



**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 01/09/09)

NAME	ADDRESS & CONTACT NUMBERS	TERM	RESPONSIBILITIES
Officers			
Susan Schnuer Co-Chair	Associate Director University of Illinois, Mortenson Center for Int. Library Programs 1402 Gregory Drive, Room 142 URBANA, Illinois 61801 United States Tel. +(1)(217)3330031 Fax +(1)(213)2650990 Email: schnuer@illinois.edu	2nd term 2009-13	Oversee strategic direction and revision of Strategic Plan. Section representative at Coordinating Board meetings.
Ulrike Lang Co-Chair	Head of Education + Training Department State and University Library Von Melle Park 3 D-20146 HAMBURG Germany Tel. +(49)(40)428385696 Fax +(49)40)4285532 Email: lang@sub.uni-hamburg.de	1st term 2007-11	Oversee strategic direction and revision of Strategic Plan. Section representative at Coordinating Board meetings. Translate CPDWL guidelines into German
Monica Ertel Secretary	Director, Global Information Services Bain & Company 66 Oakdale Avenue SAN RAFAEL, CA 94901 United States Tel. +(1)(415)4828104 Email: monicaertel@yahoo.com	1st term 2007-11	Organise committee meetings and manage agenda/minutes.
Jana Varlejs Treasurer	Associate Professor Rutgers School of Communication, Information and Library Studies (SCILS) 4 Huntington Street, New Brunswick, NJ 08901-1071 Tel. +(1)(732)9327500 x8225 Fax +(1)(732)9322644 Email: varlejs@scils.rutgers.edu	Special assignment	Manage section budget, accounts and project accounts Newsletter editorial group Library Management Journal Satellite – Editor of proceedings 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	2nd term 2009-13	Manage website. Provide information to IFLA website coordinator. Newsletter editorial group Guidelines for international presentations Library management journal
Standing Committee Members			
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Mary L. Chute	Deputy Director for Libraries Institute of Museum and Library Services 1800 M Street, NW, 9th Floor WASHINGTON, DC 20036-5802 United States Tel. +(1)(202)6534774 Email: mchute@imls.gov	2nd term 2009-13	

Matilde Fontanin	Librarian Università di Trieste, Biblioteca della sede di Gorizia Via Alviano, 18 34170 GORIZIA (GO) Italy Tel. +(39)(04)81599263 Fax +(39)(04)81599262 Email: fontanin@pug.units.it	1st term 2009-13	
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Roisin Gwyer Marketing Officer	Associate University Librarian 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	2nd term 2009-13	Develop and implement marketing plan and communications strategy Sponsorship Newsletter editorial group
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Anne Lehto	Head of Deparment Tampere University Library, Information Services P.O. Box 617, Kalevantie 5 33014 UNVIERSITY OF TAMPERE Finland Tel. +(358)(3)35517867 Fax +(358)(3)35517493 Email: anne.m.lehto@uta.fi	1st term 2009-13	
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	1st term 2007-11	Translate CPDWL guidelines into French Milan Satellite
Irma Pasanen	Associate Library Director for Information Services Helsinki University of Technology Library P.O.B. 7000 02015 ESPOO TKK Finland Tel. +(358)(9)4514125 Fax +(358)(9)4514132 Email: irma.pasanen@tkk.fi	1st term 2009-13	
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Richard Sayers	Training manager CAVAL Ltd. P.O. Box 585, CHERMSIDE SOUTH, Qln 4032, Australia Tel.+(61)(7)34917021 rsayers@aapt.net.au	1st term: 2007-11	

Corresponding members and other roles			
Juanita Jara de Súmar Newsletter Editor	Liaison Librarian Humanities and Social Sciences Library McLennan Library Building 3459 McTavish Street Montreal, Quebec, Canada H3A 1Y1 Tel: (514) 398-4729 Fax: (514) 398-7184 Email: juanita.jaradesumar@mcgill.ca	2009-11	Edit and produce two newsletters per year Translate CPDWL guidelines into Spanish
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	2009-11	Moderator for CPDWL e-discussion list
Ann Ritchie	Editor Australian Library Journal ann.ritchie@alia.org.au +61 (0)3 4208 0475 +61 (0)401 110 388	2009-11	Newsletter editorial group
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	2009-11	Guidelines for international presentations
Eileen Breen Section Publisher	Emerald Group Publishing Limited Howard House Wagon Lane Bingley Bradford BD16 1WA, UK Tel: +44 1274 777700 Fax: +44 1274 785244 E-mail: ebreen@emeraldinsight.com	2009-11	Corresponding member IFLA CPDWL
Lamyaa Belmekki	School of Information Sciences Morocco E-mal lambelmekki@yahoo.fr		

Join CPDWL !
<http://www.ifla.org/en/cpdwl>

Letter from the co-Chairs



Susan Schnuer



Ulrike Lang

Dear CPDWL members and friends,

2010 has been a year of change both within the IFLA association and also in CPDWL. IFLA has reorganized its committees and interest groups into five divisions and CPDWL is part of Division IV *Support of the Profession*. This has been a positive change as it has streamlined communication between IFLA HQ, the governing boards and all the activities and groups. If you click on this link <http://www.ifla.org/en/support-of-the-profession> you will see the list of core activities, sections, and special interest groups under Division IV.

