing tasks and keep each other informed about our progress. Again, thanks to everyone who has volunteered to help with the work of the Section, and all best wishes,

Jana
varlejs@scils.rutgers.edu

Introducing the Standing Committee 2005



Standing Committee members at the final meeting in Oslo: front – Sylvia Piggott, Jana Varlejs (Chair); back – Ian Smith (Secretary/Treasurer), Linda Ashcroft, Mary Chute, Susan Schnuer. (Other Standing Committee members who attended the meetings were Gitte Larsen, Diann Rusch-Feja; apologies Wanda Dole.)

Jana Varlejs **Chair CPDWL Section**

Jana is an associate professor in the Library and Information Science Department at Rutgers School of Communication, Information and Library Studies in New Jersey (US). She was director of Professional Development Studies from 1979 to 1993, and now teaches in the areas of foundations, user instruction, and outreach services.

Jana's research centers on continuing professional education. She wrote the CE column for the *Journal of the Association for Library and Information Science Education* for five years, and continues to write the CE chapter for the Association's annual statistics publication. Before coming to Rutgers, she worked at the state library development agency in Massachusetts, and at the Montclair and Newark Public Libraries in New Jersey. Her MLS is from Rutgers, and her PhD from the University of Wisconsin-Madison.

For CPDWL, Jana has served on the Standing Committee since the Glasgow conference in 2002, and is currently working on guidelines for quality continuing professional development.

Ian Smith **Secretary/Treasurer CPDWL Section**

Ian is the Senior Librarian (Personnel) at La Trobe University Library, Australia. Ian has worked in the Australian university library sector for over 30 years, during which time he has developed a particular interest in professional development and workplace learning, human resource management and

organisational development. Ian writes regular columns on these topics for the *Library Management* journal.

Ian has been an active member of the Continuing Professional Development and Workplace Learning Section (IFLA) since delivering a paper and becoming involved at the Aberdeen satellite event prior to the Glasgow World Congress in 2002, and has been Secretary/Treasurer of the Section from August 2005. Since 2003, Ian has been collaborating with colleagues in the UK to survey and benchmark staff development and continuing professional education practice in Australian and British academic and research libraries.

Sylvia Piggott
Information Officer CPDWL Section

Sylvia has worked as Senior Information Solutions Consultant and Advisor in the Information Solutions Group of the World Bank, where she was involved in writing information strategies for Library, Internal Document Unit and Archives as well as a variety of activities associated with the Evidence-Based Governance in the Electronic Age.

From 1998 to September 2001 Sylvia was Deputy Division Chief and Deputy Chief Librarian, Joint World Bank/ International Monetary Fund Library. During this period, she visited and reengineered the Bank's country office libraries in several African, South East Asian, and East Asian countries. She has fifteen years work experience with the Bank of Montreal in Canada, as Senior Manager of Research and Business Information Services. She has been a Consultant to major North American companies for several years, managing information strategic planning and reengineering of information services.

An active participant in information science and knowledge sharing professional activities for over 25 years, Sylvia was Elected President of the International Special Libraries Association (SLA). She was named Fellow of the Special Libraries Association in 2000, received the John Cotton Dana award for 2005, and was Information Professional of the Year in 1995 for the Eastern Canada Chapter of SLA.

Susan Schnuer
Joint project manager for project international survey of CPD programs and providers

Susan Schnuer is the Associate Director of the Mortenson Center for International Library Programs at the University of Illinois Library in Urbana-Champaign, USA. She has worked at the Mortenson Center since 1992 and has been responsible for creating many of the Mortenson Center professional development programs. Susan offer seminars to Mortenson visitors in the areas of library advocacy, communication skills, and fundraising strategies.

Susan worked previously as a Field Services coordinator at the National Clearinghouse for Bilingual Education in Washington D.C. She was a Bilingual Education consultant for the Midwest Resource Center in Illinois and was responsible for presenting seminars and workshops for teachers in six

Midwest States. Susan also worked as a bilingual education teacher in Massachusetts and as an elementary school teacher in Louisiana.

Susan has been active in the American Library Association. She has served as a member of the International Relations Committee. She was the chair of the International Papers Committee for three years and recently has been appointed to the International Relations Publications Committee. She is the Vice Chair/Chair Elect of IRRT.

