



IFLA Section
Continuing Professional Development
and 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

| | |
|---|-------|
| Letter from the Co-Chairs | 3-4 |
| Standing Committee, officers & corresponding members, and consultants | 5-9 |
| CPDWL's activities during IFLA WLIC 2019 | 10-20 |
| IFLA Division IV, Division Chair Letter / Catharina Isberg | 21-22 |
| Communication initiatives | 23-25 |
| Twitter Chat | 23 |
| IFLA CPDWL Podcast Project LIVE! | 23 |
| Webinars | 23 |
| Awards | 24 |
| Staying relevant / Susan Schnuer | 26-29 |
| Opening up new vistas for Inostranka / Maria Bereslavskaja | 29-31 |
| Continuing professional development opportunities | 32-33 |

Letter from the Co-Chairs



Gillian Hallam

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Ulrike Lang

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Dear colleagues, members and friends of CPDWL,

Another exciting year for CPDWL is just over. 2019 was an election year so some good old friends had to leave the Standing Committee, but we welcomed some new members who joined the committee for the first time and welcomed back some others who had returned. We are very happy that the Standing Committee members now come from all continents, represent many different cultures and work in a variety of library and information contexts. This offers us insights into what is happening and what is needed in continuing professional development and workplace learning right across the world. We also hope to stay in touch with the leaving members, either as consultants or as friends so that they can continue to contribute their knowledge and experience.

In August 2019 we held a wonderful and successful satellite conference in Zagreb, Croatia, with the theme “Librarians and information professionals as (pro)motors of change: immersing, including and initiating digital transformation for smart societies”. The conference was organised in collaboration with the Croatian Library Association, the National and University Library in Zagreb and the Zagreb City Libraries network.

The programme of the Satellite Meeting, which focused on the presentation of experiences and best practice examples of librarians and information professionals, was aligned with the highlights of IFLA WLIC 2018 and the basic principles of IFLA Global Vision. The goals of a digital society are to ensure equal and free access to information and knowledge for all, with librarians and information professionals playing key roles by thoroughly analysing the ongoing process of global digital transformation and adopting critical approaches to the changes happening on the world stage.

The local organising committee did an amazing job, as well as the group of our Standing Committee members who prepared the call and shaped the programme – everyone was very active and creative. 160 participants from around the globe were invited to join some really interesting tours of libraries and archives in Zagreb and to listen to the outstanding keynote speakers. The challenge was to decide which of the 21 presentations, 2 workshops and 15 posters they should attend.

IFLA CPDWL awarded 12 bursaries to LIS students, to library and information professionals, and to members of national library associations in Argentina, Bulgaria, China, Croatia, Italy, Turkey and the United States.

At the following World Library and Information Conference (WLIC) in Athens, Greece, CPDWL was involved in the following programmes:

- We partnered with the Evidence for Global and Disaster Health Special Interest Group (E4GDH) in the programme “Active and interactive learning and development strategies to extend LIS practice”.

- “Navigating your own professional development: effective use of the 2016 IFLA Guidelines for Continuing Professional Development.” This session had focused on the value of the Guidelines for learners.
- 2019 Knowledge Café: “Continuous learning for successful info pros in the knowledge economy”. As in previous years, CPDWL collaborated with the Knowledge Management Section and the Libraries and Research Services for Parliaments Section.
- CPDWL continued with the Coaching initiative. Once again it was organised as a drop-in session, but this year we offered the opportunity for coaching in every IFLA language and beyond. The feedback after the session was very good so CPDWL has asked the Professional Committee of IFLA to run this at the WLIC in Dublin, Ireland, as part of the official IFLA programme. See more about the session later in this newsletter.

During the two business meetings, the Standing Committee determined the working programme for the section until next August. There will be a lot of cooperation with other sections and we have created different working groups to fulfill the tasks.

The quarterly CPDWL webinars held in cooperation with the New Professionals Special Interest Group (NPSIG) and with the support of the American Library Association (ALA) are still very well attended and we are very happy to present such interesting topics from different countries.

And if you don't find the time to participate in a live webinar, there's always a recording so you can listen later.

You can keep up with our activities by visiting the CPDWL website: www.ifla.org/cpdwl.

There you will find the latest news items, our meeting minutes, action plans and annual reports as well as the CPDWL Guidelines.

And, of course, we are active in social media: Follow us on our [Facebook page](#), use the [blog](#) or [Twitter](#).

CPDWL lives of the activity of its members so we are always happy to receive your comments and feedback. For this reason, we have prepared a short member survey to learn more about the members of the CPDWL section, how you interact with our activities, and what you would like us to be doing. We hope for a good level of responses and we will certainly share the results with you.

As CPDWL Co-Chairs, we thank everybody for their contributions, for the work they undertake as secretary, information-coordinator, newsletter editor, member of a group organising conference programmes or new standards – or even by spreading the word about this section.

We wish you a happy and productive year in 2020 and we hope to meet up with you in Dublin!

Gill Hallam & Ulrike Lang

Standing Committee, Officers & Corresponding Members, and Consultants

CPDWL Standing Committee, Office Bearers & Corresponding Members (revised November 2019)

