Staff Development in University Libraries in Australia

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Flinders University Library, Australia

Overview

- **Background**
  - **Factors that have influenced staff development**
  - **Special considerations for Australia**
- **Staff development at the national level**
- **Staff development at the state level**
- **Staff development at Flinders University Library**

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Background

- **Factors influencing staff development:**
  - **Dramatic changes in technology**
  - **Involvement of library staff in teaching**
  - **Quality assurance measures**
  - **Statutory compliance requirements.**

- **Special considerations for Australia**
  - **Ageing workforce**
  - **“Tyranny of distance”.**

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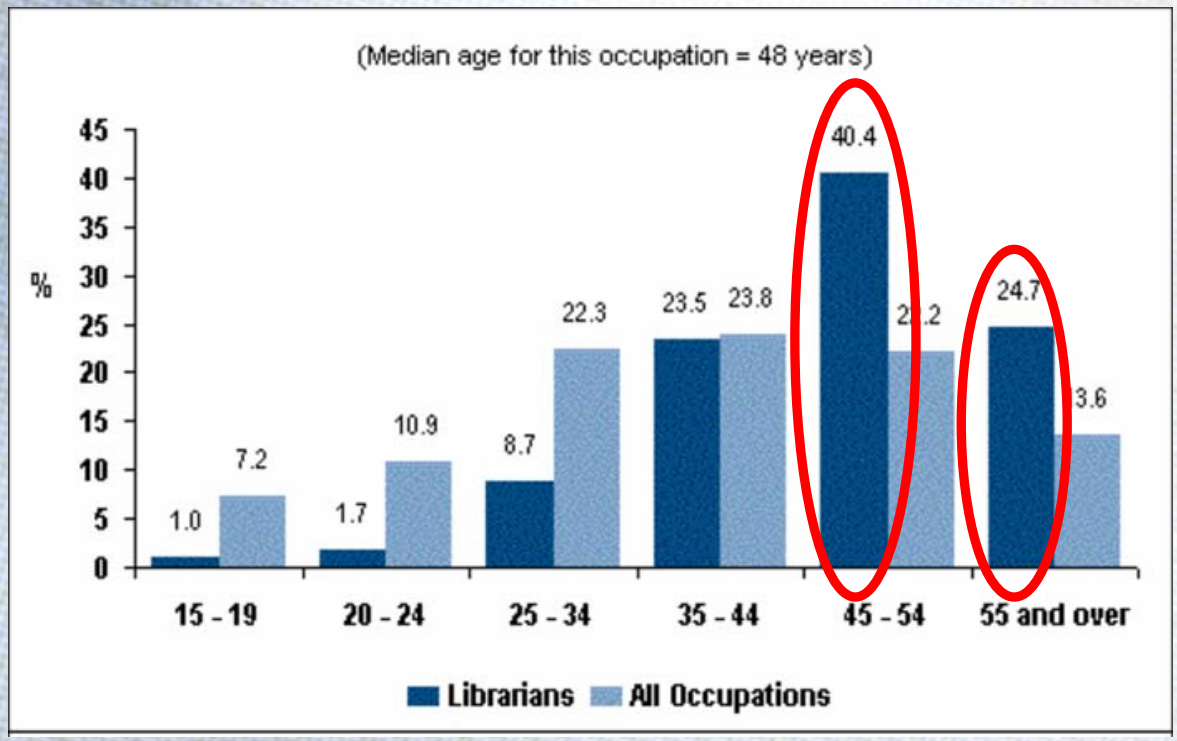
Special considerations

- **Ageing workforce:**
  - **Most senior managers and supervisors in libraries in Australia are over 50**