Susan received her bachelor's degree in Early Childhood Education from Tufts University and her first master's degree in Education from Boston University. She also earned a master's degree in Library and Information Science from the University of Illinois.

Linda Ashcroft

Linda Ashcroft is Reader of Information Management at the School of Business Information, Liverpool John Moores University, UK, where she is also Programme Leader for the MA in Information and Library Management.

She is Editor of 'New Library World', a reviewed international journal, which aims to chart the latest developments for the profession.

Linda has just completed 2 terms as Chair of BAILER, the British Association for Information and Library education and Research.

Linda was also a member of a government advisory body on 'Empowering the Learning Community'. Linda has also served on the committee for the LIS Journals Section of IFLA.

Mary Chute

Program committee proposed Durban Satellite conference (2007)

Mary L. Chute began serving as Acting Director of the Institute of Museum and Library Services in July 2005, while continuing to serve as Deputy Director for Libraries, a position she has held since April 2002. As Deputy, Ms. Chute is in charge of the IMLS library programs, including the Grants to States program, the National Leadership Grants program, the Native American and Native Hawaiian Library Services programs, and the Laura Bush 21st Century Librarian Program. She works with IMLS' Deputy Director for Museums, Dr. Schroeder Cherry, Director of Strategic Partnerships, Marsha Semmel, and the IMLS management team to partner with the library and museum communities to help meet the ever-changing needs of end users.

Before joining IMLS, she held positions in Massachusetts, Maryland, and most recently in Delaware, where she was Director and State Librarian with the Delaware Division of Libraries. Ms. Chute earned master's degrees in art history from Boston University and library science from Simmons College, and a bachelor's degree in art history from the University of Michigan.

Wanda Dole



Wanda has been the Dean of Libraries at Washburn University since October 1999. Her previous positions include Assistant Director of Libraries for Collections and Public Services at the State University of New York at Stony Brook, Director of Penn State's Abington College Library, Assistant Director for Collection Development at the University of Miami, Humanities Bibliographer at the University of Illinois at Chicago, and Architecture Librarian at the University of Kentucky. Wanda also worked in publishing (assistant editor, Scott, Foresman and Co.), book selling (NE regional representative, Blackwell's), and teaching.

Starting out in Classics (Latin, Greek, ancient art and archaeology), Wanda received a

B.A. (Lawrence University) and M.A. (Tufts University) and completed coursework for the doctorate in that field at the University of Illinois at Champaign-Urbana before obtaining the M.S. there in library science. She spent her junior year abroad at Cuma, Italy, studying Classics on a program sponsored by Tufts University, and also spent a summer on the Illinois-Princeton excavation at Morgantina, Sicily.

Wanda is active in ALA and IFLA committees. I served as the chair of the IFLA Statistics and Evaluation Section and Management and Technology Division and was a member of IFLA's Professional Committee and Governing Board from 1999-2003. In 2003, she was as Fulbright Senior Specialist at the American University in Bulgaria where she analyzed library operations and led the staff in developing a strategic plan. This past summer she participated in Senior Fellows Program conducted by the University of California at Los Angeles Graduate School of Education and Information Studies.

Gitte Larsen
Marketing and promotions



Gitte Larsen has been since 1998 the Head of Department of Continuing Education &

Consultancy, the Royal School of Librarianship and Information Science. Other positions she has held include: Project manager of Cultural Network Denmark, an IT-initiative under the Ministry of Culture (1997-98); Library Advisory Officer in the National Library Authority Associate professor at the Royal School of Librarianship, DK (1981-89, 1991-94); Consultant to the European Commissions Library Unit in Luxembourg during the preparatory phase of the EC

libraries programme (1990-91). Gitte holds a Master of Public Policy (MPP), Roskilde University, Department of Social Sciences (2000); and a Library degree, Royal School of Library and Information Science, Denmark (1976).

Some of Gitte's professional activities are: responsible for managing and sales of the schools' activities within training and consultancy; organises training courses and work as a consultant to libraries. She is in particular interested in organisations development, staff development, the emerging roles of libraries and what education & training needs

emerging from the new roles of libraries.