Within the CPDWL we experimented with shared leadership over the past year. Ulrike Lang and I acted as co-chairs. We are delighted to report that the experiment has been deemed a success. With frequent and cooperative communication between the co-chairs, the work was easily done. Committee members also felt this was better for them since they were sure to get a fast response from at least one of the chairs. This will be my last year as co-chair. In August we will vote on a new co-chair to run the committee with Ulrike for two years. We hope that to find volunteers for this post from current committee members.

Looking back, the Gothenburg was a wonderful congress. It was well attended and our Swedish colleagues did a wonderful job. We had many visitors to the CPDWL meetings and several of the visitors are now applying to become committee members, and we are delighted to have them. We had the opportunity to meet with committee members from the Swedish Expert Committee on Skills Management for a very active and interesting discussion about models for continuing education. This discussion sparked a lot of interest and one of our committee members, Arne Gunderson is working on researching the issue and it may become a future CPDWL project.

The two CPDWL sessions were well received. The *Global Learning Platforms* session organized by Sylvia Piggott had a large audience and a very interactive question and answer period. Ulrike Lang moderated the session on *Retention and job Satisfaction: Can professional development make a difference*. CPDWL piloted a new strategy for this session, speakers were asked to only have five PowerPoint slides and to keep their comments short. This allowed for a lengthy question and answer period, the audience stay focused and engaged. We intend to repeat this model in Puerto Rico. The IFLA

journal also accepted the two papers that we had nominated for publication, one from each session.

Looking forward to Puerto Rico in 2011, CPDWL members are actively working on two sessions; the calls are written and will soon be announced. One session is entitled: *Continuing Professional Development (CPD) as a strategy to build strong libraries and library associations*. This is a joint session with Management of Library Associations, Information Technology, and Knowledge Management sections. The other program is called: *Weaving Continuing Professional Development into every library organization* and focuses on innovative strategies for offering CPD during times of economic difficulties.

Plans for the satellite meeting in Finland in 2012 are well under way. Thanks to our Finnish colleagues who have offered Tampere University as the site for the meeting. We also approached the Information Literacy section to determine their interest in co-sponsoring the satellite with CPDWL. They agreed and have nominated a committee to work with CPDWL; actual planning will soon be underway.

Ulrike and I are looking forward to another exciting year. Please feel free to contact us with your ideas, suggestions, critiques, or feedback.

Best regards,

Ulrike Lang lang@sub.uni-hamburg.de

Susan Schnuer schnuer@illinois.edu





Report of the Gothenburg 2010 Conference

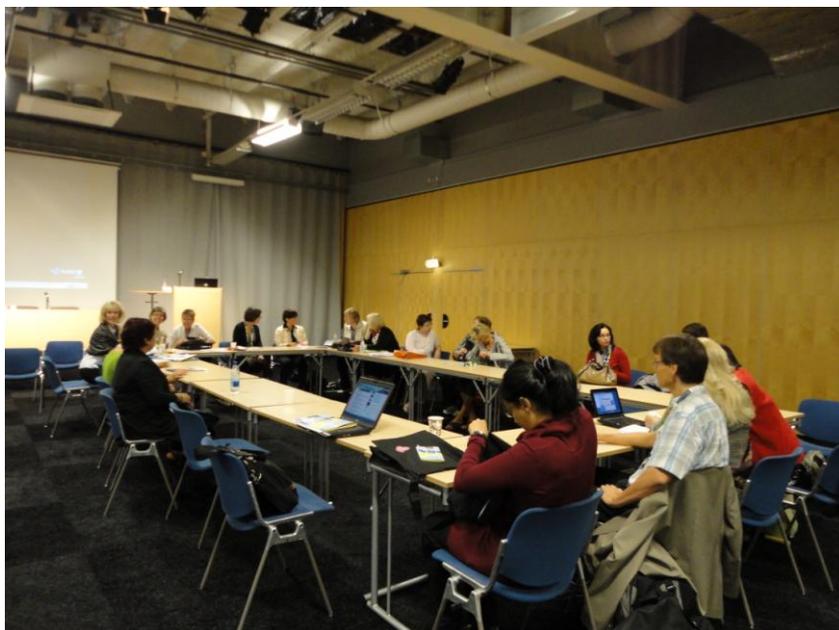
Standing Committee Meetings

The Standing Committee met twice in Gothenburg, on the 10th and 13th of August. These are some highlights of the draft minutes submitted by Monica Ertel.

First Meeting: Tuesday 8/10 @ 11:30-14:20 Room G4

Welcome and Introductions. – Susan Schnuer welcomed members and observers and asked them to introduce themselves. Ulrike Lang announced that the CPDWL dinner would be at Kometen on Wednesday evening.

