



Inspiring Future Leaders: Empowering New Professionals in the UK

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Meeting:

95 — *Strategies for library associations: include new professionals now!* — Management of Library Associations with the New Professionals Special Interest Group

Abstract:

Since 2009 there has been an explosion of activity amongst new professionals in the UK, providing this previously under-represented group with many opportunities to influence, reinvigorate and transform both CILIP - the UK professional association - and the LIS profession.

This activity, initially instigated by the Career Development Group and the Diversity Group of CILIP, has continued to grow, from the grassroots, inspiring others to participate.

The authors discuss the steps taken to create, nurture and facilitate the activities of the New Professionals Network during 2009-10 as well as their strategic approach - which created a community in which individuals benefit from the mutual support of their peers, raised the profile of new professionals within the larger LIS community and created the momentum for change and representation which is having a significant impact on LIS governance in the UK.

Keywords

New professional; leadership; network; library association; innovation

Introduction

This paper talks about the irresistible rise of New Professionals in the United Kingdom. It describes the process of engaging, inspiring and empowering new library, information and knowledge professionals which, since 2009, has taken place as a grassroots movement initiated by the three authors, two of them new professionals themselves at the time. The testimonials included evidence

the impact of our activities on individual new professionals and the professional community as a whole.

This paper aims to inspire those currently at the early stages of their career to get involved and bring about real change in their library association and in the whole of the profession; by creating networks of mutual support we hope you will see how quickly and easily you can affect this change. However this is also important for everyone else passionate about the sustainability of their professional association and the entire profession; therefore we hope this paper will also provide some useful ideas and inspiration for library association veterans.

Who are we?

Maria Cotera went to library school in Granada, Spain. Her first professional post, working in public libraries in the municipality of Arona, in South Tenerife (Canary Islands), taught her to serve and appreciate a very diverse library user population, as people from all over the world had come to Tenerife attracted by the climate, the quality of life and the 80s business boom, mixing with the locals to create a “mini-cosmos”. On arrival to the UK in 1998 Maria became a member of the then Library Association. After a period of voluntary work in Canning House Library to familiarise herself with the British library system, in 1999 she got a job as a retrospective conversion cataloguer at the London School of Economics Library. In 2001 she moved to University College London Library Services, where she worked during the whole period this paper refers to. Maria gained Chartership of CILIP: the Chartered Institute of Library and Information Professionals in 2002 and became an active member of CILIP Career Development Group (CDG), as committee member and website officer in the London & South East Divisions, and as national Honorary International Officer from 2005 until 2008, when she became CDG Vice-President.

In 2004 Maria was the recipient of CILIP's IFLA First-Timer Award. She attended the IFLA World Library and Information Congress in Buenos Aires, Argentina¹, where she befriended the conveners of the then just formed New Professionals Discussion Group (considered IFLA's international equivalent to the Career Development Group) and actively participated in the first ever IFLA New Professionals session. Most of the 52 delegates who attended the brainstorming session were also IFLA first timers and came from a great variety of library and information posts and from countries of origin as diverse as Bolivia, Denmark, India, Nigeria and the US. Six discussion groups were established, two of them in Spanish, one of which she moderated and reported on. The objective of the brainstorming session was to identify areas in which the NPDG should concentrate efforts and resources in the forthcoming two years. It also provided an excellent opportunity to meet other young professionals from different backgrounds to discuss issues of common concern².

Once back in the UK, Maria continued working within IFLA's new professionals movement by translating papers, contributing to the electronic discussion list and writing articles to promote the group, serving as a link between IFLA New Professionals Discussion Group and CILIP Career Development Group. She also encouraged her CDG colleagues to become actively involved; as a result, Joanna Ball (CDG President 2004 and CILIP's IFLA First-Timer 2005) and Liz Lewis (CILIP's IFLA First-Timer 2006) joined in - and consequently Joanna Ball became the Convenor of IFLA New Professionals Discussion Group in 2007.

David Percival had joined CILIP as a LIS student in 2002. Although he had attended the inaugural conference of the CILIP's Diversity Special Interest Group in 2004, his engagement was generally

passive. His active involvement began in 2008 after attending the IFLA World Library and Information Congress in Québec, Canada as a new professional, having received funding from CILIP's John Campbell Trust. David attended the IFLA first-timer session and the IFLA New Professionals session, where he met Maria Cotera who was attending the Congress in her capacity as Convener of the Women, Information and Libraries Discussion Group.³

David recalls a conversation with Maria where he voiced his belief that CILIP was stagnating, that there was a homogeneity in terms of both membership and the activists, that there were very few forums within the organisation to encourage new voices and that this created barriers – perceived or actual - to participation from those who may be at the early stages of their careers. David felt that, although CILIP continually stated that it was a “member-led” organisation, it seemed that the engagement with membership was top-down, rather than from the grassroots and up. Additionally, once members had achieved their Chartered status, he argued that their engagement with CILIP was likely to diminish, or cease altogether. While Maria shared many of David's concerns, she advocated the need to recognise that we ourselves, individually and collectively, are responsible for the future and the health of our professional body and our profession in general, and it is up to us to take charge and get involved to effect the change we want to see happening. She also argued that those who question the value of being members of their professional association, or of getting actively involved, do not realise that their non-participation damages not only their association but themselves as they weaken our collective voice hindering the association's capacity to advocate on behalf of the profession as a whole.

David was persuaded to get more actively involved and so, a few months later, he became a committee member of CILIP's Diversity Group, a Special Interest Group which aimed to bring together members interested in issues of diversity as they affected the library and information community. “Diversity” covered issues of race, religion, culture, ethnicity, class, gender, sexuality, age, disability and other factors that resulted in discrimination and inequality. In that context, it seemed highly appropriate that the Diversity Group would soon have a key role to play in the development of the new professionals' movement in the UK.