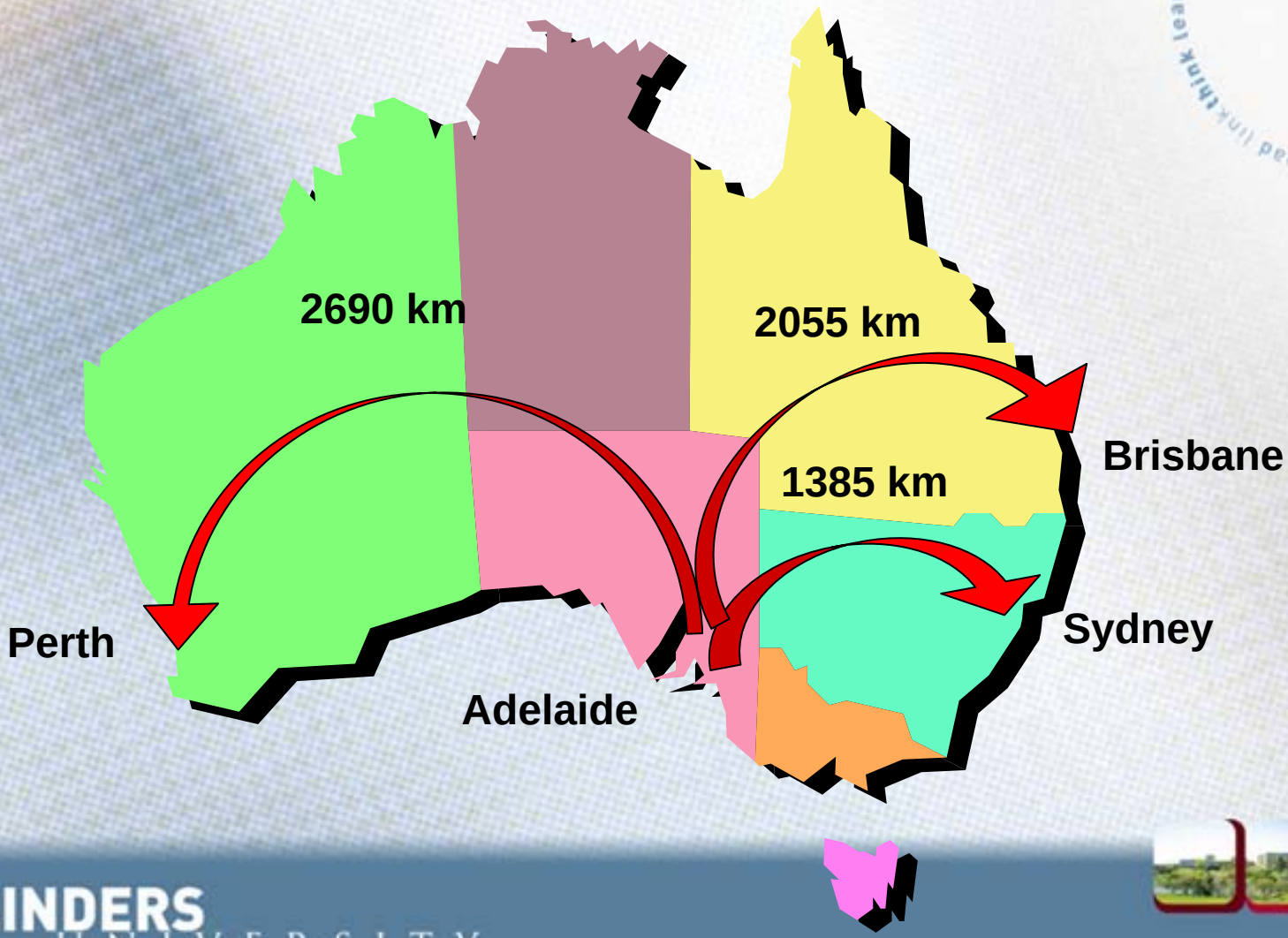
Source: ABS Labour Force Survey 2005

Special considerations

- **“Tyranny of distance” – from the rest of the world**

Special considerations

- "Tyranny of distance" – from each other



Staff development at the national level

- **Australian Library and Information Association (ALIA)**
- **Australian Vice-Chancellors' Committee (AVCC)**
- **Council of Australian University Librarians (CAUL)**