Apologies. - Bau Mei Cheng, Michel Netzer and Roisin Gwyer were not able to attend



Report from the Coordinating Board / Division Meeting – Susan and Ulrike reported on several issues discussed at the Coordinating Board / Division meeting

- IFLA is looking for a new PCO responsible for organizing future conferences
- The 2013 conference will be in Asia. A location will be determined Spring 2011
- This year's IFLA conference in Gothenburg has been divided into tracks:
 - Open access and digital resources
 - Policy, strategy and advocacy
 - Users driving access and services
 - Tools and techniques
 - Idea, innovation, anticipating the new

The sections are asked to comment on this or asked to add others

- The PC announced a number of principles for approving satellite meetings:
 - Satellite conferences should be organized in the immediate metropolitan area or within the country or within three hours travel time (airport-to-airport) or 6 hours (city center to city center)

- There must be no more than two free days between the satellite conference and the start or end of the congress
- Satellite conferences should be organized by IFLA units. A local host with the county of the conference may be a co-organizer
- A draft document describing the roles and responsibilities of Division Chairs and Section Officers was circulated for comment
- As part of the strategic planning process, all Sections are required to identify 1 to 3 actions that link to the Priority Activities
- Nominations for the upcoming election of Standing Committee members, Division Chairs and PC Chair are due by October 2010
- An update on Haiti will be held Friday, August 13

Co-Chairs Report – Susan reported that this is the first year that the Standing Committee has had a co-chair, Ulrike Lang, and solicited comments from the attending members about this structure. Everyone thinks that this is working well. It allows for continuity in leadership since the co-Chair will become the Chair and also because it allows to share responsibilities. The committee members agreed that we should keep this model but to make sure that the two co-Chairs are not from the same country and that there is always clear, open communication between them. This model is not one used for other SCs but it is important for us to model this so that other SCs can institute this if they feel it would be beneficial.



World Library and Information Congress – Programs in Gothenburg. Our Section is participating in 3 sessions

Retention and Job Satisfaction: Can Professional Development make a Difference
Saturday, August 14 from 9:30 to 11:30 – Moderated by Ulrike Lang

Global Learning Platforms co-sponsored with Knowledge Management on Friday,
August 13 from 9:30 – 12:45 – Moderated by Sylvia Piggott

Understanding the Value of ePortfolios to Reflect on and Present Learning and Professional Development on Sunday, August 15 from 13:30 to 15:45



Planning for Puerto Rico Conference Programs. -- The group brainstormed about ideas for sessions. It was noted that in thinking about the program plans, we need to keep the mission of the CPDWL Standing Committee in mind. There were several suggestions:

- A program focused on training issues in the Caribbean region and South America
- Where are we going in these tough economic times? How do librarians continue with PD when there are no funds to cover this
- Health planning for “older” librarians as the profession ages
- Change management – where do new professionals come from, how are we saving our ‘institutional memory?’
- How do we ensure that PD is part of the strategic plan
- Training ‘on the cheap’
- Innovation – what works for you
- International projects in PD in other countries

Several related themes emerged from these ideas: (1) Dealing with difficult economic times and (2) Regional aspects of professional development. More details to be reported at meeting on Friday.

CPDWL Strategic Plan 2010 - 2011

Susan revised the previous strategic plan and circulated the new one. She noted that the purpose at this meeting was to decide what we want to send to the Board as our one- three action items for the upcoming year. The committee came up with two action items:

- **Goal: 2f**- Building an active community of IFLA members that engages productively in the wider profession and society at large
Action: Meet with the members of the Royale Library of Sweden in Gothenburg to hear more about their work and to promote the activities of the CPDWL Section
- **Goal: 3b** – Supporting collaborative efforts to assure development of high quality library and information services through training and strategic initiatives
Action: Meet with members of IFLA’s team on the development of training modules for library associations (BSLA) to determine how CPDWL can best support IFLA’s efforts

The committee agreed that the revision was excellent and accurately represented the goals of the committee. The committee also agreed that the above two actions should be submitted to the IFLA Board

CPDWL Projects : CPDWL Conference Program Handbook – Jana Varlejs

Jana demonstrated the handbook and will send it to everyone for comments. The group agreed that this will be a very useful document. Jana will submit this as a project to fund printing. Susan thanked Jana for her excellent work.

Reports on other projects was tabled until the Friday meeting

Satellite meeting 2012 Helsinki

Anne Lehto reported on local arrangements to hold the meeting in Tampere. She and Irma Pasanen have worked together on this. They have contacted the library directors in this city as well as the head of the Information Studies program at the local university. All have agreed that they would give this program their support. The committee approved going ahead with this satellite meeting

Appointment of co-conveners, editor and planning committee

- Arne Gunderson, Matilde Fontanin and Susan Schnuer will work on the program. Roisin Gwyer agreed to be the editor of the proceedings.

Discussion of themes and dates

- The meeting will be held August 8 -10. The current plans are to have a tour and dinner on the evening of the 8th and hold the meeting the 9th and 10th.
- The theme would be around the topic of training people to be information literate – how do you teach librarians to help users become more information literate. Plus how do we keep ourselves information literate. Things to think about in planning the meeting include defining who we mean by users (students, public, ourselves)? Suggestions were made that we could do a “Train the Trainer” as well.

Proposed satellite meeting with Information Literacy

- The group agreed to ask the Information Literacy committee if they would like to co-host this meeting . They will make their decision about working with our committee at their section meeting later in this conference.
- Jana Varlejs and Graham Walton have agreed to be co-editor of the proceedings and if the Information Literacy Standing Committee participates, they will be asked for a co-editor as well.