Gitte Larsen is author of books, reports and professional articles on information technology and libraries and new skills and competencies for the library profession. Invited as speaker, panelist or chairman at many international conferences, seminars and workshops.

As well as the CPDWL Standing Committee, Gitte is currently a member the Board of the Danish Research Library Association and the Steering Committee of the Nordic Federations of Research Libraries Associations (NVBF).

Diann Rush-Feja

Joint project manager for project international survey of CPD programs and providers

Diann has been recently appointed to the position of Director, Knowledge Exchange Office, a joint cooperation of the research funding agencies JISC (Great Britain), SURF (Netherlands), DFG (Germany) and Danish Library Authority. Prior to this, she was an adjunct lecturer in library and information science at the Humboldt University in Berlin and also has a background in special libraries and information research centers.

Diann has been involved in providing and furthering continuing professional education for librarians in Germany and other parts of the world for over 20 years, and has published various articles on transition to networked information technology, digital libraries and institutional resources, IT training for librarians, and uses of new technology. She has taught in these areas, as well as metadata, electronic publishing and international librarianship.

Summary notes of CPDWL meetings in Oslo

Two meetings of the Continuing Professional Development and Workplace Learning Standing Committee were held in Oslo at the 71st World Library & Information Congress – immediately before and after the World Library & Information Congress. This is a summary of those meetings. A full copy of the draft minutes is available from the Section's secretary: i.smith@latrobe.edu.au.

Meeting #1 August 13th, 2005

Twenty one people were present – Committee members and observers.

The following office bearers were elected:

Chair – Jana Varlejs

Secretary/Treasurer – Ian Smith

Newsletter Editor, Ann Ritchie, assistants: Clare Walker, Paul Genoni

Marketing Officer, Roisin Gwyer (Gitte Larsen assisting)

Information Officer, Sylvia Piggott (with Ujala Satgoor assisting)

E-list manager: Graham Walton (Ian Smith assisting)

Corresponding members – Ann Ritchie, Ujala Satgoor, Clare Walker, Vera Beraquet.

Topics covered, in summary:

1. Chair's Report

Chair's report included (see full report in this newsletter): 45 CPDWL Section members, 14 personal affiliates, 13 national associations, and 18 institutions; 15 members of the Interim Standing Committee. Report on Buenos Aires conference, revision of the Section's Strategic Plan's Scope, Mission, and Goals.

2. Treasurer's Report

Treasurer reported on account balances – Operating, Project and Satellite Conference (to be finalised).

3. Reports from Professional Committee and Coordinating Board.

Section Chairs (outgoing and incoming) had attended, and reported on, both meetings.

4. Oslo Satellite conference

Report from Program Convenor on very successful Satellite Conference- 60 participants, 38 program sessions. Feedback form participants very positive. Thanks to: presenters; Emerald for sponsorship, program Committee for hard work in putting together and excellent program.

5. Projects

Reports presented on the project to develop evidence-based guidelines for quality of continuing professional development and the survey of CPD programs and providers.

6. Future conference planning

Proposals for the themes and programs at the Seoul, Korea 2006. Durban, South Africa 2007 conferences were discussed (refer to Meeting #2 summary for more details).

Meeting #2 August 19, 2005

Fifteen people were present, Committee Members and Observers.

Topics covered, in summary:

1. IFLA Congress – Section's Open Session – 17/8/05

Audience: 120 people. Excellent quality of papers, session rushed for time – should have had 3 not 4 presentations? suggestion to consider a panel format for next IFLA open session.

Agreed that the paper by Prof. Roshan Raina be nominated for IFLA Journal.

2. Future conferences programs – planning:

Seoul, August 20 – 24, 2006 – World Library & Information Congress

Joint program session (4 – 6 hours) with Preservation & Conservation Section, on-site workshop (i.e. at main venue).

First two hours: presentations to set theme/s and give context for workshop.

Second two hours: to run as workshop – in train-the-trainer format, focusing on preservation skills (possibly an online workshop? If so need online workshop facility) or small groups working on particular topics or mini poster sessions (with focus on practical applications of techniques – 15 minutes per poster session).

Target audience: practitioners, some with limited preservation background, not experts – therefore focus on 'how do you apply these tools & techniques

Program Coordinators:

Sarah Toulouse (France) and Susan Schnuer (USA).