Christopher Rhodes joined the LIS profession in 2007 as a Masters student at the Department of Library and Information Studies, University of Sheffield. He achieved a distinction a year later, having completed a dissertation on the relative status of library and IT technicians in the University's new Information Commons.

After graduation Christopher moved to London to work as an indexer at the House of Commons Library. Being interested in the profession beyond his day job, Christopher was keen to become involved in CILIP. He met Maria Cotera at his first meeting of CDG London and South East Divisions Committee in 2008. As colleagues on the committee, Christopher was inspired by Maria to become more involved with CDG at a national level, and began working with her to develop the concept for the new role of CDG New Professionals Coordinator.

It was through the delivery of the first ever UK New Professionals Conference at London Metropolitan University in 2009⁴ that Christopher met David Percival for the first time. This was the first project on which Christopher, David and Maria worked together and its success is a credit to their enthusiasm and shared passion for the profession.

Christopher remained the CDG New Professional Coordinator from 2008 until 2010. During this time all of the aims of the role designed by Maria and him were achieved, including the New Professionals Conference which was held in 2009, 2010 and 2011; New Professional Support Officers operated in all thirteen regions of the UK (including Northern Ireland) by 2010; the online network for new professionals was created first as the LIS New Professionals Blog,⁵ and then in a more sustained form as LISNPN (launched during the second New Professionals Conference in 2010).⁶

In 2010, Christopher won the Special Libraries Association Europe (SLA Europe) Leadership and Management Award to the SLA conference in New Orleans.⁷ This was a rich opportunity for him to develop a network of new professional contacts outside the UK, and in library associations other than CILIP. Christopher's network of contacts was further enlarged when he attended the IFLA Congress in Puerto Rico in 2011. He has since then been assisting the Information Coordinator of the IFLA Library and Research Services for Parliaments Section.

Historical Background

CILIP: the Chartered Institute of Library and Information Professionals⁸ is the leading professional body for librarians, information specialists and knowledge managers in the UK. It provides practical support for members throughout their careers and speaks out on behalf of the profession. CILIP is a UK-based organisation with a global dimension; it welcomes overseas members, supports members in their international work and actively engages with international partners and on international issues⁹. It emerged in 2002 from the amalgamation of the Institute of Information Scientists and the Library Association.

The Library Association was founded in 1877, following the formation of the American Library Association in 1876 and arising out of the International conference of librarians which met in London that same year. By the 1890s it had become an association composed very largely of municipal chief librarians and local authority representatives. In 1885 the Library Association had introduced a system of examinations with certificates for successful candidates, and these examinations led gradually to the first stirrings of professionalism among assistants. Assistants tended still, however, to be isolated from one another.¹⁰

The Library Assistants' Association was born in London in 1895 out of discussions between students at the Library Association Summer School regarding their need to associate. The new Association was open to "any assistant engaged in a library, public or private, in London or elsewhere"¹¹. The first aim of the Association - as expressed by its members - was to establish free evening classes to help library assistants prepare for the examinations of the Library Association. "A collection of books bearing upon all phases of library history and administration and textbooks necessary for the education of a librarian" was also required as the extremely low salaries of library assistants at the time made purchasing of private books almost impossible. By the end of only its fourth year, the Library Assistants' Association had founded a successful circulating library for assistants, and established a journal. Monthly meetings, at which common issues were discussed, started to take place, with the first Annual Report of the Library Assistants' Association presented to the AGM on 1st July 1896 concluding as follows:

By attending the meetings assistants are brought into contact with one another; ideas and experiences are exchanged, and that good fellowship established which cannot fail to be of influence for the good of the profession in general"¹².

By 1922 some members had gone up the career ladder and membership now included (and still does) “assistants ranking from Deputy Chief Librarians of the largest publish systems, to the youngest junior of the smallest systems” so a change was made in the name to Association of Assistant Librarians (AAL) to better reflect the new nature of the association.¹³

After much deliberation, a vote by the whole of the AAL membership, and three years of arduous negotiations, amalgamation to the then Library Association (LA) came in September 1929 “from a realisation of the advantages which would accrue to each, and hence to the profession”. As a result of the amalgamation, the Association of Assistant Librarians became a Section of the Library Association in return for capitation payments and voting rights for its members, with two representatives appointed to LA Council and others to its different committees. However, “the young and enthusiastic AAL representatives became something of a thorn in the sides of the more senior members of the LA Council”, soon forming a ginger group in an effort “to get things done”.¹⁴ This combative spirit also helped the Association of Assistant Librarians to continue its activities despite six war years, the loss of some of its leaders in the conflict and most efforts being necessarily turned to the reconstruction. In the Annual Report 1945 the AAL President J.T. Gillett who, along with some other older members, have kept the Association going while the younger members were in the war, wrote:

There are signs that the end of the war is not far *distant*, and we look forward with confidence to the early return to civilian life of our members in the Forces...The AAL needs its young members, for its future is in their hands.¹⁵

1997 saw a second change of name, from Association of Assistant Librarians to Career Development Group, to reflect yet more changes in the profession. Nevertheless the proactive spirit and commitment to the profession, as well as its original aims and objectives - which include “providing a voice for members, specially the newest ones, encouraging debate and sharing of ideas for the advancement of the profession” - remain unchanged. In the words of former CILIP Chief Executive and 1985 AAL President Bob McKee:

I became a qualified professional librarian twenty five years ago. And the one thing – more than anything else – which helped me to develop as a professional in the early years of my career was involvement with a group [...] which exists – and had existed for many years – as part of the national association in the UK.¹⁶

The core mission of the Career Development Group (CDG) is to support, represent and assist in the continuing professional development of individuals and the profession, providing new opportunities for involvement and development to individuals within that profession. CDG is unique within CILIP because it is the only Special Interest Group which is cross-sectoral - it brings together colleagues from all sectors and it is not limited to one level of the profession—cross-UK and beyond - it is organised in thirteen local Divisional committees which cover the whole of the UK, providing a truly ‘local’ service to members and non-members. Divisions are coordinated by National Council which looks after the Group’s cross-UK initiatives and responsibilities - and cross-issue - the Group seeks to actively engage in representing the views and concerns of its members, helping to feed into professional debate and policy making for the benefit of members and the wider profession alike.¹⁷