Treasurer’s report and financial information – Jana Varlejs

Jana reported that the Standing Committee is financially sound and healthy. The current balance in our account is \$4,962.27

Information Coordinator’s report – Sylvia Piggott

Sylvia reported that there are 600 subscribers to the CPDWL website. She also thanked Eileen Breen for her help and assistance. Susan Schnuer and Ulrike Lang will go through the website to determine what needs to be updated.

Newsletter Editor’s report – Juanita Jara De Sumar

Juanita thanked the committee for their contributions. She also solicited articles and books reviews for future editions. Susan thanked her for her hard work and excellent quality of the newsletter

Additional agenda items

Mike Heaney from the Professional Board reported on three main issues

- New policy for satellite meetings
- Use of conference themes this year
- IFLA Strategic Planning process (See Agenda item above for more details)

16. Closure of the meeting. - Susan closed the meeting at 14:15

Second Meeting: Friday 8/13 @15:00-16:30 Room F3

Welcome . Ulrike called the meeting to order at 15:00.

Discussion from Arne Gundersen. - Arne Gundersen introduced Catharina Isberg (SLU Univ.Library), Britt Sagnert (National Library Sweden) and Anneli Reinhammar (Swedish Regional Library). They are working with a committee to raise awareness of the importance of continuing education for Swedish libraries and were interested in hearing about other models for professional development. They gave some examples of what is being done in Sweden (networking, Facebook groups, seminars, etc). Susan Schnuer asked the committee members to share what they are doing in their countries. Committee members from the U.S., Germany, England, Italy, Norway and Canada shared their experiences. The discussion concluded with Susan stating that there could be a possible project to collect different standards with examples of what is being done in other countries. The Swedish librarians were also encouraged to join the CPDWL listserv.



CPDWL Programme in Gothenburg

Retention and Job Satisfaction: Can Professional Development make a Difference Saturday August 14 from 9:30 to 11:30 – Ulrike Lang

There were five presentations by speakers from countries of four continents.

Papers are already on the IFLA website and Committee members are invited to discuss these papers.

Global Learning Platforms co-sponsored with Knowledge Management on Friday, August 13 from 9:30 – 12:45 – Sylvia Piggott

Sylvia moderated this session and papers are available on the IFLA website. Sylvia reported that the session was very successful with over 200 people attending. She said that she felt it was valuable to partner with the KM Standing Committee on this program and encouraged the CPDWL Standing Committee to consider this again in the future.

Ulrike Lang reminded the committee members that the Standing Committee can nominate one paper from each session for publication in the *IFLA Journal*. Nominations are due to Susan Schnuer and Ulrike Lang by September 1.



CPDWL Projects

Project Proposal – Lamyaa Belmekki, Mathilde Fontanin, Li-Hung Huang

Mathilde explained the proposed project to look at the benefits of international experience both for the participants and the libraries. She suggested putting together guidelines by types of activities: exchange opportunities, grants, scholarships, places to get funding, etc. This would also include where to look for information about exchanges, how to write a proposal and how to write reports at the end of the exchange. There will not be any funding requested this year because this would just be a proposal but there could be funding requested next year based on results of the initial investigation.

Professional Development in other countries: Arne Gundersen

Arne proposed a project to look at how National Libraries are involved in Professional Development activities for libraries and librarians. He will write a short proposal and send it to the committee members for their comments and feedback.

Susan noted that the Standing Committee could submit two project proposals if we had two projects we'd like to fund.

Puerto Rico Conference

Two program ideas were agreed upon. Working titles follow:

“Weaving Continuous Professional Development into Library Organizations: Strategic Plans and HR Development”

- Mary Chute, Mary Jo Romaniuk, Eileen Breen, Linda Ashcroft and Elisam Magara agreed to be on the planning committee. Susan Schnuer will be the liaison from the Standing Committee Board.
- Bau-Mei Cheng is invited to participate if she chooses
- Issues to be discussed include tying this information to succession planning, embedding professional development into the organization’s strategic plan, the role of individuals in their own personal development and the role of professional associations in providing professional development
- Susan reported that she spoke to the Management of Library Associations SC but they will need to get back to us.
- Mary suggested a possible format where there would be a short conversation between two people about each of these topics and then discussion from the attendees. She also noted that this is quite a large topic and could possibly be a full day session as well.
- Mary Jo Romaniuk will draft the call for proposal by September 1

“Continuing Developments in Learning in the Global Context: Focus on Latin America Libraries”

- Sylvia Piggott, Mohammed Arif, Jana Varlejs, Juanita Jara de Sumar, Lamyaa Belmekki and Monica Ertel agreed to be on the planning committee. Ulrike Lang will be the liaison from the Standing Committee Board.
- Sylvia also spoke to the Information Literacy Standing Committee and they are interested in co-sponsoring this session.
- Sylvia will draft the call for proposal by September 1

The group also discussed if we should have a poster session at the Puerto Rico conference. Juanita and Jana Varlejs agreed to host a poster session on the *Conference Planning Handbook*