Staff development at the national level

- **Australian Library and Information Association (ALIA)**
  - **Professional development opportunities:**
    - **Mentoring program**
    - **Partnerships with training organisations**
    - **Knowledge sharing through forums**
    - **Professional development (PD) scheme.**
  - **PD scheme:**
    - **Formal education and training**
    - **Conferences and meetings**
    - **Informal learning activities**
    - **Workplace learning.**

Staff development at the national level

- **Australian Vice-Chancellors' Committee (AVCC)**
  - **Staff Development and Training Program**
  - **Examples:**
    - **Leadership Program for Middle Managers**
    - **Change Workshop**
    - **Senior leadership**
    - **Library Conference.**

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Staff development at the national level

- **Council of Australian University Librarians (CAUL)**
  - **Conducts mini-seminars for its members**
  - **Examples:**
    - **The implication for users and staff of new technologies**
    - **The value of library collections**
    - **The implications of the changes in learning and teaching for library collections and services**
    - **Quality processes and outcomes.**

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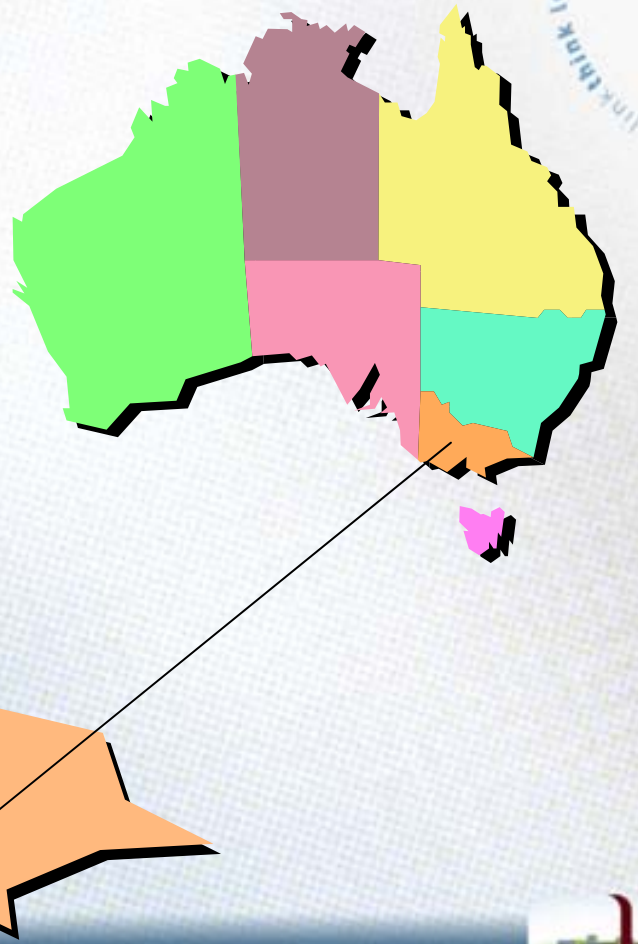
Staff development at the state level

- **Case studies:**
  - **Cooperative Action by Victorian Academic Libraries (CAVAL)**
  - **Queensland University Libraries Office of Cooperation (QULOC)**
  - **UniLibraries SA**

Staff development at the state level

- **CAVAL (Cooperative Action by Victorian Academic Libraries)**
  - **Located in Victoria**
  - **Comprises all university libraries in Victoria, plus one in New South Wales**



Staff development at the state level

- **CAVAL**
  - **Formal agreement between university libraries, incorporated under the Companies Act**
  - **Examples:**
    - **Legal Research for Information Professionals**
    - **Preserving Digital Information**
    - **Strategic Planning**
    - **Customer Service Across Cultures**
    - **Introduction to Project Management for Information Professionals.**