Strategies to develop the New Professionals movement

Whilst the AAL – as we have already seen, later renamed Career Development Group - had traditionally been the group successfully catering for the development needs of library and information students, in the first years of the twenty first century it became increasingly difficult to continue attracting them to CDG student conferences and divisional committees. On the other hand, junior CILIP members were marginalised as there was no room for them within CILIP's organisational structure. Seniority and years of experience were regarded as the holy grail of professional wisdom - therefore all places within the Presidential Team, CILIP Council and all other committees were occupied by very senior and, in many cases, retired members of the professional community; scarce value was given to innovative ideas, and little trust was put on those who were still trying to climb up the professional ladder.

At the core of CDG's mission has always been the desire to continue developing ways to best serve its members in ever-changing times and circumstances. As the new CDG Vice-President, Maria Cotera saw it as her role, and the role of the Group, to address these important issues. Her clear vision to engage with a new generation of library, information and knowledge workers in order to support the development of new professionals and to bring new energy and new ideas to the national association was formulated in her *"Meet the President"* article, published in 2008. Among Maria's presidential goals was *"Engaging with the Future Leaders of the Profession"*.¹⁸

According to statistics, around half of full-time undergraduates have a part-time job as they struggle to finance their studies, while a high proportion of LIS students are postgraduates already working in libraries, in most cases full-time, enrolled in distance-learning courses or studying part-time. Not only are they under tremendous time pressures, but these new patterns also make students less identifiable, as the line between para-professionals and students becomes blurred, and the new term of "New Professionals" emerges. New professionals do not necessarily equal young professionals; the library workforce is ageing - new generation librarians may be on their 2nd or 3rd career and they no longer identify themselves with the term "student".

Nevertheless, CDG recognises that new professionals are the future of CILIP, the Group and the whole profession, and our commitment to them is right at the top of my agenda. Another important aim for my presidential year is to engage many more new professionals with CILIP and CDG and provide the future leaders of the profession with a common voice, with CDG serving as the vehicle to establish a dialogue between the new generation and middle and senior professionals to debate issues in the multi-generational workforce (low salaries, deprofessionalisation, lack of diverse role models, whether existing organisational structures offer the best development opportunities).

We will be working hard on recruiting and keeping new generation librarians engaged by identifying their needs and expectations as well as demonstrating to them the rewards of engaging with us. During 2009, we will be trying new ways to reach them, such as recruitment competitions and new technologies - blogs, wikis, survey software and conference pod casts.

A New Professionals Co-ordinator role has also been created; I will be working closely with him, organising events in new formats to keep new professionals engaged, such as open sessions for members to come along to talk about any issues, and conferences which will provide CPD opportunities via full participation and intellectual debate.

Maria Cotera's strategic objectives related to new professionals were to establish CDG as CILIP's leading special interest group supporting new professionals; to find, engage and develop future leaders in order to bring new energy, ideas and innovative ways of working to CILIP as an

organisation; and to create a support network around the country, coordinated by a National Officer, to deliver services specifically aimed to New Professionals.

The action plan had several strands; it started with the organisation of recruitment campaigns and specific events which attracted new professionals and gave them the opportunity to meet and network among themselves; this was combined with the creation of a UK-wide support network to bring together and foster the growth of this new community, and the facilitation of professional development opportunities aimed specifically at new professionals by creating bursaries to attend conferences, opportunities for first time-presenters, etc.

Maria knew that to materialise her ideas into actions, she needed to seek support and forge strong alliances: inside her own Group - enthusing other CDG activists also keen to try radical new ideas and develop more proactive ways, such as fellow committee member Christopher Rhodes, and others; with other CILIP special interest groups which had common aims and people who shared her vision – the Diversity Group committee and, within it, David Percival seemed a perfect match; with senior members of CILIP, including the presidential team and key members of staff, especially those working within the Membership Support Unit. She also understood the need to work in partnership with other key players which would add value to the new professionals' network proposition – library and information science departments, LIS recruitment agencies, other professional associations, etc.

All the new professionals activities undertaken by the authors during the period 2009-10 made a tangible impact on individuals, had potential for sustainable growth, were conducive to change and focused on capacity building so that new ideas developed by others and future new professional initiatives continued to flourish after the authors moved on. Jo Alcock, former Resources Librarian at University of Wolverhampton, and currently Evidence Based Researcher at Evidence Base, Birmingham City University, reflects on whether her participation in the first New Professionals Conference and other activities led to further opportunities:

My involvement in such activities has shaped my career and influenced my decision to change direction and move into research/consultancy to continue to support the profession... My aim is to continue supporting professional organisations (such as CILIP and ALA) and help drive forward necessary change in these organisations. I'm a strong advocate of the 'make it happen' philosophy and hope to be able to facilitate work to drive forward these organisations to support the profession as it evolves.

The establishment of CDG New Professionals Coordinator and New Professionals Support Officers (2009)

Up until the role of Honorary New Professionals Coordinator was approved by the Career Development Group Council at the end of 2008, there had been an Honorary Student Co-ordinator tasked with the organisation of an annual Student Conference. Unfortunately, interest for the Conference had progressively declined to the point that, by 2008, no specific activities for students had been organised.

Maria Cotera and Christopher Rhodes worked together to design the roles and responsibilities for the new honorary and divisional posts (New Professionals Coordinator and New Professionals Support Officers). These mirrored what CDG was already very successfully doing with the Honorary Learning Coordinator and the Candidate Support Officers network - which work in partnership with CILIP

Qualifications Department to advise and support candidates, even non members of CDG, working towards CILIP's Framework of Qualifications: certification, Chartership or Chartership revalidation.