Susan and Ulrike reported on the Officer Training Program Meeting

- Standing Committee members whose first terms end next year must apply for their second term by October 31
- Only Standing Committee chairs who are leaving their post next can potentially be Division Chair
- The IFLA Governing Board tried to reduce the number of Standing Committee meeting to one per conference but 41 out of 44 Standing Committees asked for second meetings at this conference.
- Susan and Ulrike brought up the concept of Standing Committee co-chairs. Janice LaChance, Chair of Management of Library Associations will bring this up to the Governing Board.
- Library visits next year will take place the day after the conference closing
- A new member database is being planned. 10 – 30% of email address are currently incorrect for IFLA members
- Fiona Bradley (ALP Programme Co-ordinator) has been working on the BSLA program to build strong library associations. She has developed six modules with six trainers which will be piloted in Singapore and Botswana. They are looking for support from the CPDWL Standing Committee and we will let them know that we support their efforts and to let us know how we can help.
- Education and Training has asked if someone on the CPDWL Standing Committee would be interested in an e-Learning SIG.

Ulrike closed the meeting at 16:30



Report from the Information Officer

The CPDWL listserv has attracted 600 subscribers to date. This is a discussion list for information professionals who are interested in issues to do with *continuing professional development & workplace learning in the library and information professions*. The object of the List is to facilitate discussion and exchange on any aspect of this topic. Messages intended for distribution to the list should be sent to: cpdwl@infoserv.inist.fr

All information professionals, and any interested others, are welcome to join the list, start a discussion, and or participate in discussions.

Gothenburg Programme – August 2010

CPDWL hosted two programmes at the 2010 conference at which there were nearly 400 in attendance between the two programmes. The topics were:

1. ***Retention and job satisfaction: can professional development make a difference?***
2. ***Global learning platforms*** - this was held in cooperation with Knowledge Management and Information Technology sections.

Puerto Rico Programme, August 2011

Two programmes are planned for this conference. Those interested in submitting a paper should see the Call for papers at <http://www.ifla.org/en/cpdwl/conferences>

1. *Weaving Continuous Professional Development into Library Organizations: Strategic Plans and HR Development*

2. *Continuing Professional Development (CPD) as a strategy to build strong libraries and Library Associations.* This programme is in collaboration with other IFLA sections. Those interested in submitting papers should send an abstract to Spiggott@sympatico.ca by January 11, 2011.

Sylvia Piggott
Information Officer, CPDWL

Original article

Competence building in Norwegian libraries – framework and priorities¹

Arne Gundersen
Senior Advisor
The National Library of Norway
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Translated by Akasie språktjenester AS

The leaflet Competence building in Norwegian libraries – framework and priorities gives library owners, training providers and the library community a common basis for their competence development efforts. The leaflet is the result of a thorough preparatory process, and public development funds have been granted for its follow-up in 2010.

Library Reform 2014 – the starting point

The national report on libraries from 2006, *Library Reform 2014*, addressed the future challenges facing the library sector, and proposed strategies and measures to meet these challenges. The report was produced by The Norwegian Archive, Library and Museum Authority under a mandate from the Government. The proposals were grouped in three target areas: content and services, structure and organization, and competence and research.

The strategies outlined by the two first target areas had competence building in the libraries as a precondition, and the strategies identified in the third target area represented responses to these challenges. The key proposal in this target area was to establish a national programme for developing competence, with a view to strengthening the total library network and the individual libraries.

Library Reform 2014 was followed by a comprehensive round of consultations that gave widespread support to the proposal for a programme for competence development.

Focus group interviews with library managers and library owners

In its follow-up of the report during the spring of 2008, The Norwegian Archive, Library and Museum Authority was assisted by the consultancy enterprise Human Factors to conduct a number of focus group interviews with library managers and library owners, with a view to discussing and identifying needs pertaining to competence development in the libraries. Interviews were conducted in the context of large public libraries (in municipalities with more than 25 000 inhabitants), smaller public libraries (in municipalities with less than 25 000 inhabitants), university and college libraries and other types of specialized libraries.

Participants were encouraged to provide input associated with seven issue areas:

- In what thematic fields should the libraries enhance their competence?
- In what ways could a possible reallocation of the existing resources of the library or libraries contribute to enhancing competence development?
- In what ways could a facilitation of the conditions of the libraries and library staff help to encourage participation in competence-enhancing programmes?
- In what ways could new working methods help strengthen competence building?
- In addition to ordinary training courses, what kind of specific development initiatives could help strengthen competence building in the libraries?
- Is there a need for new training courses for further and continuing education of library staff?

- What is expected of the library authorities and the library owners with regard to competence building in the libraries?

The results of the focus group interviews were summarized in the report *Report based on focus group interviews. Prepared for The Norwegian Archive, Library and Museum Authority.*

Framework document

The report from the focus group interviews with the library managers and owners constituted an important basis for the document *Competence building in libraries – framework and priorities*, published by The Norwegian Archive, Library and Museum Authority in the spring of 2009. This publication was issued shortly after the Government submitted its report on libraries to the Storting. The term *framework document* was chosen because this document outlines a framework for competence building in the library sector, i.e. preconditions and needs, forms of competence building, distribution of responsibility, instruments and areas of priority.