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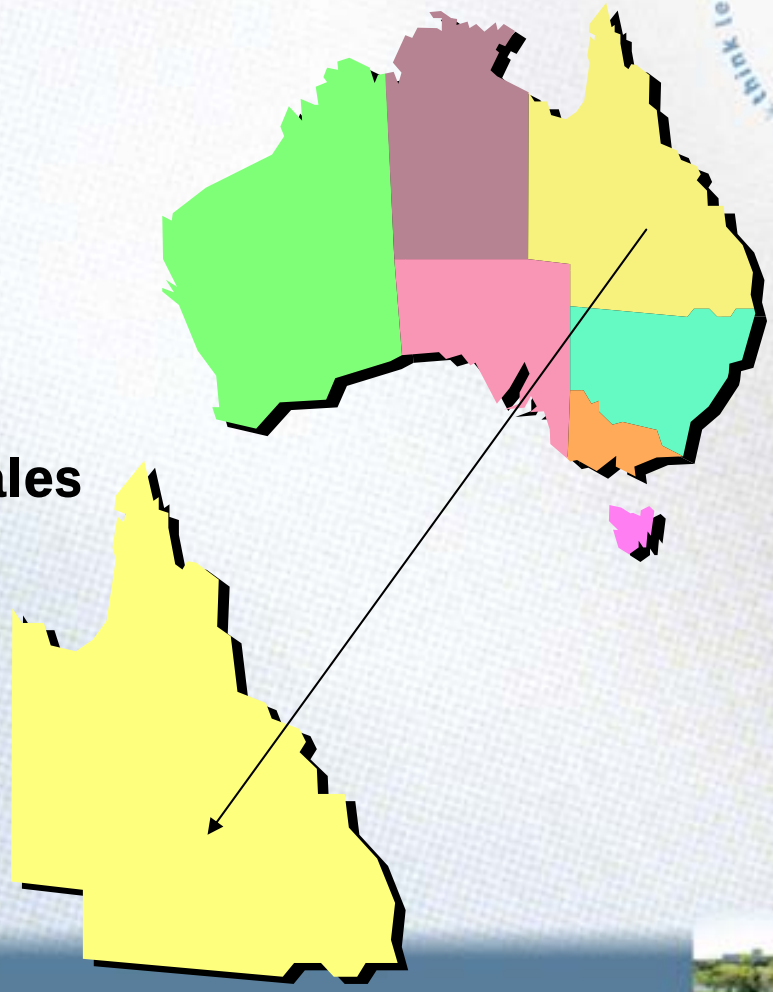
Staff development at the state level

- **QULOC (Queensland University Libraries Office of Cooperation)**
  - **Located in Queensland**
  - **Comprises all university libraries in Queensland, two from New South Wales and one from the Northern Territory**



Staff development at the state level

- **QULOC**
  - **A formal agreement, with a Memorandum of Understanding between participating libraries**
  - **Examples:**
    - **LibQUAL+ and Rodski: a comparative insight**
    - **EndNote Masterclass**
    - **Dealing with Difficult Behaviours in Customers**
    - **University Librarians' Forum.**