The three key elements of the New Professionals Support Officer (NPSO) role undertaken by Christopher Rhodes which would help to catalyse much of the new professional activity mentioned in this paper were: the post-holder would help to organise and deliver a new professionals conference to present and debate issues of interest; he would build an online network for new professionals; and he would develop and lead a network of New Professional Support Officers across the UK.

The New Professional Support Officers would in turn act as the main contact for new professionals within the thirteen regional CDG Divisions¹⁹; promote CDG events, including the New Professionals Conference, and other events relevant to new professionals within the Division, and organise local events to offer advice and support to new professionals in the local area; assists with any new professionals issues, providing support and directing queries to other colleagues as appropriate; act as a point contact with library schools within their divisional area; and regularly report to the Divisional committee and the Honorary New Professionals Co-ordinator on their new professional activities and share knowledge and ideas among themselves.

Recruitment campaign (2009)

The recruitment of as many new library, information and knowledge workers as possible was key to the development of the newly established new professionals' network which, in turn, was a key component of the offer to attract new members. Furthermore, the first CDG Strategic Aim for the period 2008 to 2010 was

...to deliver support for members at a regional level throughout the UK through our Divisional Committee structure" with the first strategic objective being "Actively recruit new members and promote the benefits of membership to LIS colleagues."²⁰

Paul Tovell, CDG Honorary Membership and Marketing Officer, worked hard on increasing membership, targeting new professionals. A campaign entitled "*Join the Professionals*" was launched. It invited non CILIP members to take charge of their careers by joining CILIP and the Career Development Group between 1st December 2008 and 1st June 2009, with the chance to win a £50 Amazon voucher. The campaign was very well received and, by the end of April 2009, CILIP and CDG had already gained over 100 new members, a high proportion of them new professionals.

1st New Professional's Conference (2009)

As the number of new professionals engaged with CILIP increased, a professional development event that would help to build a community of activists was planned. In 2009, the first New Professionals Conference was organised by CILIP Career Development Group in partnership with the Diversity Group and the Department of Applied Social Sciences (DASS) at London Metropolitan University. The organising committee issued a call for papers (*Appendix 1*), using the many networks we had developed and received twenty-eight proposals. Ten papers were selected for the event, which took place on July 6th (*Appendix 2*).

Entitled "*What is it like to be a Library and Information Professional in the 21st Century? Forum and Debate from a New Professionals' Perspective*" this conference was the first of its kind in the UK and proved hugely successful, providing a rare forum for new professionals to present their ideas and share the issues that they felt were relevant to them. It also provided them with a valuable opportunity

to network with delegates at different stages of their careers. As well as being able to listen to inspiring career profiles of other new professionals, delegates were able to share their ideas for career development and marketing themselves in an increasingly competitive job market through social media and other networking opportunities. Furthermore, it was an ideal forum for the new professionals to communicate their specific needs to the CILIP leadership who were present. For Nicolás Robinson-García, Research and Teaching Staff EC3 Research Group, Library Studies Department, University of Granada (Spain) there were also other added benefits:

The experience of participating at the Conference not only got me to meet other professionals and expand my professional network, but also, as a student with hardly any previous professional experience, it was a way of measuring myself with the profession and learning if I was up to it. As someone who currently works at a Library Studies department and who is frequently in contact with students, I see an enormous leap between professionals and students; events like this one are a good way for integrating students and professionals without making them feel overwhelmed.

100 delegates attended in total and sixty-six of them returned completed evaluation forms at the end of the day. (*Appendix 3*). All of them rated the event from "good" to "excellent". Bearing in mind that the event was largely organised by new professionals, with little or no previous experience in putting on large scale events, it was encouraging that the vast majority of respondents rated the organisation as "very good" to "excellent". The organising committee were extremely fortunate to benefit from the support and mentoring of Shiraz Durrani, at the time a Senior Lecturer in Information Management at the University, who gave practical advice and generously provided a free venue to hold the conference. He also recruited five of his students, who volunteered to help run the conference on the day.

A best paper prize, based on delegate votes, was sponsored by Sue Hill Recruitment; this emphasises the organisers' ability to gain sponsorship from a variety of different sources.

The prize was awarded to Ned Potter, Academic Liaison Librarian, University of York Library,²¹ who went on to become a very influential part of the new professional community in the UK. Ned, on reflecting on his career, said:

It literally – no exaggeration – *all* started from attending that first new professionals conference. It gave me confidence, momentum, a community to be part of, and widened horizons.

Publication of a special issue of *Impact, Journal of the Career Development Group* dedicated to New Professionals

The success of the 2009 New Professionals Conference led to the organisation of another conference the following year which, along with other new professionals activities, needed publicising in order to reach a wider audience. CDG New Professionals Coordinator Chris Rhodes guest-edited the Spring 2010 issue of *Impact, Journal of the Career Development Group*²². The issue was dedicated to New Professionals and showcased some of the opportunities in offer to them. It included Ned Potter's winning paper at the New Professionals Conference 2009, a piece on what library school doesn't teach, and an article about what makes new professionals valuable to employers, among others.