Objectives of the document

The general objective of the framework document is to contribute to the renewal of the libraries. Digitalization and technological development have an impact on the external as well as the internal activities in the library sector in a fundamental manner, require new skills among staff and call for new working methods. The framework document is intended to provide a common platform for library owners, training providers and the professional communities for their planning, facilitation and cooperation pertaining to competence-building activities. The document is also intended as a basis for a national programme for competence building in the library sector.

Preconditions for successful competence building

The framework document emphasizes that purposeful competence building must be based on a plan drawn up by the library owner and grounded in the main challenges and requirements of the library. The libraries need to be aware of the strengths and weaknesses of their activities and of the measures that can be taken to improve the situation. The libraries further need to develop a culture that is conducive to continued learning, in which all those involved assume responsibility for making an effort to achieve common goals.

Development needs

The document encompasses the entire library sector. It describes the current status with regard to competence in the various types of libraries and identifies needs for further development. The Library Act stipulates that all municipalities shall have a public library headed by a professionally qualified library manager. Nevertheless, close to thirty per cent of the municipalities have a library manager without professional qualification.

The framework document also refers to *Library Reform 2014*, which discusses the types of competence that a public library should have available, and to the results from the focus group interviews with the library managers and owners.

Forms of competence building

Competence building can take many forms and take place at many different levels. It can be a purely individual matter, or be associated with institutionally defined objectives. The document discusses key concepts associated with competence building, reviews opportunities for further and continuing education and workplace learning, describes prevailing regulations and agreements, and reviews the position of research and development activities in this context.

Responsibilities and tasks

A concerted effort to enhance the level of competence in the libraries will require a clear division of responsibilities between the various actors in this field. The framework document describes the particular tasks of these actors. The actors comprise library managers and library staff, library owners, county administrations, educational institutions offering training in library and information science, government authorities and the social partners.

Competence areas

A key purpose of the focus group interviews was to identify areas in which the library managers and owners perceived a particular need for competence building. Six areas were identified: management training, promotion of the libraries' services, communication, digital skills, the library as an arena for learning and cultural diversity.

Instruments

With regard to competence building, focus tends to be put on formal further and continuing education programmes. These are important, but not exclusive instruments. A programme for competence building in libraries could draw on a combination of several instruments. The framework document points out research, development funds, further education, continuing education and short training courses, the county administrations in their role as promoters of regional development, networking and measures that are coordinated at a national level.

The parliamentary report on libraries and competence building

The parliamentary report on libraries, *Report No. 23 (2008-2009) to the Storting, 'Libraries: Knowledge Commons, Meeting Place and Cultural Arena in a Digital Age'*, which was submitted by the Government in the spring of 2009, underscores the need for competence building in the public libraries. The report refers to multiculturalism, promotion of literature, digital services and management as specific areas where competence building is required. The report also maintains that a knowledge gap is evident in the structure of the public libraries and needs to be filled, for example through better cooperation between the public libraries.

According to the report, the Ministry of Culture (which is responsible for the public libraries) and the Ministry of Education and Research (which is responsible for the university and college libraries) will jointly assess the need for further measures, including a joint programme for competence building in the entire library sector.

The Competence Million 2010

In the state budget for 2010, the Government granted NOK 1 million to competence building in the public libraries, in the form of an allocation to The Norwegian Archive, Library and Museum Authority. Half of these funds have been allocated to the Faculty of Journalism, Library and Information Science at Oslo University College, which partly will develop an expanded programme for distance learning at the bachelor level, and partly assess the feasibility of an experience-based master's degree focusing on library management.

The remaining funds will be devoted to *The Year of Reading 2010* and the planned efforts to promote reading in the period until 2014. The remaining funds will be allocated to county libraries to be used for measures that aim to enhance the ability of the public libraries to encourage reading and promote literature to adults with little reading experience.

¹ This article is also published in the magazine *Scandinavian Public Library Quarterly*.

2011 Call for Papers

Waving Continuing Professional Development (CPD) into every library organization in difficult financial times

The **Continuing Professional Development and Workplace Learning Section of IFLA (CPDWL)** will facilitate this program session for the next IFLA World Library and Information Congress (San Juan, Puerto Rico – August 13-18, 2011)

In tough financial times it becomes more challenging to make the case for a strong CPD strategy in libraries and library organizations. The purpose of this session is to highlight creative and innovative approaches to CPD in times of economic difficulties. The program fits within the overall conference theme “Libraries beyond libraries: integration, innovation and information for all”.

In particular, we are interested in papers that focus on:

- Advocating for and integrating CPD into library strategic plans and yearly budgets
- Providing innovative approaches to CPD when there are few or no resources
- Use of individual career plans as an approach to professional development
- The library association as a CPD provider

Those interested in contributing to this session should not be limited by these questions. Any proposal which addresses the broad themes of the program session is of interest and will be considered. We are also looking for proposals with a regional focus on Latin America and the Caribbean.

This session will be conducted a bit differently than many IFLA sessions. The emphasis will be on discussion and interactivity with participants. Selected presenters (up to 6) will have a short time to present some of the main ideas in their paper before engaging in a discussion with audience members. Presenters should be prepared to respond to questions and also be ready to ask questions of the audience participants.