| Name | Address & Contact Numbers | Term | Responsibilities |
|---|--|---------------------|--|
| Officers | | | |
| Gillian Hallam Co-Chair | FALIA, Professor (Retired) BRISBANE, Queensland, Australia Email: gillian.hallam1@bigpond.com | 2nd term 2019–23 | Oversee strategic direction and revision of Action Plan Section representative Coordinating SC meetings Communications working group CPDWL guidelines working group Toolkit working group |
| Ulrike Lang Co-Chair | Head of Education + Training Dept. State and University Library Von Melle Park 3 D-20146 HAMBURG Germany Email: lang@sub.uni-hamburg.de | 1st term 2019–23 | Oversee strategic direction and revision of Action Plan Coordinating SC meetings WLIC 2020 sessions working group Coaching working group |
| Heba Mohamed Ismail Secretary | Libraries Technical Manager Egypt's Society for Culture & Development (Formerly Integrated Care Society) 42 Abdallah Diraz st. off Al Thawra st.- Golf Area Heliopolis, CAIRO, Egypt Email: heba_13@hotmail.com | 1st term 2019–23 | Organise committee meetings and manage agenda/minutes |
| Ray Pun Information Coordinator | Research/Instruction Librarian Alder Graduate School of Education Redwood City, CA, USA Email: raypun101@gmail.com | 1st term 2019–23 | Manage website Provide information to IFLA website coordinator Member of communication group; Newsletter team WLIC 2020 sessions working group |
| Standing Committee Members | | | |
| Daria Beliakova | Director, library's educational center M.I. Rudomino All-Russia State Library for Foreign Literature 1 Nikolajamskaja Street 109240 MOSKOW Russia Email: daria.a.beliakova@libfl.ru | 1st term 2019–23 | Knowledge Café |
| Mary Ellen Davis | Executive Director Association of College and Research Libraries USA Email: mdavis@ala.org | 2nd term 2019–23 | Oversee the Webinar series |
| Almuth Gastinger | Senior Academic Librarian NTNU University Library Høgskoleringen 1 7491 TRONDHEIM Norway Email: almuth.gastinger@ntnu.no | 2nd term 2019–23 | Coaching working group |

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| Name | Address & Contact Numbers | Term | Responsibilities |
|-----------------------|---|---------------------|--|
| Svetlana Gorokhova | Head, Center for International Cooperation Rudomino All Russia State Library for Foreign Literature (VGBIL) 1 Nikoloyamskaya Street 109189 MOSKOW Russia Email: svetagorokhova@gmail.com | 1st term 2017–21 | WLIC 2020 sessions working group Toolkit working group |
| Sandy Hirsh | Professor and Director, School of Library and Information Science San Jose State University SAN JOSE, CA 95192-0029, USA Email: sandy.hirsh@sjsu.edu | 2nd term 2017–21 | |
| Juanita Jara de Súmar | Liaison Librarian (Retired) Home: 55, St. Sylvestre #106 LONGUEUIL, Quebec, J4H 2W1 Canada Email: juanita.jaradesumar@mcgill.ca | 1st term 2019–23 | Newsletter editor Member of communication group Translate CPDWL documents into Spanish CPDWL guidelines working group |
| Constance Lehro Kouï | Directeur de la Documentation, des Archives et Publications Ministère de l'Economie et des Finances ABIDJAN 225 Cote D'ivoire Email: gbeulyconstance@gmail.com | 1st term 2019–23 | |
| Carmen Ka Man Lei | Head of Library Institute for Tourism Studies Library Colina de Mong-Há, MACAO, China Email: carmen@ift.edu.mo | 1st term 2019–23 | Coaching working group |
| Edward Junhao Lim | Reference and Research Services Librarian for Business New York University Shanghai 1555 Century Ave. Pudong New District 200122 SHANGHAI China Email: edward.lim@nyu.edu | 1st term 2019–23 | Newsletter team WLIC 2020 sessions working group CPDWL guidelines working group |
| Kok Eng Lim | Head, Centre for Professional Development People Management & Development National Library Board 100 Victoria Street, #07-01 SINGAPORE 188064 Email: Lim_Kok_Eng@nlb.gov.sg | 1st term 2019–23 | |

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| Name | Address & Contact Numbers | Term | Responsibilities |
|------------------------------|--|---------------------|---|
| Rajen Munoo | Head, Learning Services & Research Singapore Management University, Li Ka Shing Library 70 Stamford Rd SINGAPORE 178901 Email: rajen@smu.edu.sg | 1st term 2019–23 | WLIC 2020 sessions working group Toolkit working group |
| Mitsuhiro Oda | Professor, Library & Information Studies Aoyama Gakuin University 4-4-25 Shibuya, Shibuya-ku TOKYO 150-8366. Japan Email: m-oda@ephs.aoyama.ac.jp | 1st term 2019–23 | CPDWL guidelines working group |
| Nyakundi James Nyambane | Library User Services US International University - Africa NAIROBI Kenya Email: nyakundijames23@gmail.com | 1st term 2019–23 | |
| Ewa Stenberg | Librarian Malmo University Library Malmo University, Orkanen Library MALMÖ 205 06 Sweden Email: ewa.stenberg@mau.se | 2nd term 2017–21 | Oversee the Coaching Program Coaching working group |
| Ivana Todorovic | Senior Librarian National Library of Serbia Department for Research and Development of the Library Information System Skerliceva 1, 11000 BELGRADE Email: ivana.todorovic@nb.rs | 1st term 2017–21 | Toolkit working group |
| Claudiane Weber | Executive Director, University Libraries Universidade Federal de Santa Maria Rua Roraima, Cidade Universitária SANTA MARIA 97015-900 R.S. Brazil Email: clauweber@gmail.com | 1st term 2019–23 | Webinars working group |
| Corresponding Members | | | |
| Chinwe Anunobi | Nigeria Email: librarian@futo.edu.ng | 2nd term 2019–21 | CPDWL guidelines working group |