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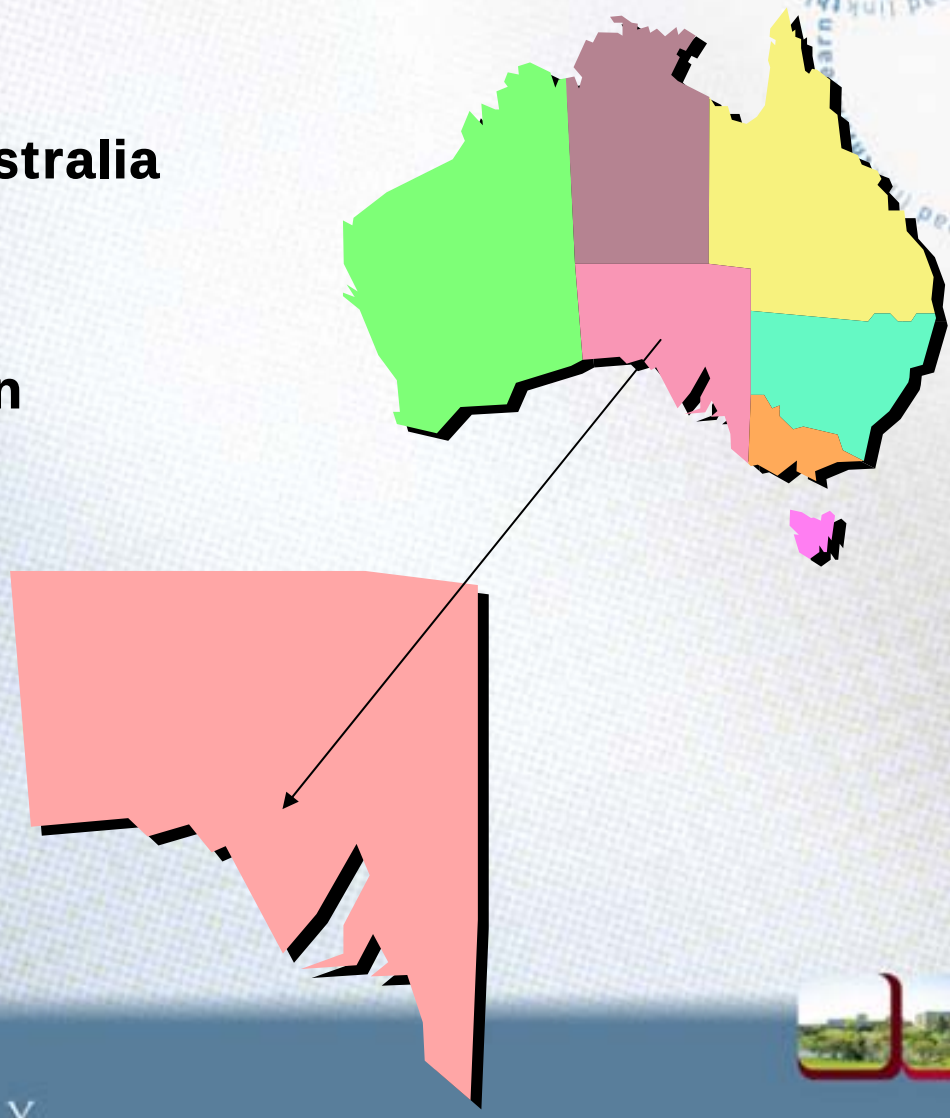
Staff development at the state level

- **UniLibraries SA**
  - **Located in South Australia**
  - **Comprises the three university libraries in South Australia**



Staff development at the state level

- **UniLibraries SA**
  - **Voluntary cooperation; does not rely on a formal structure or membership fees**
  - **Examples:**
    - **Writing Communication Workshop**
    - **Managing Up**
    - **Integrated Library Management Systems**
    - **E-repositories.**

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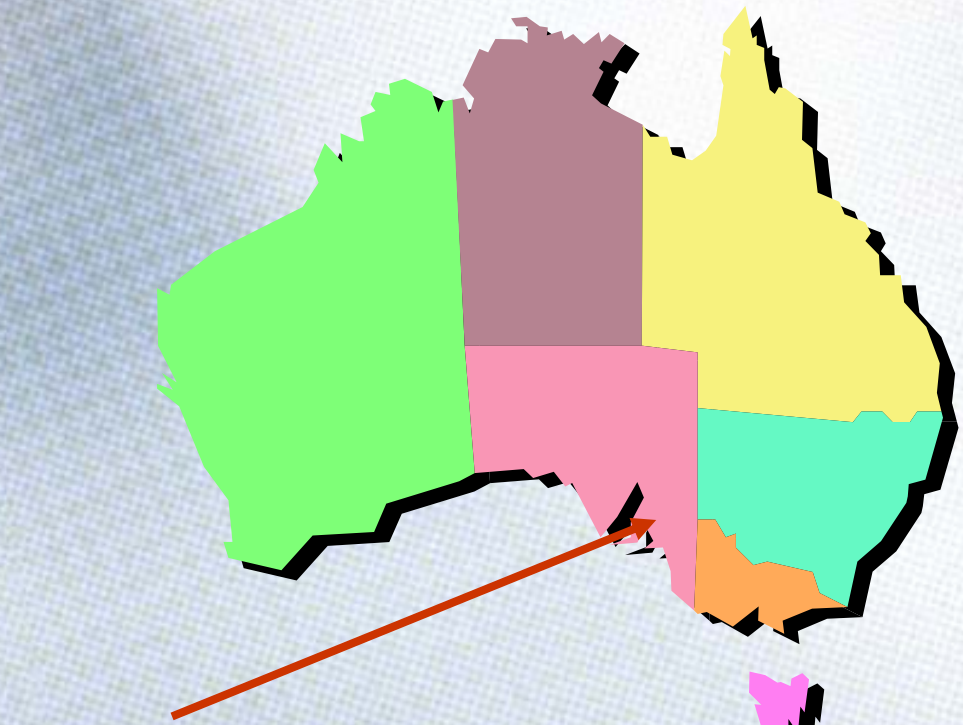
Flinders University Library