South Africa August 2007

Proposed Satellite conference to precede World Library & Information Congress.

Theme/focus: 'Pathways to Library Leadership'

Program Organizing Committee

* Chair: Jana Varlejs (USA)

* Program Co-conveners: Ujala Satgoor & Clare Walker (South Africa)

* Program Committee: Mary Chute (USA), Susan Schnuer (USA), Sylvia Piggott (Canada), Gitte Larsen (Denmark)

* Proceedings Editors: Clare Walker (South Africa) & Ann Ritchie (Australia)

* Marketing and promotion: Sylvia Piggott (Canada), Roisin Gwyer (UK)

* Treasurer: Ian Smith (Australia)

Possible web streaming of selected content from CPDWL Satellite programs was discussed. Technological possibilities with emphasis on simple low-tech solutions for web streaming of key sessions from satellite conference/s to be explored.

Quebec City 2008

Proposed Program Theme

Agreed to continue with 'leadership' as provisional theme.

Susan Schnuer is to take on role of provisional program coordinator.

3. Section Strategic Plan

All Sections are required to review their Strategic Plans, taking IFLA's Three Pillars: Society, Members and Profession

<http://www.ifla.org/III/IFLA3Pillars.htm> as the focus/framework. The Section's Plan is to be reviewed and a new Plan submitted by end October.

4. Communication – Newsletter

The format and 'look' of the Section Newsletter is being reviewed and updated. Editor's ideas: the newsletter is the 'voice' of the Section; an alerting tool for upcoming activities; a current awareness tool.

5. Treasurer's report

Incoming Section Treasurer (Ian Smith) reported on key issues from the IFLA briefing meeting for Section Treasurers.

It was agreed, that the Section should, subject to IFLA HQ approval, use any unexpended sponsorship monies from the Oslo satellite conference to enable provision of a scholarship for a person from a developing country to attend the Durban satellite conference.

6. Other business.

Proposed cooperation with the LIS Journal Section was noted.

Votes of thanks were recorded to:

- Ann Ritchie for her work in getting the Section to its current state.
- Blanche Woolls for her leadership and encouragement of others in the growing and developing the Section and its predecessor entities.
- All previous Standing Committee members for their work.

Ian Smith

I.Smith@latrobe.edu.au

CPDWL 2004-05 Annual Report

Members

Total 45 (March 2005)

Personal Affiliates 14

National Associations 13

Institutions 18

Standing Committee

15 members

Chair: Ann Ritchie
Secretary/Co-moderator e-list: Graham Walton
Treasurer: Blanche Woolls
Information Officer/Co-moderator e-list: Ian Smith
Newsletter Editor: John Harvey
Marketing and Promotions: Bruce Massis (resigned) /Roisin Gwyer
Oslo Satellite conference convenor: Ann Ritchie, Program: Ian Smith,
Treasurer: Blanche Woolls, Proceedings: Paul Genoni, Graham Walton,
Promotions/Sponsorship: Roisin Gwyer, Oslo: Anne-Drag Tidemand-Fossum.

2005 Standing Committee nominations resulted in 9 members being appointed. Elections for the Officer bearers will take place at the first meeting.

Meetings and Activities

- Three meetings were held in Buenos Aires and two virtual meetings of the Standing Committee were convened in November 2004 and March 2005.
- Two online newsletters were published in October 2004 and April 2005.
- Two projects (one continuing from 2003, one new) were progressed, and outcomes will be presented at the 2005 IFLA Congress in Oslo.

Strategic Plan, Scope, Mission, Goals were revised

GOAL 1: Identify, encourage and promote continuing professional development programs internationally for library and information personnel.

GOAL 2: Provide opportunities for library staff worldwide to share information and develop skills that will assist them both in their own professional development and in their efforts to improve continuing education and workplace learning for their colleagues.

GOAL 3: Stimulate research into continuing professional development for library and information professionals.

GOAL 4: Establish a sustainable framework for the Section within the IFLA structure.

Ann Ritchie, Chair CPDWL, August 2005.

annritchie@yahoo.com

Oslo World Library & Information Congress main program

A world overview of continuing professional development – country reports and issues identified in an international survey of CPD activities

More than 120 people attended the main program session, held on Wednesday 17th August 2005 (2-4pm). There were four presentations followed by questions and discussions of the issues with participants from the audience.