CILIP Political Manifesto (2010) and inclusion of new professionals in high level boards

In 2010 a select group of influential CILIP activists was tasked with writing CILIP's Political Manifesto²³ which set six priorities to those seeking election to the UK parliament. It was sent to all political parties as part of the lobbying undertaken by different organisations during the General

Election campaign²⁴. Due to its high profile and growing influence, the Career Development Group was invited to join the group writing the Manifesto, and it was the only special interest group invited. Immediate Past President Maria Cotera, Honorary New Professionals Co-ordinator Christopher Rhodes and divisional committee member Emma Illingworth – who had been a speaker at the New Professionals Conference the previous summer – represented CDG. This was the first time that any new professionals had been invited to work at a strategic level within CILIP, hence providing them with their own voice and the opportunity to influence future policy. They ensured that the varied and passionate views of both CDG members and CILIP new professionals were embodied in the final draft of the Manifesto. In a joint statement they said:

*We were particularly keen to bring the views of newer members of the profession to the Task and Finish Group as we see the Manifesto not only an appeal to today's politicians, but also as a bold statement of the aspirations of our entire profession. We ensured that a statement of values was included within the document which explicitly stated the vital role that information will play in society in the coming decades, and how central the LIS profession can be to this development.*²⁵

The inclusion of new professionals on high level boards within the professional association which was initiated with the writing of the Political Manifesto has continued. After an open call for expressions of interest²⁶, Katie Fraser²⁷, a PhD student in Learning Sciences, was invited to participate on the Project Board for the Defining our Professional Future. This project started with a wide consultation²⁸ about the future of CILIP and the knowledge and information sector which, between April and June 2010, engaged with more than 3,500 members and non-members through social media, an online survey and focus groups. The outcomes of the consultation were used by CILIP Trustees to create a new vision and mission for CILIP.²⁹

In 2012 Bethan Ruddock, Content Development Officer, Library & Archival Services, MIMAS, University of Manchester became a board member of another high-profile CILIP project, the Future Skills project, which aims to

*...review CILIP's qualifications and ensure every member gets the recognition they deserve from their employers and society for a unique suite of highly valuable, relevant and endurable skills.*³⁰

Supporting new professionals via CPD grants

The Career Development Group supports the professional development of CDG and CILIP members and the profession in general by delivering affordable, good value events and other learning opportunities to enable participants to further their own personal and professional development.

Whilst the Student Conference organisers were well aware that new professionals generally have less access to resources and hence, less access to CPD opportunities, and minimised expenditure by gaining sponsorship in order to organise an affordable conference, they also advocated the importance of providing CPD grants, which would not only benefit deserving new professionals but would also focus attention and raise interest for the new targeted activities.

In order to provide access to development opportunities for its regional members, while also supporting the new professional activities initiated by two of its committee members, CDG London & South East Divisions sponsored a place at the first New Professionals Conference on 6th July 2009. The grant was awarded based on the panel assessment of a personal statement and the process generated interest in the group. The winner was Tina Reynolds who wrote an article for Directions the Newsletter of the CDG, London & South East Divisions.³¹

Also in July 2009 new professional Eleni Zazani, Learning Support Adviser, Birkbeck College Library was awarded full CDG's sponsorship to attend the CILIP's biannual residential conference "*Umbrella 2009: making connections*".³² Reflecting about winning the award she said:

The Umbrella conference proved to be not only the perfect gateway for me to increase my awareness on the British library world at the time and get more familiar with ideas and trends, but most importantly, it served as an unmatched opportunity to regain my passion for my profession, network with delegates, and gain a sense of belonging. Its theme *Making Connections* expressed exactly what I needed. In hindsight, it exceeded all the aforementioned expectations and made my career take off.

2nd New Professional's Conference (2010)

In 2010, Maria Cotera (Immediate Past President), Chris Rhodes (New Professionals Coordinator), Ned Potter (New Professionals Support Officer, Yorkshire & Humberside Division and winner of the Best Paper Prize for the New Professionals Conference 2009) and Stella Wisdom (Secretary) of the Career Development Group organised the second new professionals' conference. It was held in Sheffield University, working in partnership with the Information School at the University of Sheffield.³³

Building on the great success of the first conference was our key aim. The title of the 2010 conference was '*Proving your worth in challenging times*'. As in 2009, all of the papers would be submitted by first time speakers, all were on topics chosen by the presenters including "*Bridging the gap: from employability to employment*" and "*Building skills on a shoestring*", and the style of the presentation was left up to presenters.

In addition to traditional plenary-style presentation of selected papers written and delivered by New Professionals, the 2010 conference did also feature four parallel workshops which delegates could choose from. These were practical demonstrations of techniques important to information professionals, for example creating effective CVs and professional networking via Twitter. The workshops were designed and run by commissioned new professionals with experience or expertise in the areas they were presenting on.

The conference was a success on many levels. The plenary sessions were lively and interactive; the workshops were well attended and motivated lots of activity following the conference; the whole conference received very positive feedback, was much discussed online, made a profit for the Group and, perhaps most gratifying, a new group of information professionals were introduced to the new professional community with the conference continuing to be a vehicle for New Professionals to make themselves visible, feel empowered and become involved (at least half of the New Professionals who presented at the Conferences became active within CDG and CILIP). Several students of the University of Sheffield helped out on the day, and many of these became very active in the wider information profession following the conference, including Lauren Smith, founder of the Save Doncaster Libraries campaign, and Vice President of CILIP in 2012.

Laura Woods, Information Professional, Addleshaw Goddard (law firm) stated that:

Presenting at the New Profs conference in 2010 gave me a huge confidence boost - I've always been terrified of public speaking, and this was the first professional occasion where I had to do so. Knowing that I was presenting under the banner of "new professional", i.e. inexperienced, and that the conference as a whole mostly featured first-time speakers, took a lot of the pressure out of it. I suppose it was a kind of "fail-safe" environment - as in, it was safe to fail there! I'd much rather have

done my first professional public speaking gig in a friendly, encouraging environment like that than, for example, a job interview.

This is confirmed by fellow presenter Bethan Ruddock:

I applied to speak at the CDG new professionals' conference because it seemed like a fantastic opportunity to gain experience of presenting. I really liked the idea that we would all be first time presenters, so were all in the same boat, and probably all equally nervous! As the audience was also new professionals, and knew that we were first time presenters, I thought they'd also be very welcoming and sympathetic - and they were! I was terrified of presenting, but a good first experience helped me gain confidence, and I now present on a fairly regular basis.