Important Dates and Timelines:

Please e-mail proposals by January 11, 2011 to Ulrike Lang lang@sub.uni-hamburg.de

Proposals should include:

- a) Title of proposed presentation
- b) Outline of the proposed presentation (no more than 300 words)
- c) Name(s) of presenter(s)
- d) Position or title of presenter(s)
- e) Presenter(s) employer or affiliated institution
- f) E-mail address
- g) Telephone/fax numbers
- h) Short biographical statement

All proposers will be advised at the end of March 2011 of the outcome of the review and selection of proposals.

Continuing Professional Development (CPD) as a strategy to build strong libraries and Library Associations

The following sections: **The Continuing Professional Development and Workplace Learning (CPDWL), Management of Library Associations (MLAS) Information Technology (IT) and Knowledge Management (KM)** are in the process of planning for the Puerto Rico conference to be held in San Juan from August 13-18, 2011.

Within the context of supporting IFLA'S strategic agenda the session will examine the role that CPD plays in the development of strong leaders within libraries and Library Associations and how technology and knowledge management strengthen this strategy.

In particular, we are interested in papers that focus on:

- Ways in which information technology and knowledge management are being used in implementing CPD strategy in libraries and Library Association
- Strategies that support the development of library associations with particular focus on library associations in the Caribbean and Latin America region
- Successful models of CPD in libraries and/or Library Associations
- Ensuring that Professional Development is part of the strategic plan in the development of Library Associations

Important Dates and Timelines:

Please e-mail proposals by January 11, 2011 to Sylvia Piggott spiggott@sympatico.ca

Proposals should include:

- a) Title of proposed presentation
- b) Outline of the proposed presentation (no more than 300 words)
- c) Name(s) of presenter(s)
- d) Position or title of presenter(s)
- e) Presenter(s) employer or affiliated institution
- f) E-mail address
- g) Telephone/fax numbers
- h) Short biographical statement

All proposers will be advised at the end of March 2011 of the outcome of the review and selection of proposals.

The presenters selected for the program at the San Juan conference will be asked to submit a formal paper (for inclusion on the IFLA conference website and the Sections' website) no later than May 1, 2011. Papers can be submitted in one of the official IFLA working languages: Arabic, Chinese, English, French, German, Russian, Spanish.

The language of the session is English however presenters may also give their talk in any of the IFLA working languages. Simultaneous translation is not guaranteed therefore, presenters are encouraged to provide the PowerPoint in English to facilitate understanding of the ideas presented.

(Note: All expenses, including registration for the conference, travel, accommodation etc., are the responsibility of the authors/presenters. No financial support can be provided by IFLA, but a special invitation can be issued to authors/presenters if that is required. For those seeking funding through grants or scholarships, please research this early and apply within the deadline.)

Book review ¹

Staff Development Strategies That Work! Stories and Strategies from New Librarians. Ed. by Georgie L. Donovan and Miguel A. Figueroa. New York: Neal-Schuman Publishers, 2009. 270 pp. A\$150 soft cover ISBN 9781555706449 (available from Inbooks)

In *Staff Development Strategies That Work* Donovan and Figueroa have edited a collection of proven library staff development techniques. These chapters are unconventionally delivered from ‘bottom up’ recipient perspectives, rather than amounting to the traditional aggregation of ‘top down’ wisdom from senior authorities that so often characterises such books. Eighteen young North American library achievers are the primary contributors – ‘all within a decade of graduating from library school’ and ‘who have made a strong impact in the few years they have been working’.

The editors acknowledge their deliberate choice of the term ‘*staff* development’, rather than ‘professional development’. Their working assumption - which seems viable - is that the former represents a program(s) ‘influenced by a manager or management team and prescribed for staff’, whereas the latter signifies an individual’s own plan or career development. The beneficiaries who have contributed chapters to this book recount personal stories of ‘strategies’, an array of both positive and negative experiences.

Structurally, this book is subdivided into two large parts – In the Library (nine chapters) and Out of the Library (eight chapters). Thematically, the former part deals with such issues as staff development opportunities at work, ‘great bosses’, coaching, mentoring, the power of trust, cultivating new professionals, library governance and modelling a ‘research’ mindset. The ‘out of the library’ component covers leadership training programmes and institutes, networking, staff development via participation in meetings, association conferences and national committees, community engagement, advocacy and cultivating minority librarians.

Layout is punctuated by the regular deployment of highlighted ‘quick tip’ boxes adjacent to and summarising the various lessons presented. For example: ‘employees respect someone who works as hard as they do’, ‘coaching is about building reflection and refinement into the day-to-day work process’ and ‘encourage early-career librarians to present, present, present’.

What of the book’s detail, some of the specific library development experiences and professional settings discussed? For instance, contributors to In the Library explore the power of trust in new leaders. The provision of ‘opportunities and responsibilities’ that seemed to exceed one’s ‘experience and knowledge of librarianship at that time’ are recalled as challenges that drew one contributor forward into both the field and her current leadership positions. She also equates trust with mentoring, as a management principle and ‘leap of faith’ in which employees become self-directed and make decisions. This is in part about the cultivation of new leaders, and is variously manifested: the creation of chances for new skills and responsibilities to be acquired (e.g. early appointment to an Association of College and Research Libraries – ACRL – section committee), involving the new librarian in ‘high-level brainstorms and projects’, confiding in them and treating them as equals.