Standing Committee, Officers & Corresponding Members, and Consultants

CPDWL Standing Committee, Office Bearers & Corresponding Members (revised November 2019)

| Name | Address & Contact Numbers | Term | Responsibilities |
|------------------------------------|--|---------------------|------------------|
| Wanda Kay Brown | Director Library Services Winston-Salem State University 601 S Martin Luther King Jr Dr, Winston-Salem, NC 27110 USA Email: brownwa@wssu.edu | 1st term 2019–21 | |
| Marianne Ingold | Switzerland Email: marianne.ingold@ub.unibe.ch | 2nd term 2019–21 | |
| Antonia Krupicka-Smith | Library Manager Pikes Peak Library District Colorado Springs, CO USA Email: AKrupicka-Smith@ppld.org | 1st term 2019–21 | |
| Maria Micle | Erasmus Departmental Coordinator West University of Timisoara Bulevardul Vasile Pârvan 4 Timișoara 300223, Romania Email: maria.micle@e-uvt.ro | 1st term 2019–21 | |
| Consultants and other roles | | | |
| Mary L Chute | State Librarian New Jersey State Library PO Box 520 (185 West State Street) TRENTON, NJ 08608 USA Email: mchute@njstatelib.org | | Consultant |
| Monica Ertel | Director, Global Information Services Bain & Company One Embarcadero Center #3600 SAN FRANCISCO CA 94901 USA Email: monicaertel@yahoo.com | | Consultant |
| Matilde Fontanin | Librarian Università di Trieste, Biblioteca della sede di Gorizia Via Alviano, 18 34170 GORIZIA (GO) Italy Email: fontanin@pug.units.it | | Consultant |
| Loida Garcia-Febo | President, Information New Wave PO Box 90789 BROOKLYN, NY 11209. USA Email: loidagarciafebo@gmail.com | | Consultant |

Standing Committee, Officers & Corresponding Members, and Consultants

CPDWL Standing Committee, Office Bearers & Corresponding Members (revised November 2019)

| Name | Address & Contact Numbers | Term | Responsibilities |
|------------------|---|------|--|
| Catharina Isberg | Library Director Helsingborg City Libraries Stadsparken, 251 89 HELSINGBORG, Sweden Email: cathis.isberg@gmail.com | | Consultant CPDWL guidelines working group |
| Anne Lehto | Director, Tritonia Academic Library, Finland Email: anne.lehto@tritonია.fl | | Consultant |
| Jana Varleis | Professor Emerita, Rutgers School of Communication & Information Home: 612 S. First Ave., HIGHLAND PARK, NJ 08904 USA Email: varlejs@rutgers.edu | | Consultant CPDWL guidelines working group |

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FACEBOOK GROUP: IFLA CPDWL
INSTAGRAM: @IFLA_CPDWL



Incoming and outgoing officers

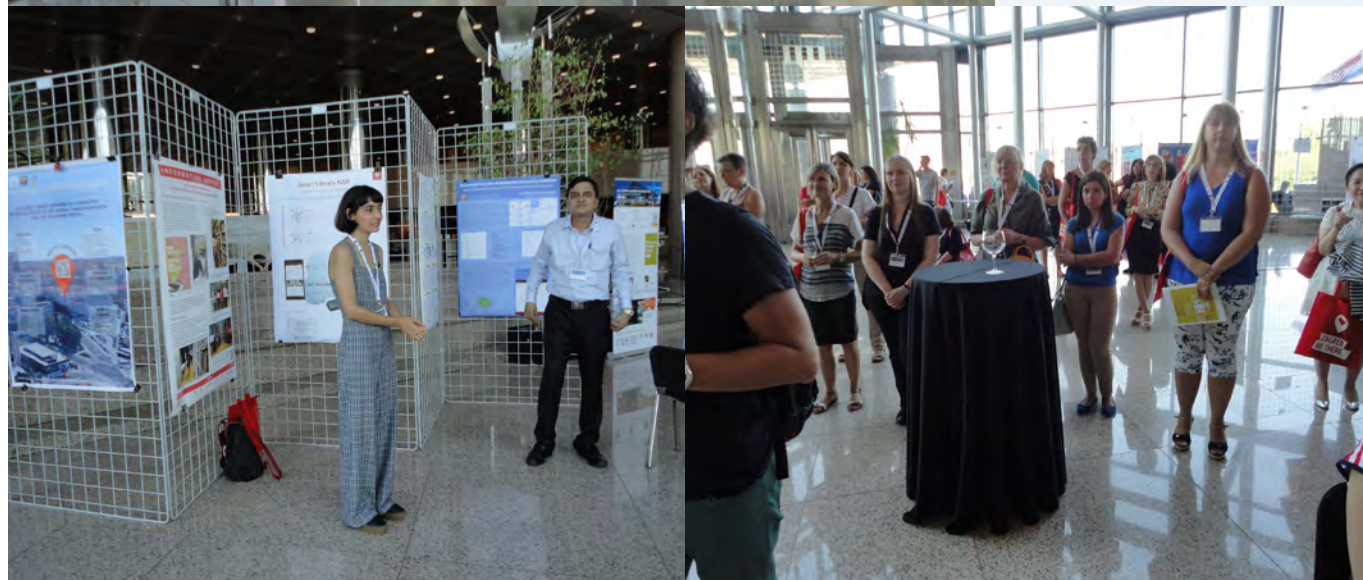
CPDWL's activities during IFLA WLIC 2019

Satellite Meeting, Zagreb, Croatia, 20–21 August 2019

Papers presented to this meeting are available in the IFLA library. You can find them at library.ifla.org/view/conferences/2019/2019-08-20/991.html or by using the searching terms: "(pro)motors zagreb".



Opening remarks by Dr. Gill Hallam and Dr. Dijana Machala



Poster Session and Opening Reception at the Satellite Meeting in the National and University Library in Zagreb, Croatia (20–21 August 2019)



Attendees on the first day of the program: the reception and opening remarks



A performance by Klapa Punt: Klapa singing is one of the UNESCO intangible cultural heritage of Croatia – a multipart singing tradition of the southern Croatian regions

Standing Committee meetings

The full minutes will be found at ifla.org/publications/node/37078.