A selection of other pieces about the conference, in addition to interesting feedback on the use of Twitter at the conference, can be viewed on Jo Alcock's blog,³⁴

Library and Information Services New Professionals Network (LISNPN)

LISNPN was officially founded in July 2010, on the day of the 2nd New Professionals conference. Since becoming new professionals coordinator of CDG, Chris Rhodes had wanted to create an online network through which new professionals could interact, share experience and knowledge and stay in touch.³⁵

Along with Ned Potter, Chris began to collect ideas on how to set up such a website. Initially the site was a blog, mainly run by Chris Rhodes, but with periodic guest posts from other new professionals.³⁶ Because of the lack of interactivity that this format allowed, Ned began to investigate other online formats. Ned then developed the site on a SPURZ interactive format. SPURZ sites are not free to use, and so sponsorship was sought and gained from Phil Bradley (current President of CILIP) and MIMAS, a nationally recognised research support centre at the University of Manchester. The site is currently run Rachel Bickey, a new professional first introduced to the community at the 2010 New Professionals Conference in Sheffield.

LISNPN hosts articles, downloadable resources and news items on topics relevant to new professionals. The forums allow members to interact, present professionally oriented questions and suggest answers. There is also a comprehensive calendar featuring up-coming local and national events that new professionals may find interesting.

LISNPN has gone from strength to strength and currently has around 1,400 members from over 30 countries. It is a thriving hub for new professional activity and is a model of how new technology can facilitate the interaction of new professionals and the inclusion of new comers into the national community.

New Professional Information Days (2010)

Deciding on a new career can be daunting. The CILIP New Professional Information Days enable people still in the process of finding out about their options to decide whether the library, knowledge and information profession is the right career for them. They are free for anyone who has an interest in LIS careers.

In 2010 Maria Cotera, Chris Rhodes and Ned potter worked hand in hand with members of the former CILIP Membership Support Unit to plan activities and design and deliver the New Professionals Information Days in London and Newcastle. Titled "*Find the Passion – library and information work:*

*the career that lets you work with the things you love*³⁷ the two CILIP New Professional Information Day events held included key note speeches from established members of the profession, along with workshops from new professionals on different aspects of the profession. One-to-one careers advice and CV checking sessions on the model of 'speed dating' were also part of the day-long events.

Unfortunately, as part of a restructuring exercise, CILIP announced the dissolution of the Unit and the three part-time staff members in the Unit left CILIP on 28th October 2010. This had implications for CDG and meant the Group did not continue being involved in the delivery of the New Professionals Information Days beyond 2010, although CILIP has continued organising them and, over the past five years, these events have grown into a fixture of the new professional's landscape in the UK, and have been attended by over 600 prospective new professionals. Their continued importance indicates the health of the interactions that we helped to facilitate, and their success can be seen from the number of people inspired to begin careers in this area after attending one of these days.

The great success of these days lay in their informal style, the variety of people who are attracted to them, and the fact that they appeal to a vibrant and active side of the profession that is not immediately obvious from mainstream careers information services.

Widening the Network by engaging with other New Professionals

Those of us who have embraced the opportunity to be part of a community of like-minded professionals know that the success of any professional network is in great part due to the care and generosity of those involved. By stepping out of our own comfort zones to make new contacts and dedicating time and effort to nurture our networks, sharing ideas and experiences and showing a willingness to make a meaningful contribution to our own professional development and that of others, we engage with fellow professionals who influence and inspire us during our professional journeys, while encouraging us to become more involved and making us feel included and welcomed. As Ned Potter puts it:

Being engaged in New Professionals activities is enriching but it's also energising. You become plugged into this group of people who think a bit like you, and you bounce ideas off them and collaborate with them, and that's terrifically exciting. It's a catalyst for your whole career.

While during this process we are certainly enhancing our own careers by getting inspiration, acquiring new skills and greater confidence to draw on in our future professional life, as well as learning a great deal about ourselves, we are also influencing and inspiring others to achieve their own professional goals. Eleni Zazani comments:

My first professional network and community of practice was formed as a result of the above activities. The fellow librarians I met enriched my perspective and fed my passion during challenging periods.

In August 2009 David Percival, along with Sarah Newbutt and Emma Hadfield - who had also been involved at the first New Professionals Conference - presented papers at the IFLA satellite meeting *Moving in, Moving up, and Moving on: Strategies for Regenerating the Library & Information Profession* in Bologna, Italy. This was organised by the New Professionals Group in partnership with IFLA Continuing Professional Development and Workplace Learning Section³⁸. Reflecting on his own conversion to activism while in Canada the previous summer, David duly persuaded Emma Hadfield to become a member of the Diversity Group Committee and, a year on, to speak at CILIP national Conference *Umbrella* in July 2011³⁹.

Networking at that *Umbrella* conference led to the recruitment of another new professional to the Diversity Group committee. Carly Miller had received the Aspire Award, created by CILIP and IFLA in memory of CILIP's former Chief Executive and CDG Past President Bob McKee, who died in August 2010. The Aspire Award helps new professionals develop through networking at UK and IFLA Conferences.⁴⁰

In March this year, the Diversity Group and Community Services Group of CILIP merged to become the Community, Diversity and Equality Group, with David Percival as the Interim Chair of the Committee⁴¹. New professionals will play a key role in developing the aims and objectives of the group. Carly Miller has the role on the group committee to increase the engagement of new activists. In autumn 2012 she will help to organise a conference that will bring together those progressive library workers in all LIS sectors who are interested in transformational librarianship and committed to social justice. It is anticipated that this conference will inspire and empower more new professionals to become active within CILIP and become another true force for change.

Conclusion

Change is possible, and the most powerful and radical change comes from the grassroots. Anyone within a library association can initiate and implement new ideas for the benefit of the whole association. Do not wait for someone else "up there" to initiate change – seek inspiration by looking at what others are doing in other places; forge collaborations and partnerships with those who share your vision and ideals; do not be afraid to take risks and make bold decisions; be prepared for whatever may be thrown back at you and to put on many hours of hard work; remain positive through criticism and resilient to overcome obstacles; be generous with your time and support, mentor and provide inspiration to others.