The papers were:

1. *Issues identified in the project: an international survey of CPD activities*
SUSAN SCHNUER (Mortenson Center, Illinois, USA) & DIANN RUSCH-FEJA (Humboldt University, Berlin, Germany)
2. *Service excellence 2004: a campaign to build library staff capacity to match service demands in a large South African university library*

CLARE M. WALKER (University of Witwatersrand Johannesburg, Witwatersrand, South Africa)

3. *New models of continuing professional development in libraries for transitional-economy countries: on Russia's example.* EVGENY I. KUZMIN, Department of State Policies, Ministry of Culture and Mass Communications of the Russian Federation, Russia. & TATIANA Y. KUZNETSOVA, Academy of Postgraduate Education in the Arts, Culture and Tourism, Russia.
 4. *Innovative continuing professional development programs for LIS professionals conducted by the library at IIM Lucknow: an overview* ROSHAN LAL RAINA (Indian Institute of Management, Lucknow, India)
-

Satellite Conference follow-up

Oslo, Norway was the venue for the Section's recent, and highly successful *Sixth World Conference on Continuing Professional Development & Workplace Learning for the Library and Information Professions*.

The satellite conference prior to the 71st World Library & Information Congress, attracted 38 presenters from 15 countries. The conference was organised around several key continuing professional development & workplace learning themes:

- *Preparing for new and changing roles in libraries and information services through CPD&WL:*
- *Engaging and supporting people in CPD&WL;*
- *Putting it all together – tools for CPD&WL;*
- *Context and place – the practice of CPD&WL in different countries and contexts.*

A volume of peer reviewed *Proceedings* was published contemporaneously with the conference (details below).

The full conference program, including abstracts of all of the papers presented, is available on IFLANet <http://www.ifla.org/IV/ifla71/satellite-e.htm> . PowerPoint presentations from the satellite conference are available on the Section's web site <http://www.ifla.org/VII/s43/index.htm> as is an excellent resource developed as part of the satellite conference program: *Free CPD resources on the Internet: supporting your own professional development*.

The evaluation reports completed by conference attendees attest to the success of the satellite conference. This is how participants rated the conference:

Experience of the satellite conference overall

Very good 89% Good 7%

Quality of the content of the presentations

Very good 76% Good 20%

Quality of the presentations

Very good 62% Good 30%

Quality of the conference proceedings

Very good 79% Good 20%

Organisation of the conference program

Very good 82% Good 12%

Transferability of the knowledge gained at the conference

Very good 61% Good 43%

A key theme emerging from both informal comments made by conference participants and in the post-conference written evaluations was the overall high quality, both in the content of the published papers and of the presentations made at the conference. The Section's satellite conference has established a strong reputation – one which will carry through to the next in the series: the 7th *World Conference on Continuing Professional Development & Workplace Learning for the Library and Information Professions* which is to take place in South Africa in August 2007.

Publication details:

Continuing Professional Development - Preparing for New Roles in Libraries: a Voyage of Discovery. Sixth World Conference on Continuing Professional Development and Workplace Learning for the Library and Information Professions.

Edited by Paul Genoni and Graham Walton

München: Saur, 2005, 307 p.

(IFLA Publications; 116)

ISBN 3-598-21844-3

Price: EUR 78 (IFLA Members EUR 58)

Ian Smith. Program Convenor – 2005 Satellite Conference.
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Those who had papers published in the conference proceedings will be pleased to know that Ingenta has already indexed the proceedings!

Free Internet Resources for Continuing Professional Development

a brief account by Gwyneth Morgan, Hebden Consultants Ltd, UK.

September 2005

One element of the CPDWL Section's recent conference in Oslo was a workshop entitled 'Free CPD resources on the Internet: supporting your own professional development'. About 20 conference participants attended the workshop and, for almost two hours, explored a range of free internet resources which could be used to support various aspects of their professional development needs.

The premise of the workshop was that every library/information practitioner is responsible for his/her own professional development and can support this by using some of the good-quality, specialist material which is available free via

the Internet. Ideally individuals are supported by their employers, both for their own development and for the development of their staff. But often staff development programmes lack funds or serious organisational support. If practitioners are aware of the enormous amount of free, useful material which is available from the Internet, there is a great deal they can do themselves, without extra funding or support from their employers.