Well attended first SC meeting, despite being held offsite



SC members introduce themselves



Catharina and Sandy
end their term as
Section officers





Gill and Ulrike, the new Co-Chairs 2019-2021



Congress Programmes

The CPDWL Coaching Initiative : Coaching Session at WLIC 2019 in Athens – organised by IFLA CPDWL and Management & Marketing section

Ewa Stenberg & Almuth Gastinger

The IFLA CPDWL section has been working on integrating the coaching method into the IFLA context for several years. Before 2018, coaching was offered as part of CPDWL satellite meetings. In 2018, a full coaching session was available to all delegates at the IFLA World Library and Information Congress (WLIC) in Kuala Lumpur. Afterwards CPDWL started collaborating with the IFLA Management & Marketing (M&M) section on planning a similar coaching programme at the WLIC 2019, with a focus on offering individual coaching in as many different languages as possible. IFLA Headquarter and IFLA's Professional Committee have been supporting the coaching initiative since its beginning.

The working group for the coaching programme 2018-2019 had participants from CPDWL and M&M. Members of the group were Catharina Isberg (convenor), Almuth Gastinger, Ulrike Lang and Ewa Stenberg from CPDWL, as well as Cindy Hill and Anya Feltreuter from M&M. Among others, this working group set up a webinar about coaching in May 2019, as part of the webinar series organised by CPDWL and the New Professionals SIG, and hosted by ALA. This webinar provided more knowledge about the coaching method, both to interested colleagues in general and more specific to volunteering coaches for the IFLA WLIC session.



Volunteer coaches
in Athens

The WLIC 2019 Coaching Session in Athens had the format of individual drop-in coaching. Many coaches were needed in order to make the session a successful one, so colleagues from most IFLA units were asked to volunteer as coach. We were very happy to get as many as 30 coaches for the session, representing several IFLA sections and languages. More than 50 WLIC delegates used the opportunity to get individual coaching, typically for a period of 15-30 minutes and often in their mother tongue. In order to handle the session logistics, a group of eight hosts was welcoming the delegates, registering their emails, guiding them to the most suitable coach (if available) and asking for feedback after the coaching talk.

All feedback from the coaches as well as coachees (people who were coached) was very positive. The coaching approach is seen as an excellent method to support an individual in improving her/his



Coaching session hosts

performance or in solving problems. However, it can be tricky to distinguish coaching from mentoring. That means, the coach needs to listen carefully and ask open questions, allowing the coachee to come up with the solution, instead of giving advice.

To see photographs of this session, go to [flickr.com/photos/ifla/albums/72157710595394993](https://www.flickr.com/photos/ifla/albums/72157710595394993).

A similar coaching programme is planned for the WLIC 2020 in Dublin. A new working group has been established after Athens, again with participants from CPDWL and M&M. Current group members are Ewa Stenberg (convenor), Almuth Gastinger, Carmen Lei and Ulrike Lang from CPDWL, as well as Barbara Schleihaugen, Dilara Begum, Renaldas Gudauskas and Vera Keown from M&M. The working group has proposed the coaching session for 2020 to be regarded as a cross IFLA pilot, and the proposal will be on the agenda for the IFLA Professional Committee meeting in December 2019.

Knowledge Café

Monica Ertel

The 7th Knowledge Café was held at the 2019 WLIC in Athens, Greece. This program was co-sponsored by three Standing Committees – Knowledge Management, Continuous Professional Development and



Catharina Isberg: "Improving performance through mentoring and coaching"

Workplace Learning and Library and Research Services for Parliaments.

Approximately 150 information professionals attended this meeting to share and learn from their colleagues on a number of interesting table topics. The first program was held in 2013 in Singapore and I am pleased to say that we have established a successful opportunity for IFLA colleagues to discover, share and takeaway new ideas at our Café every year since then.

This year's theme was "Change, Literacy: Digital, Collaborative, Creative." Change is the currency of our libraries, communities, parliaments,

organizations, and world. Whether it involves digital transformation, partnering with traditional or non-traditional agencies, or creating new and exciting engagement opportunities, change is at the heart of our activities. Learning, growing, developing and succeeding in the face of change are our challenges.

This was an interactive session using twelve round tables and facilitators with a number of different topics such as “Developing new communication tools: keeping up with advances in technology”; “How library spaces affect learning”; “Managing staff in tough and uncertain times”; “Developing



Ewa Stenberg: “How library spaces affect learning”



Interested participants

library leaders of the future”; and “Creative uses of social media in libraries.” This is just a sample of the topics – there were many more.

A full report with summaries is available at bit.ly/2sfcA6U.

We hope you will join us at the 8th session in 2020 in Dublin!

Standing Committee dinner



Having a great time!





Continuing the dinner tradition



Thanking Catharina for her service in CPDWL and congratulating her for being elected as Chair of IFLA Division IV



Join CPDWL!

The CPDWL Section embraces all aspects of professional development and learning in the workplace in the period post-qualification to the end of a career.

New developments and trends in information and communication technology, higher expectations of users, requirements of employers and managers of libraries and information service organisations and competition from information professionals in the broader information industry emphasize the imperative for associations and institutions to be 'learning organisations' and develop their staff by providing opportunities for continuing professional development and training in the workplace; and for individuals to be responsible for their own career planning and development.

Our membership engages institutions, organisations and individuals in a community of practice which supports practical and research-related activities within our area of subject expertise. The Section also brings together those who are interested in and responsible for the quality improvement of systems for delivering continuing professional development and workplace learning programs.

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IFLA Division IV, Division Chair Letter



Catharina Isberg

cathis.isberg@gmail.com

In May I was happy to learn that I was elected Chair of IFLA Division IV for the period of 2019-2021. The work started off during the WLIC in Athens and is now fully up and running.

All professional units within IFLA are part of one of the five IFLA Divisions. Division IV, Support of the Profession is the division for the CPDWL section. For a full list of all the Sections, Special Interest Groups and Strategic Programmes within this division, please visit www.ifla.org/support-of-the-profession.