¹ IFLA Congress 2004, Buenos Aires, 2004: <http://archive.ifla.org/IV/ifla70/index.htm>

² Maria Cotera, "Making the most of an IFLA Conference" in "CILIP Library & Information Update", November 2004, pp. 26-27.

³ IFLA Women, Information and Libraries Discussion Group: <http://www.ifla.org/en/about-the-women-information-and-libraries-special-interest-group>

⁴ CILIP Diversity Group website, "Events in 2009" page: <http://www.cilip.org.uk/get-involved/special-interest-groups/diversity/conferences/pages/newprofessionalsconferencejuly2009.aspx>

⁵ LIS New Professionals Blog: <http://lisnewprofessionals.wordpress.com/>

⁶ LISNPN: <http://lisnnpn.spruz.com/>

⁷ SLA, Leadership and Management award winners 2010: <http://www.sla-europe.org/wp-content/uploads/2010/05/ECCA2010winnersPR.pdf>

⁸ CILIP website: <http://www.cilip.org.uk>

⁹ CILIP "About Us -International activities" page: <http://www.cilip.org.uk/about-us/pages/default.aspx>

¹⁰ Michael J. Ramsden, "A History of the Association of Assistant Librarians 1895-1945" p. 1. Association of Assistant Librarians, 1973.

¹¹ "Library Assistant, the Journal of the Association of Assistant Librarians", no. 16, April 1899, p. 182.

¹² "Library Assistant, the Journal of the Association of Assistant Librarians", v. 48, no. 4, April 1955, p. 55.

¹³ Michael J. Ramsden, "A History of the Association of Assistant Librarians 1895-1945" p. 100, Association of Assistant Librarians, 1973.

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- ¹⁴ According to the Cambridge Dictionary “a ginger group is a group of people who try to encourage other people to follow a new, more interesting or more active way of doing things.”
- ¹⁵ Michael J. Ramsden, “A History of the Association of Assistant Librarians 1895-1945” p. 193, Association of Assistant Librarians, 1973.
- ¹⁶ Bob McKee, “An Introduction to the New Professionals Discussion Group at the World Library and Information Congress, Buenos Aires”. Session No 105 held on Tuesday 24 August, 2004 in Proceedings of IFLA General Conference and Council (2004) , issue 70: <http://www.mendeley.com/research/an-introduction-to-the-new-professionals-discussion-group/>
- ¹⁷ Career Development Group Strategic Plan 2008 – 2010
- ¹⁸ Maria Cotera, “Meet the President” in “Impact: Journal of the Career Development Group”, Winter 2008, v. 11, n. 4, pp. 68-71: <http://issuu.com/cdgiimpact/docs/winter-2008>
- ¹⁹ CDG website “New Professionals contacts”: <http://www.cilip.org.uk/get-involved/special-interest-groups/careerdevelopment/cdg-benefits/newprofessionals/Pages/newprofessionalscontacts.aspx>
- ²⁰ Career Development Group Strategic Plan 2008-10.
- ²¹ Ned Potter, “Why are we still defined by our building?”, 2009: <http://thewikiman.org/resources/building.pdf>
- ²² Impact, Journal of the Career Development Group, Spring 2010, v. 13, n. 1: http://issuu.com/cdgiimpact/docs/spring_2010_volume_13_no_1/1
- ²³ CILIP's Political Manifesto: [http://www.cilip.org.uk/get-involved/policy/statements%20and%20briefings/Documents/ManifestoA4\(web\).pdf](http://www.cilip.org.uk/get-involved/policy/statements%20and%20briefings/Documents/ManifestoA4(web).pdf)
- ²⁴ The original “UK General Election 2010” web pages have been preserved by the British Library: <http://www.webarchive.org.uk/ukwa/collection/35389447/page/1>
- ²⁵ CDG website “CDG's Involvement on CILIP Political Manifesto”: <http://www.cilip.org.uk/get-involved/special-interest-groups/careerdevelopment/cdg-benefits/Pages/cdgs-involvement-on-cilip-political-manifesto.aspx>
- ²⁶ CILIP website “Defining our professional future”: <http://www.cilip.org.uk/about-us/cilipfuture/Documents/Big%20Conversation%20Project%20Board%20Call%20for%20Expressions%20of%20Interest%20171209.pdf>
- ²⁷ You Tube video “Biddy Fisher & Katie Fraser on CILIP's Defining Our Professional Future”: <http://www.youtube.com/watch?v=2208zmyF29o>
- ²⁸ CILIP website “Defining our professional future”: <http://www.cilip.org.uk/about-us/cilipfuture/pages/default.aspx>
- ²⁹ CILIP website “Mission and vision”: <http://www.cilip.org.uk/about-us/mission-goals/pages/default.aspx>
- ³⁰ CILIP website “Future skills project”: <http://www.cilip.org.uk/about-us/future-skills-project/pages/default.aspx>
- ³¹ CILIP CDG, London and South East Division Newsletter “Directions”, Issue Number 26, Winter 2009.
- ³² CILIP Communities, Umbrella Conference 2009: http://communities.cilip.org.uk/blogs/umbrella_2009/default.aspx
- ³³ CILIP, New Professionals Conference 2010 programme: <http://www.cilip.org.uk/get-involved/special-interest-groups/careerdevelopment/cdg-benefits/newprofessionals/pages/new-professionals-conference-2010.aspx>
- ³⁴ Joeyanne Libraryanne, Tweeting at the New Professionals Conference 2010, July 12 2010, <http://www.joeyanne.co.uk/2010/07/12/tweeting-at-npc2010/>
- ³⁵ Library and Information Services New Professionals Network: <http://lisnpspruz.com/>
- ³⁶ LIS New Professionals Blog :<http://lisnewprofessionals.wordpress.com/>
- ³⁷ CDG website “New Professionals Information Days 2010”: <http://www.cilip.org.uk/get-involved/special-interest-groups/careerdevelopment/cdg-benefits/newprofessionals/Pages/new-professionals-information-days-2010.aspx>
- ³⁸ *Moving In, Moving Up, and Moving On: Strategies for Regenerating the Library & Information Profession* 8th World Conference on Continuing Professional Development & Workplace Learning for the Library and Information Professions, 18-20th August 2009, Bologna, Italy: <http://www.ifla.org/cpdwl/8th-world-conference>