The resources explored at the workshop included specialist email discussion groups, online tutorials for developing management, professional, and subject searching skills, current awareness alerts, online toolkits, subject gateways, and virtual exhibitions.

For the workshop, the UK was used as an example of how the library and information community has produced resources to support its development and learning. Workshop participants were able to start using relevant resources directly, or consider them as models for developing similar sites of greater relevance to their own communities, using other languages or including different sets of resources.

The resources used for the workshop came from a range of providers: government departments with responsibility for libraries, professional organisations, the academic community, public libraries, publishers, and individual practitioners sharing their knowledge and enthusiasm with colleagues. Some resources require users to register, but none require payment for use.

At the end of the workshop, participants agreed that they would like to keep in touch with each other and begin creating an international database of CPD resources, available for all library and information staff to use. The original workshop resources were virtually all from the UK, but workshop participants came from a total of 10 countries, not all of which were English-speaking. Each workshop participant agreed to contribute a resource from her/his own country. These will be added to the existing 'Table of resources' which was used for the workshop and eventually made available as a CPD+WL section resource, via the IFLA Web site.

Currently the table of resources and materials used at the workshop can be accessed at: <http://www.hebdenconsultants.co.uk/oslo.html> Please use it!

If you have a resource which you would like included in the table, please send the name, url, and a brief description to gm@hebdenconsultants.co.uk

If you have any comments on the idea of building a database of resources or on any of the resources, please share them on the CPDWL discussion list. Join the CPDWL e-list <http://infoserv.inist.fr/wwsympa.fcgi/info/cpdwl>

Would You Like Coffee or Chardonnay With That?

Originally published in Health Libraries Australia (a group of the Australian Library and Information Association) newsletter, August 2005, and reprinted with permission, this article has been contributed by Geraldine Barkworth, Principal BOLD WOMEN BIG IDEAS.

You can't drag a horse to water... and make them drink.

But can you drag a librarian to professional development and make them drink? Well, yes maybe if there was great coffee or a good chardonnay perhaps, but that's moving away from the point.

Professional Development helps determine the quality and direction of your life. Your career has a symbiotic relationship with your personal life. What happens in one impacts the other. Good professional development takes a holistic approach.

"There's no profession without succession." How many times do we have to hear that before it sinks in? Would you prefer to operate at 50% capacity or would you like the opportunity to build on who you are and who you can be? Choosing a path of career and personal development can do that for you.

Resistance

Far from being futile, **resistance** to professional development is downright short sighted. It is anti change and anti growth. It's not about jumping on board just to be the same as everyone else. It's about carving out your own path of what's right for you and your future. It requires discernment.

Occasionally, managers or staff resist attending professional development opportunities. Learning about any fears or preconceived ideas that a staff member or your manager may hold, helps to create a level playing field of understanding. It doesn't guarantee agreement of your proposal, but it does prepare the ground for mutual understanding and respect and that's the basis for great communication. And with great communication, the world opens up to new possibilities.

Dragging Staff

Sometimes staff resist career development opportunities offered by their manager. A little extra time spent exploring their objections may lead to the best result for everyone. Once I had a staff member who steadfastly refused to attend PD events, saying it was "just her day job". After spending a little more time with her, I learnt she had an abusive husband who belittled her work. She had to get dinner on the table by 6pm. In future, I arranged for her to attend relevant PD which allowed her home by 5pm. One small allowance on my part enabled her to participate in PD and build her confidence and skills. See if any of these other scenarios have a kernel of truth for you:

Resistance from Staff	Fear / Belief	Possible Solutions for Managers
"I'm too busy."	"I'll get further behind." or "Busyness makes me important." May feel pressured, stressed about staying on top of things or looking good.	Assess their workload realistically. Make any needed adjustments. Build self esteem.
"I'm not interested."	"Why should I bother?" or "No one cares about me." May feel unstimulated and unappreciated.	Find out what interests them. Look for suitable courses or get them to research.
"I know everything."	"I don't want to be seen as incompetent." or "I'm better than everyone else and I don't want to learn otherwise."	Identify what they don't know. Avoid competitions. Look for advanced courses. Build a deeper level of self esteem.
"This is just my day job."	"My real life is outside of work." Or "I'm only doing this for the money."	Identify specific knowledge gaps or personal interests. Link PD to Performance Evaluation and therefore, income.
"I don't want to do it."	"No one tells me what to do." Or "I'm frightened I might fail; not look good."	Explore and provide options. Find out what they do want and what would help most with their work. Accept their final decision.