For me, the WLIC in Athens also marked the end of my second term in the CPDWL Section. Since 2011, I have been actively working for IFLA

and CPDWL. In the section, I have served as Information Coordinator, Co-Chair, Chair and Secretary. During my two active terms in CPDWL we have worked with new methods to increase participation and involvement and to make use of all the available skills and competencies. Collaboration with other sections and SIGs has been and still is an important part of the work. During the past couple of years I have been Convener of the working group of the CPDWL Coaching Programme Initiative and I am happy to see this work continued by Ewa Stenberg. The Coaching Programme is an important CPDWL initiative and part of the reason why CPDWL was awarded the Dynamic Unit and Impact Award 2018.

As Division Chair I am a member of the Professional Committee as well as the Governing Board. The complete list of PC members is available on www.ifla.org/professional-committee.

The full list of GB members is available on www.ifla.org/governing-board.

The Professional Committee is responsible for all the professional work of IFLA and all the different units. After WLIC and until December the work focus will be on the professional work such as Satellite Meeting 2020 proposals, the WLIC 2020 Programme proposals, Action Plans of all Units and Annual Reports of all units. In December we are meeting at IFLA Headquarter for an intensive Professional Committee meeting.

During the years I have been involved in IFLA, I have seen how IFLA is changing to meet the needs of future libraries and society. As a section officer, I have been part of the Global Vision work. I attended the kick-off workshop in Athens, followed by the meeting in Barcelona. I have also been part of ensuring the vision work within the CPDWL section. Now my work continues as Division Chair.

The process of the Global Vision and the IFLA Strategy is a process marked by a spirit of inclusion, participation, collaboration and transparency. For me, this is important, as we all, together, are IFLA. After the successful work of the vision and strategy we are now continuing with the next big step forward in IFLA's development. A review of our governance structure to ensure we are organised as best as we can to ensure that we all together can fulfill the IFLA mission, vision, and strategic directions.

The Governance Review work started after the WLIC and the first step was to ensure that the voices of all involved in IFLA are heard. A Survey was carried out and the Governing Board and the Professional Committee are now working with its results as well as with all the input received in the past work, for example from the Global Vision work and the Strategy work. We are also conducting interviews with some stakeholders with experience and insights in the IFLA work. All of this in order to continue the work in a participative and inclusive way. It is only in this way that we can build an IFLA that represents

and works for the global library field most efficiently. You will hear more about this work in the coming months.

IFLA is a truly international organization involving the library field globally. To develop and move forward with this large organization, change needs to be worked through all parts of the organization. Involvement, participation and communication are all key to this change.

Involvement and participation are also key to my leadership, as well as transparency and clear communication skills. I have good use of this in my daily work as well as in my IFLA work. Presently I am working as a Library Director at Helsingborg City Libraries in Sweden. Previously I have worked as Deputy Director and Manager for an Academic Library and as Manager and Vice President on an international level for a Pharmaceutical Industry Library. My move between different library fields has coloured my library experience. This undoubtedly benefits my work as Division Chair and my work together with all of you.

I am happy to be part of the IFLA work in a more holistic and strategic way and am so happy to work for the Division to make all our units part of a strong future IFLA.

Catharina Isberg
December 2019

Communications Initiatives

Raymond Pun

IFLA CPDWL Members Participate in Twitter Chat!

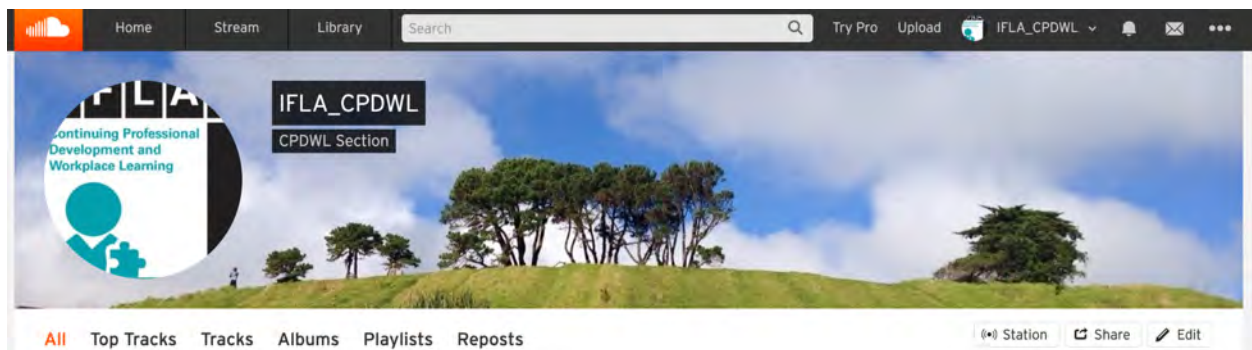
On 26 July 2019, four CPDWL members participated in the first global twitter chat hosted by IFLA CPDWL. They shared different perspectives and takes on professional development, how librarians and library workers from all over the world can get involved in IFLA programs and opportunities.

This opportunity to host a Twitter chat increased CPDWL's presence online and engaged with current and potential members too. To read the full conversation of #CPDWLChat, see:

wakelet.com/wake/779ad251-af3a-4eed-83e4-9d0851731e32



IFLA CPDWL Podcast Project LIVE!



Interested in hearing about library leaders and their professional development plans and advice? CPDWL Podcast Project is a new initiative to share the voices of CPDWL members on IFLA and the profession at large! Loida Garcia-Febo, Catharina Isberg and Susan Schnuer are featured in the first three episodes. You can find more here: soundcloud.com/user-35889954

Our **inaugural episode** features Loida Garcia-Febo. As you may all know, Loida has done a lot of work with CPDWL Section over the years as a member but did you know how and why she became a librarian?

You can listen to this 25 minute conversation going to our blog page:

blogs.ifla.org/cpdwl/2019/10/17/cpdwl-podcast-project-episode-1 (transcript also provided). If you want the audio, you can go directly to soundcloud.com/user-35889954.

Our **second episode** of the CPDWL Podcast Project features Catharina Isberg.

In this episode, Catharina briefly shares how she became a librarian, what her favorite CPDWL and IFLA memories are and more!