- **Where is Flinders University?**



Adelaide, South Australia

Adelaide

View of the city of Adelaide from the parklands

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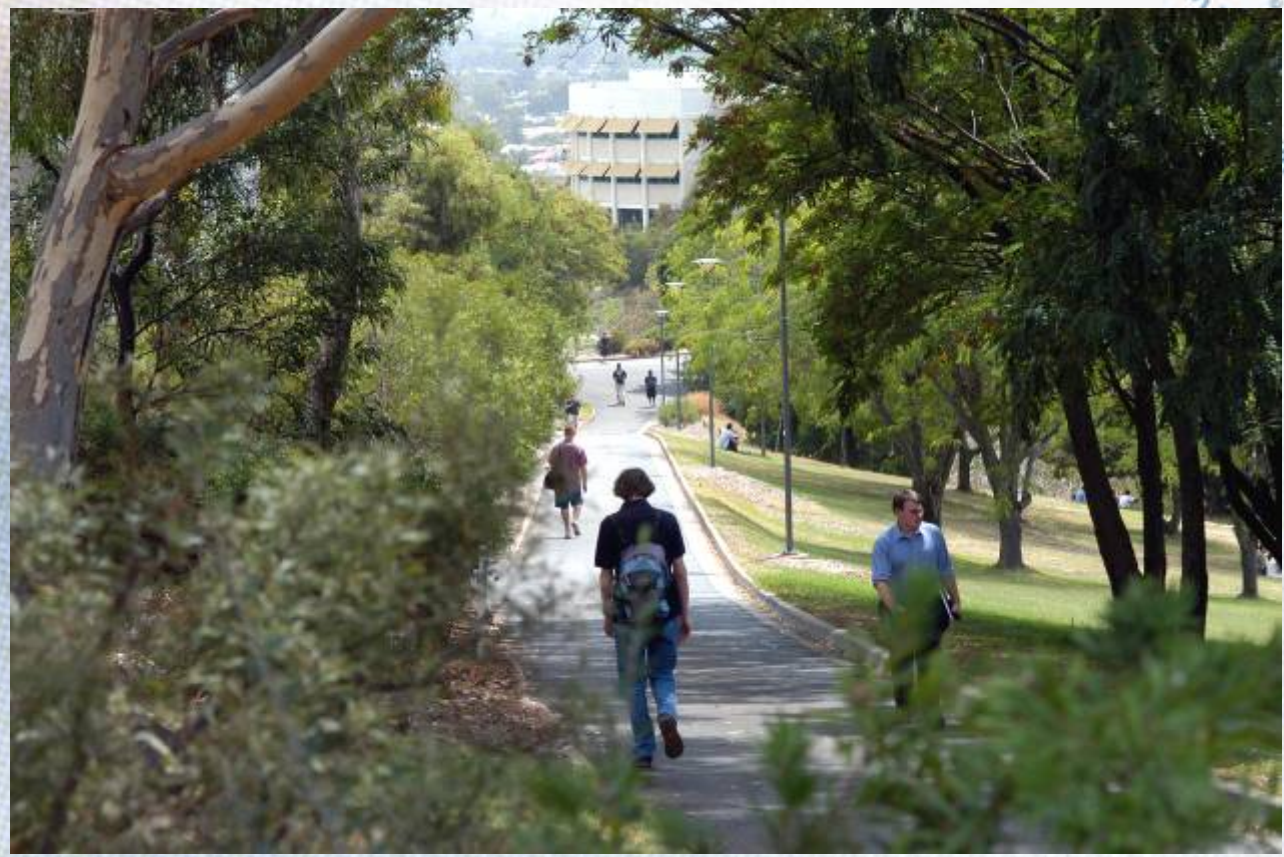
Flinders University