Dragging Managers

Sometimes information managers refuse career development opportunities for their staff. Extra time spent exploring their objections may lead to a better result for everyone. I once had a manager that deflected my PD request with, "Well it sounds like a good idea, but I don't have time to think about it. How come you've got time to think about it?" I did some research, put some facts and figures together showing the projected positive impact for the whole library. It took one page and 20 minutes to write. I offered to do a morning tea presentation of what I learnt from the workshop. The manager appreciated I saved her time, liked the results based proposal (she passed it on to her manager and used in a quarterly report) and got me a cheque.

Resistance from Managers	Fear / Belief	Possible Solutions for Staff
"No money".	Want to be perceived as competent financial manager; have other priorities over PD; fear of funding cuts and restructure.	Find out how much is available. What are the priorities and future directions? Create fair system; ie 1 course per person per year. Or, find new employer who values PD.
"PD is a waste of time."	Quantity (numbers) is better than quality (depth). Fear that PD is just wasted social opportunity. May dislike PD personally.	Create proposal outlining specific needs, results and benefits of identified PD. Quantify resources (\$, time, staff) & projected value outcome.
"Too busy to think about it."	Feeling pressured to perform, caught up in quantity not quality cycle. May need to feel busier and more important than everyone else.	Do the legwork and make it easy for them. Create proposal with projected outcomes and benefits. Demonstrate teamwork & benefits of complimentary roles.
"Not sure if it's right for you."	Is there something better? Is it better suited for another staff member? Can I trust your judgement?	Do the legwork and measure pros and cons of different courses. Give them facts, figures, projected outcomes.

<p>"Now's not a good time."</p>	<p>I have to juggle priorities and pressures the staff aren't aware of and it's inappropriate for me to share this sensitive information.</p>	<p>Explore a little if you can. Be supportive. Accept the Manager is capable of making the best judgement call at this time. If you can't accept it; decide on your own future.</p>
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Drink deep of whatever professional development you choose. Why be dragged, when you can run open armed to all those inspiring and energising opportunities out there. Don't sell yourself short; explore the juicy possibilities life has in store for you.

Geraldine Barkworth, Principal, BOLD WOMEN BIG IDEAS, used to work in libraries and now she helps overachieving library professionals succeed without the struggle via one on one and group teleclass programs. You are welcome to subscribe to her succinct bimonthly ezine, Great Expectations for Library Professionals. Contact her on +61-2-6685 1917 or geraldine@boldwomenbigideas.com.au

Book Reviews

By Paul Genoni

Austin, Brice. **Reserves, Electronic Reserves and Copyright: The Past and the Future**. Binghamton: Haworth, 2004. 106p. US\$19.95 soft 0-7890-2797-6; US\$39.95 hard 0-7890-2796-8.

Reserve collections in academic libraries have reached something of a crossroad. On one hand the advent of electronic reserve collections has provided vastly improved accessibility and equity of access which has substantially freed these collections from some of the more restrictive notions implied by the term 'reserve'; on the other hand the overwhelming availability of electronic/digital text from other sources has removed the need for many items to be 'reserved' at all.

For most academic libraries, however, the reserve collection remains a feature of their services, and one that has undergone rapid transformation in recent years as it has gone 'electronic'. The rapid shift from print to electronic reserves has made this area of professional practice a focus for professional development and workplace learning as staff have been required to gain new skills and knowledge. One area above all else has been of concern in this transition, and that is the issue of dealing with copyright matters in the electronic environment.

In *Reserves, Electronic Reserves and Copyright*, Brice Austin (Head, Circulation and Interlibrary Loan Services, University of Colorado, Boulder) provides a compact introduction to the intersection between the practice of reserve librarianship and copyright law. He does this by briefly tracing the history of reserve collections (back to the 1870s); reviewing major changes to copyright legislation and subsequent court cases from the 1970s-1990s; and tracing the development of electronic reserves over the last decade. Austin concludes by considering three possible, alternative futures for electronic reserves. Appendices reproduce the appropriate section of the US Copyright

law, and several model documents incorporating policies that can be used to regulate reserves and associated copying within academic institutions.