You can catch the conversation here: soundcloud.com/user-35889954/episode-2. And the transcript here: blogs.ifla.org/cpdwl/2019/11/12/cpdwl-podcast-project-episode-2.

The **third episode** features former CPDWL chair Susan Schnuer! You can find the podcast conversation at: soundcloud.com/user-35889954/cpdwl-podcast-project-episode-3-susan-schnuer, and the transcript here: blogs.ifla.org/cpdwl/2019/12/10/cpdwl-podcast-project-episode-3.



Webinars: IFLA's Continuing Professional Development and Workplace Learning (CPDWL) and New Professionals (NPSIG), with the support of the American Library Association (ALA).

We have several webinars planned for 2020. Our first one of the year will be on "[Developing a successful poster session](#)" in cooperation with NPSIG, to be held on 26 February 2020.

View previous webinars, such as "[Digital tools that can change your librarian life](#)," at this page: ifla.org/node/72830.



About our members

New SC member



**Nyakundi James
Nyambane**

Currently working as a Librarian at the United States International University-Africa, USIU-Africa based in Nairobi, Kenya. Nyakundi James has previously worked in the Acquisitions department and currently works as a User Services Librarian. James has seen many key ideas being visualized in the library spaces. To mention a few, he is the proponent of a vibrant attachment and internship mentoring program that provides mentorship to students in the field of information science about career success and paths. He has participated in both local and international conferences. In 2019, His team was awarded by AFLIA the best poster in Africa category in response to AFLIA call for climate change.

He is a Co-founder of new Information Professionals Caucus team that brings together new information professionals in Kenya. He is an active member of the Kenya Library Association.

Awards



Congratulations to our Information Coordinator Ray Pun for receiving the Diversity Travel Award to the ALISE Annual Conference!

Here Ray Pun is receiving his ALISE Diversity Travel Award.

Staying relevant:

Skilling librarians through strong and sustainable continuous professional development

Susan Schnuer (Capacity Building Manager, susan@eifl.net)

In 2019 EIFL's (Electronic Information for Libraries, eifl.net) Public Library Innovation Programme (PLIP) celebrates its 10th anniversary. It has been a decade of outstanding innovation in public libraries, which EIFL supported by funding 50 pilot technology-based library projects, and training for over 1200 librarians in ICT skills, project management, evaluation, communication and advocacy skills to make create a more nimble, forward-thinking, and creative library staff. In 10 years we have worked with almost 900 public libraries in more than 40 developing and transition economy countries in Africa, Asia, Latin America and Europe.

Along this journey, working closely with libraries and library authorities, the EIFL-PLIP team realized the extreme importance of robust continuous professional development (CPD) systems, which would insure the sustainability of our capacity building efforts, and build the groundwork for long lasting transformation of public library networks. We were convinced that the success of future capacity-building development work depended on our ability to grow the local capacity for change as opposed to bringing change in from the outside. Our new approach involved working closely with a national partner to develop staff, and a national CPD framework, that would be self-sufficient and able to respond to local needs with needed expertise without outside assistance.

Based on previous successful collaboration on librarians capacity building, we decided to implement this CPD approach with the Kenya National Library Service (KNLS), which employs over 600 staff in 62 public libraries serving urban and rural communities across the country. In 2018, with KNLS, we launched an 18-month project to develop 'in-house' training skills, and to review and strengthen KNLS human resources development strategy. The goal was to mentor a group of librarians who would then act as change-agents in the KNLS system; helping to usher in modern library services in all public libraries.



The group of KNLS librarians selected to become master trainers for their peers

Developing a sustainable and effective internal professional development plan for public librarians in Kenya was a complex project. EIFL and KNLS worked together on the critical elements, which included:

1. Review of current CPD policies and plan.
2. Vision for a new CPD approach.
3. Selection of 20 public librarians would become master trainers for their peers in public libraries.
4. Training programme that included a train-the-trainer session, coaching and mentoring.
5. International experts who were brought in to train the master trainers in the following subjects:
Mobile Information Literacy; Leadership; Library Spaces; Design Thinking; Project Management; Performance and Outcome evaluation, and Communication and Advocacy.
6. Master trainers then cascaded training to local librarians, with coaching and mentoring support.
7. Evaluation of the project and planning of next steps.



Richard Atuti, former KNLS director, encourages his staff to take the best out of the EIFL training

One EIFL condition for a project of this magnitude was full support from the top of the organization. Richard Atuti, KNLS director, was committed from the start. Here are his words about the project.

“The continuous professional development/training of trainers programme has introduced a unique perspective for improving knowledge and skills of library staff. Developing a pool of internal trainers in critical areas of library operations will enable KNLS to conduct regular training at different levels. This partnership will transform our human resources and the quality of service delivery.

The master trainers, a bit hesitant about this approach, quickly understood the importance of the project, and were eager to take on a new role.

“The training is very different from all other training I have attended because it encouraged me to be the best version of myself. The training analyzed my strengths and weaknesses, and showed how my strengths can be used during training. I was able to learn a lot in very limited time. The training has shaken me out of my comfort zone and now I can design training, and prepare for the training session. I am now more equipped in terms of training and am able to work with diverse groups of people with different mindsets and approaches.” – Sarah Ogembo, a newly-trained master trainer.

Post training skills audit, performed about 3 months after the last workshop for KNLS trainers has shown tremendous improvement in their training abilities – all of them now felt fully confident in building training programmes and materials, running training events and evaluating training results.

In addition to improved skills, they mentioned a number of changes in their professional lives, such as the implementation of new services in their libraries, better advocacy and fundraising results, expanded possibilities to organized training in branch level, more recognition and trust from the management, and the pride in being part of a new CPD network in Kenya, etc.