University Library and Humanities buildings

Flinders University

Matthew Flinders

Flinders University



Pathway between buildings

Flinders University

Visitor on campus

Flinders University Library

Library building

Flinders University Library

New books display and reading area

Flinders University Library

Law Library

Staff development at Flinders University Library

- **Coordinated by the Staff Development Librarian:**
  - **Internal library staff development program for all staff**
  - **Orientation and induction program for new staff**
  - **University Staff Development Unit**
  - **Conference attendances**
  - **Job rotations**
  - **Trainee Librarian Program.**

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Staff development at Flinders University Library

- **Internal library staff development program**
  - **Program runs throughout the year**
  - **Varied program, as assessed by supervisors and the Staff Development Librarian**
  - **Examples:**
    - **Conference reports**
    - **Liaison Librarian reports**
    - **IT skills update**
    - **Manual handling training.**

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Staff development at Flinders University Library

Staff development at Flinders University Library

- **Orientation and Induction**
  - **For all new permanent staff in the Library**
  - **Comprises an extended visit to all sections and branches of the library, over three days**
  - **Also includes Occupational Health and Safety induction.**

Staff development at Flinders University Library

- **University Staff Development Unit**
  - **Generic courses for all university staff**
    - **Examples:**
      - **Advanced Supervision**
      - **Recruitment and Selection workshop**
      - **Project Management**
      - **Performance Management.**
  - **Customised training for library staff**
    - **Examples:**
      - **Dealing with difficult customers**
      - **Train the trainer**
      - **Teaching skills.**

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Staff development at Flinders University Library

- **Conference attendances**
  - **Staff attend a variety of local, national and international conferences**
    - **Examples:**
      - **Open Repositories Conference (Sydney)**
      - **Digital Collections Summit (Adelaide)**
      - **VALA (Melbourne)**
      - **Information Online (Sydney)**
      - **International Evidence-Based Librarianship Conference (Brisbane)**
      - **Scholarly Communication Conference (Lund, Sweden).**

Staff development at Flinders University Library

- **Internal job rotations**
  - **Conducted at all levels, from clerical to professional staff**
  - **Gives both staff and management great flexibility**
  - **Fostered a positive attitude to change in the library**
  - **Examples:**
    - **Senior Liaison Librarian to Electronic Resources Librarian**
    - **Liaison Librarian to Acquisitions Librarian**
    - **Subscriptions Supervisor to Circulation Supervisor.**

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Staff development at Flinders University Library

- **Trainee Librarian Program**
  - **Specifically aimed at employing new graduates**
  - **Operating since 1994, with thirteen trainees appointed to date**
  - **Trainees appointed on a continuing basis, but move through a variety of postings during a three year traineeship**
  - **Examples:**
    - **Cataloguer**
    - **Circulation Supervisor (branch)**
    - **Reference Librarian**
    - **Systems Support Librarian.**

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Staff development at Flinders University Library

- **Trainee Librarians**

Staff development at Flinders University Library

- **Many trainees have been promoted to positions several levels above their entry point**
- **Great benefits for succession planning for management positions**

- **Examples:**
  - **Liaison Librarian for Law and Legal Studies**
  - **Liaison Librarian for Humanities**
  - **Metadata Services Librarian.**

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Staff development in university libraries in Australia

- **Some conclusions**
  - **New skills required for librarians**
  - **Succession planning necessary for future management**
  - **Staff development ongoing for all librarians.**

Thank you

... Arigato