It needs to be pointed out that the context for this book is derived from US Copyright legislation. This does not, however, negate its use in other countries and jurisdictions. The discussion around the concept of 'fair use' will have resonance elsewhere, as will Austin's argument that librarians need to take a leading role in debates about the need to amend copyright laws in a way which keeps pace with technology. This compact, practical and easily-read book would make a good starting point for staff required to undertake learning in this area of practice.

Reserves, Electronic Reserves and Copyright has been published simultaneously as *Journal of Interlibrary Loan, Document Delivery & Electronic Reserve*, Vol. 15, No. 2.

Orna, Elizabeth. ***Making Knowledge Visible: Communicating Knowledge Through Information Products***. Aldershot: Gower, 2005. 222p. pnds29.95 soft 0-566-08563-1; pnds65.00 hard 0-566-08562-3.

Elizabeth Orna has established an enviable reputation for her lucid writing on the subject of information and knowledge management. In her most contribution to the field, *Making Knowledge Visible*, Orna introduces the concept of 'information products' as a new means of conceptualising and negotiating the tri-partite relationship between information; information managers, and information users.

Orna defines 'information products' as, "the products, print on paper or electronic, through which information is presented for use. They embody the results of the transformation of knowledge into information ... and are an integral blend of content and container" (12). She also describes information products as the "essential carriers by which knowledge gets from one human mind to another" (17).

Orna argues that information products need to be considered as part of the "overall information strategy" of an organization. She contextualises her discussion by starting with the organization itself (what is its existing 'information culture'?); considers the function of information products in adding or subtracting value to the organization; looks at the role of various internal and external stakeholders who potentially derive benefit from the information products; and discusses the various types of management and technology support needed in order to enhance the potential of information products. A final section of the book reflects on the well-established role of the information audit as a means of building a foundation for maximising the benefits of information products.

Although *Making Knowledge Visible* is based on – and incorporates – Orna's research outcomes it is designed for an audience of practitioners. The book incorporates numerous examples of particular, named corporations and their

information/knowledge management practices, and includes selections from interviews conducted with information professionals. In this way Making Knowledge Visible is closely aligned with the practical interests and needs of those who need to manage corporate information. Accordingly Orna delivers the text in a readable and attractively presented manner that facilitates both exhaustive and/or selective reading.

The validity of 'knowledge management' as the basis for corporate information management practice could be (and has been) debated at some length. Notwithstanding one's views on this matter, however, there is little doubting the commonsense approach Orna adopts to the role of 'information products' in the information life cycle of an organization. Making Knowledge Visible can be recommended to all those who have the task of dealing with corporate information, and would make useful reading for established practitioners who feel the need to reinvigorate their approach to their work.

Those interested in investigating this title further can go to www.gowerpub.com for free sample chapter downloads.

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A brief tribute to Anne Clyde

From Genevieve Hart, University of the Western Cape

Professor Anne Clyde leaves many friends in Southern Africa, with many, in the school library world especially, looking on her as a mentor and advisor. She visited Botswana, Namibia and South Africa several times for symposia and continuing professional development activities. My own friendship with her began in 1999 when she took part in a one day symposium at the University of the Western Cape. The symposium originally had been an ambitious three-day affair but at the last minute had sadly shrunk. Anne came nonetheless, cheerfully dismissing our apologies. She then stayed on to conduct workshops for some of Cape Town's school librarians. Again in 2003, after the International Association of School Librarianship's congress in Durban, she stayed on – this time for a series of workshops in Botswana and Namibia. Her special gift was always the ongoing sustenance she offered once she'd flown out, via email and letters. She was a rare mixture * a generous and humble intellectual, with a quirky sense of humour. As Margaret Baffour-Awuah, Regional Director for Africa of the International Association of School Librarianship, puts it in her tribute, in African traditions at the death of a person with such wide impact we say a great tree has fallen – a very great tree which sheltered, nourished and gave shade to many.

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