There were some challenges in this transformational journey. In the beginning there was a bit of skepticism towards young librarians training senior colleagues. But the trainers wowed their audience with their strong preparation, and a dynamic, engaging and interactive training style. The feedback from participants has been highly positive – librarians mentioned that the training has been an eye opener and will enable them to come up with successful library programs at their branches. In first year, KNLS trainers showed great proactivity in organizing the cascade training and training about 400 librarians and approximately 300 library users, including seniors and youth.



Rebecca Wangechi, a master trainer, is running a training on performance & outcome evaluation for fellow librarians

Miriam Mureithi, a head of knls Thika branch, where she worked for 16 years, says that after receiving cascade training on Design thinking, there has been significant improvement among her staff:

“ *We are now tailor making essential services for user needs and not based on our own thought process as staff. This has revolutionized service provision and delivery.* ”



KNLS public librarians participating in a workshop on library spaces led by master trainers

Nancy Maina, a senior assistant librarian at KNLS Karatina branch, who attended the training on Design Thinking and Project Management, later cascaded it to 10 of the staff members in her library. She says that after the training they started to approach problem solving differently:

“ *Despite the challenges with space and resources, we customized some spaces in my section. We listened to children who tell us how they want the junior section painted, and which specific murals should be on the walls, the quotes and sayings that they like as well. The main aim of doing this is to ensure that each and every child feels welcome in the space.* ”

The success of the continuous professional development initiative in Kenya has led to the development of similar programme in Namibia, where 16 selected librarians were prepared to become trainers for the entire network of about 60 libraries. An adapted version of the programme has also been deployed in Zambia and Uganda.

The CPD project has opened new horizons for EIFL-PLIP in its work with public libraries in countries with fewer resources. EIFL has always been committed to building capacity of librarians, and now has practical experience on how to develop a sustainable CPD approach at a local level.

If you are interested in hearing more about EIFL-PLIP projects, please feel free to contact Ramune Petuchovaite (Programme Manager, ramune@eifl.net); Ugne Lipeikaite (Impact Manager, ugne@eifl.net); or Susan Schnuer (Capacity Building Manager, susan@eifl.net).

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Opening up New Vistas for Inostranka

Maria Bereslavskaja ¹ with the assistance of Svetlana Gorokhova ² and Daria Beliakova ³

On 13–15 June 2019, a three-day strategy session “Inostranka – 2024” was held at the M.I. Rudomino All-Russia State Library for Foreign Literature (LFL, or Inostranka) in Moscow. It brought together LFL motivated staff, the management as well as library specialists from the Russian Ministry of Culture, and professionals from other Russian libraries.

A target model and key project initiatives to lay the groundwork for the 2019 – 2024 LFL development thrust were the focal points of this brainstorm session. The participants worked in six groups according to the discussion subthemes:

1. Library spaces viewed in terms of service provision.

The group reviewed all spaces available within the Library from the perspective of revamping services, expanding/downsizing those already in operation and designing new ones for the future.

2. Educational activities.

The group took stock of educational services available at the Library to date, including training opportunities offered by cultural centers. It tried to identify priorities for the next five years taking into consideration global trends in educational services in libraries and leading technologies in education.



President RBA Mikhail Afanasiev and Svetlana Gorokhova

3. Digital information navigation: providing support in cyberspace (e.g. to researchers, educators).

The group assessed the Library's capacity for implementing "information surfing" services, smart technologies, etc. They matched them against existing competencies of the staff, thus identifying major gaps.

4. International cooperation

LFL's international activities need to be reconsidered in terms of the Library's increased role as a methodology center and a conductor of the federal government policy in librarianship. The group came up with project ideas for establishing more contacts with regional libraries of Russia, on the one hand, and with international partners abroad, on the other.

5. Working with cultural heritage documents.

Our Library has a unique collection of valuable historical documents. Its conservation department boasts experienced specialists and excellent equipment, which is corroborated by the Library's status as an IFLA PAC Center. But this potential needs to be projected and translated into specific projects, in particular, to promote our heritage documents through digital technologies and to disseminate and share our expertise with conservation specialists from our country and abroad.

6. Positioning and articulating the Library's mission.

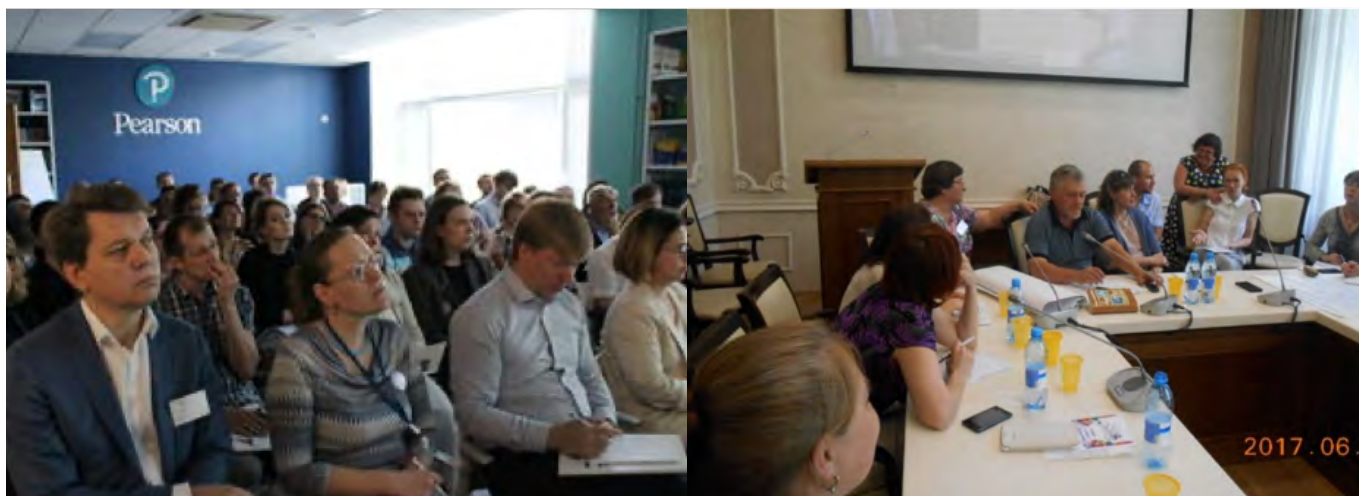
The group was responsible for moderating the meetings and putting together the draft document stating the Library's mission and strategy and drawing upon the contributions from each of the five discussion groups.