Another chapter from In the Library considers the ‘librarian as researcher’. The contributor pays homage to the formative influence of her supervisor’s leadership style – consultative, communicative and variously a ‘forward-thinking, innovative technologist, librarian, and administrator’. She also acknowledges his ‘data-driven approach to decision making, his belief in the value of metrics and assessment, and his embrace of new technologies and inevitable

change.’ These observations are used as a lead-in to consideration of assessment and evidence-based librarianship (EBL) – measuring and benchmarking libraries and their services.

From the other major part of this book – Out of the Library – are various focal observations. For instance, the author of a chapter on ‘networking as staff development’ recommends that supervisors take initial inventories of their existing employees’ networks, thereby gaining insights into the type of person they have just hired. Further, supervisors should discuss with new employees those whom they should know, also introducing them to their own networks. Other (familiar) suggestions include encouraging relevant professional association involvement and the value of arranged meetings with more knowledgeable persons as great development opportunities. These points are all well made and resonate with both pragmatism and experience.

Another chapter from this part deals with community engagement and advocacy, a reminder of the book’s North American provenance being the featured University of Arizona College of Medicine partnerships for promoting and serving Hispanic health issues, developed on behalf of the Arizona Hispanic Center of Excellence (AHCOE). One of the partners is the Arizona Health Sciences Library, leading to creation of the contributor’s position of AHCOE Information Services Librarian. Strong relationships between the university and the community flow from existing personal connections with the local neighbourhood and businesses. There is a depth of commitment to such local partnerships and stakeholder sectors as school district, business, politics, government and social service agencies. Arguably, while recognising the existence and potency of individual initiatives, analogous Australasian tertiary library communities might replicate only a portion of such relationships, many being the traditional preserve of public libraries.

What resonance might such a book have with Australasian readers? In some respects, this cross-section of personal development anecdotes emerging (as they have) from particular North American library contexts, characterised by relatively substantial scales of staffing and financial resources and distinctive local parameters represent genuinely ‘foreign’ professional environments, somewhat divergent from local reference points. However, while acknowledging the uniqueness – even idiosyncrasies – of one’s personal history and prevalent work context(s), the initiatives and developmental consequences flagged by the contributors retain some universal reach and some value for an Australasian library readership. These are not always original reflections on proven staff development strategies, but they represent a challenging collection of rich and potentially transformative alternatives to entrenched organisational culture or leadership mindsets.

Michael Cullen
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¹ Originally published in *The Australian Library Journal* Vol. 59, No. 3, 2010. Reprinted with permission

Other News

Submitted by **Eileen Breen**

<http://www.emeraldinsight.com/about/news/story.htm?id=2845&PHPSESSID=ikn4hhe30stfsq6n35nrli9r50>

Emerald announces first open access articles through special partnership with IFLA

United Kingdom, November 2010 - Emerald Group Publishing Limited is delighted to unveil the first articles in open access as part of its 'special partnership' with the International Federation of Library Associations and Institutions (IFLA). Available from November 1, 2010, the fourteen articles are published in four different Emerald journals: [Interlending & Document Supply](#), [Library Hi Tech News](#), [Performance Measurement and Metrics](#), and [Program](#).

Under this agreement, papers that have their origins in an IFLA conference or project, have the opportunity to be published in one of Emerald's LIS journals and become open access nine months after publication. This special partnership takes advantage of the Emerald platform to increase the discoverability of research presented at IFLA events.

Sjoerd Koopman, Professional Programmes Director at IFLA, commented: "The relationship between Emerald and IFLA is going to bear fruit: the first articles based on papers presented in an IFLA context are now becoming available freely for all. This is an exciting development, of which the expectations are positive: we are very happy with the increased publication opportunities for authors and even more with this material to be read and used by everyone".

Mike McGrath, Editor of *Interlending & Document Supply*, added: "*Interlending & Document Supply* (ILDS) has had a long relationship with IFLA going back to the journal's ownership by the British Library. The eponymous ILDS conference is now sponsored by IFLA and so it is very pleasing to participate in the growing collaboration between IFLA and Emerald. Particularly so as an increasing number of articles will become open access giving greater access to cash strapped librarians".

This first batch of open access papers include articles originating from the Statistics and Evaluation Section's 8th Northumbria Conference (2009) and the Document Delivery and Resource Sharing Section's 11th Interlending & Document Supply Conference (2009).

The list of articles available in open access through Emerald's special partnership with IFLA is to be revealed at the Annual Charleston Conference, held in Charleston, SC, USA, from November 3-6 and can be consulted online at:

<http://www.emeraldinsight.com/tk/charleston2010>

The 'special partnership' was first announced at the IFLA World Library and Information Congress in Milan, August 2009. This was cemented with the signing of a formal agreement between the two organizations, which will provide the IFLA community with substantially more publishing opportunities. The opportunity to be published by Emerald will be available, not only for research produced by the various IFLA Sections, but for papers presented at the general IFLA Congress and satellite events. These papers will become open access nine months after publication.