In his welcoming address, LFL Director General Mikhail O. Shepel stressed the importance of amending the Library's strategy in response to present-day challenges and pressing issues. He considered it a misconception to think that libraries could rest on past successes and continue to work the way they normally did regardless of how fast the society evolves. The resistance to change is fraught with lagging behind in meeting user needs, and the gap between them and what libraries can offer inevitably widens.

Mr. Shepel pointed out that LFL's distinction has always been its rich history and traditions. By the same token, that's exactly what makes it more difficult to rectify a long-held strategic course and to bring it in tune with new challenges. However, to make headway the Library needs to review its strategy and to keep it updated.

Moreover, the Library's size makes it all the more critical to get its staff actively involved in the process of change. Mr. Shepel believes that the decision-making process should not only be the Library management's prerogative: the LFL staff needs to be encouraged to take a more active part in revamping the Library's image and services. Such crucial issues as the Library's target model and key projects should be put forward for discussion engaging the as many staff as possible. That helps cultivate a sense of ownership of future changes. The commitment of the staff is key to success in reforms and their viability.



The strategic session was designed to tap into the librarians' intellectual potential, to unleash their resourcefulness and creativity and to give a boost to their initiative. The session's outcomes were twofold: it helped outline the Library's development prospects, on the one hand, and, on the other, the session showed that among the staff there were many capable of voicing a criticism, to come up with an idea, to rally others around it and to take responsibility for its implementation. The strategic session also got across the message of professional development, how vital it is for the Library's future.



Participants in the Inostranka 2024

As aptly remarked by Mr. Shepel, "these days winners are teams rather than individuals." Along with some well-thought-out project initiatives the Library is planning to build up a cohesive team of professionals who can visualize the Library's future and their place in it. "Only those capable of changing themselves can change things around them," said the LFL Director. Zest for self-improvement is a critical trait now like never before.

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Continuing Professional Development Opportunities

Research Data Management Librarian Academy

School of Library and Information Science, College of Organizational, Computational, and Information Sciences, Simmons University proudly announce the launch of Research Data Management Librarian Academy (RDMLA). RDMLA is the result of a unique and successful partnership between a LIS academic program, academic health sciences and research libraries, and Elsevier. The RDMLA and accompanying background information are available at rdmla.github.io.

RDMLA is a free online research data management (RDM) professional skill development program for librarians, information professionals, and other professionals who work in a research-intensive environment throughout the world. As a community built learning program, RDMLA addresses the gap experienced by practicing professionals who wish to learn key aspects of providing RDM services in libraries or other information settings.

The RDMLA differs from other RDM service-learning programs in that it is completely online and can be taken at the learner's convenience for no charge. The RDMLA program consists of the following 8 units, which can be taken in sequence or separately:

- Foundations of Research Data Management (RDM)
- Navigating research data culture
- Advocating and marketing the value of RDM in libraries
- Launching data services in libraries
- Project management and assessment
- Overview of data analysis and visualization tools
- Overview of coding tools
- Overview of platform tools (e.g., Open Science Framework, Mendeley Data)

Starting 2020, RDMLA will provide CE credit to those who wish to obtain such for a minimal fee from an accredited LIS program.

International Association for Continuing Education and Training

IACET's International Reach Continues to Grow with Increased Focus on Global Mission. In the past two years, IACET has enjoyed greater recognition worldwide for its accreditation to the ANSI/IACET 1-2018 Standard for Continuing Education and Training. The Standard continues to be well-received as an International benchmark for quality Continuing Education and Training. Many international organizations come to IACET seeking the structure that accreditation demands of their programs and courses.

IACET readily offers support to international applicants. IACET staff and commissioners will set meeting times aligned to the applicant's time zone. Content does not need to be translated into English to achieve accreditation. Many applicants from non-English speaking countries submit course materials and marketing collateral in the native language and provide a translation or summary of the contents in English. The commissioners will need to review English versions of the Policies and Processes. Still, it may be a relief to many applicants to know that the entirety of the application does not have to be translated.

Since the accreditation process requires a site visit, the international applicants often voice concern about this requirement. In the past two years, IACET has added 2 APs in Australia without the 16 hours on a plane. The IACET Commission developed a Virtual Site Visit protocol that has been used with several international applicants. This virtual site visit allows the organization to work with the site visitor through the use of a web-based meeting platform. The virtual site visit saves both the applicant and IACET valuable time and money by eliminating the extra fees and travel time for an international site visit. International applications are always considered for a virtual site visit at the time of submission.

Currently, within IACET, the majority of international APs are from Canada. IACET has seen continued growth in Canada but also in Asia Pacific and the Middle East. International growth will continue for IACET with support from the Board of Directors, staff, and virtual site visits. IACET would be pleased to meet with organizations interested in pursuing accreditation with IACET. For more information please reach out to us at: accreditation@iacet.org.



Join CPDWL!

The CPDWL Section embraces all aspects of professional development and learning in the workplace in the period post-qualification to the end of a career.

New developments and trends in information and communication technology, higher expectations of users, requirements of employers and managers of libraries and information service organisations and competition from information professionals in the broader information industry emphasize the imperative for associations and institutions to be 'learning organisations' and develop their staff by providing opportunities for continuing professional development and training in the workplace; and for individuals to be responsible for their own career planning and development.

Our membership engages institutions, organisations and individuals in a community of practice which supports practical and research-related activities within our area of subject expertise. The Section also brings together those who are interested in and responsible for the quality improvement of systems for delivering continuing professional development and workplace learning programs.