³⁹Hadfield, Emma “Young people’s access (or not) to social media” CILIP Umbrella Conference, Hatfield, UK 12/07/11: www.cilip.org.uk/.../umbrella/Documents/EmmaHadfieldUmbrellaYoungPeopleSocialMedia.ppt

⁴⁰ CDG website “CILIP/IFLA Aspire Award”: <http://www.cilip.org.uk/get-involved/special-interest-groups/careerdevelopment/about-cdg/pages/cilipifla-aspire-award.aspx>

⁴¹ Community Diversity and Equality Group “About us” page: <http://www.cilip.org.uk/cdeg>



New Professionals Conference - Call for Proposals

"What is it like to be a Library & Information Professional in the 21st Century? Forum and debate from a New Professionals perspective"

Calling all New Library & Information Professionals for presentation proposals for the New Professionals Conference - Monday, 6th July 2009, London Metropolitan University.

This is a joint conference, organised as a forum for New Professionals, by the **Career Development Group** and the **Diversity Group**, two special interest groups of **CILIP: The Chartered Institute of Library and Information Professionals**, in partnership with **London Metropolitan University's Department of Applied Social Sciences** (as part of their consultation for the Library Skills for a Globalised World Project, funded by the Linking London Lifelong Learning Network).

We invite proposals for contributions from colleagues who have joined the profession, either through work or study, in the last 5 years. First-time presenters, current LIS students and individuals from diverse backgrounds are especially encouraged to apply.

There will be a **prize for the best paper**, as voted for by delegates on the day. **A selection of papers will be published** in the professional journals.

Help preparing the presentations and standard travel and accommodation expenses can be provided on request, so consider taking advantage of this **excellent opportunity for continuous professional development!**

Deadlines:

1. Proposals (no longer than 300 words) must be submitted by 5pm on Friday 3rd April, 2009.
2. Authors of accepted proposals will be contacted by Friday 17th April.
3. Full proposals must be submitted by Monday 1st June, 2009

Conference Themes and Focus

We welcome papers sharing experiences and exploring issues relevant to the overall theme: ***What is it like to be a Library & Information Professional in the 21st Century***, including:

- What attracts New Professionals into the Library & Information world?
- What are New Professionals bringing to the changing world of libraries and information?
- How can New Professionals revolutionise the 21st century profession?
- How can New Professionals market themselves?
- What are the current barriers for New Professionals?
- How can New Professionals from diverse backgrounds come into and enrich the profession?

Questions/Comments

The organisers are happy to receive and respond to questions or comments. For further information please contact:

David Percival, Librarian, Young Adults and Looked After Children, Portsea Library, Portsmouth

E-mail: david.percival@portsmouthcc.gov.uk

Chris Rhodes, Statistical Resource Unit, House of Commons Library, London

E-mail: rhodesc@parliament.uk



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Appendix 2 – New Professionals Conference 2009 – Programme



**"What is it like to be a Library & Information Professional
in the 21st Century? Forum and Debate
from a New Professionals' Perspective"
Monday, 6th July 2009, London Metropolitan University**

Programme

10.00 - 10.30 Registration, Coffee & Networking

10.30 - 10.50 **Opening: Maria Cotera**, President, Career Development Group
Welcome: Prof. John Gabriel, Head of Department, Applied Social
Sciences, London Metropolitan University

10.50 - 11.15 **The New Generation:**

- **"The Consumer Generation and How it is Changing the Library and Information Profession": Katie Hill**, Serials and E-resources Assistant, University of York

11.15 - 12.30 **Meeting the Challenges:**

- **"Why Are We Still Defined by Our Building?": Ned Potter**, Digitisation Coordinator, University of Leeds
- **"Attracting Young People into the Profession": Sarah Newbutt**, Assistant Librarian, The Grammar School at Leeds
- **"Gaining Skills in the Social Aspects of Libraries": Lydia Mayor**, Knowledge Advisor: Research and Training Support, Eversheds

Followed by panel discussion chaired by **Christopher Rhodes**, New Professionals Co-ordinator, Career Development Group

12.30 - 13.30 Lunch

13.30 - 14.45 **Marketing Ourselves:**

- **“Unleashing the Potential: New Professionals in the Workplace”:** Emma Illingworth & Sarah Ison, Assistant Information Advisers, University of Brighton
- **“Beyond the Counter: What Skills Can New Professionals Offer in the Public Library Sector”:** Kath Aitken, Reader Development and Stock Management Librarian, Derbyshire County Council
- **“Market Yourself Using Online Tools”:** Joanne Alcock, Resources Librarian, University of Wolverhampton

Followed by panel discussion chaired by **Dave Percival**, Vice-Chair, Diversity Group

14.45 - 15.15 Tea & Networking

15.15 - 16.30 **Career Profiles:**

- **“From Old School to New Profession”:** Hazel James, Librarian, Dame Alice Owens Secondary School, Hertfordshire.
- **“New Technologies, New Professionals”:** Nicolás Robinson, Graduate Trainee, EC3: Science and Scientific Communication Evaluation, University of Granada, Spain.
- **“Wanted: New Professionals for Public Library Service”:** Anne Sherman, Literature & Reading Development Officer, Cheshire East Council

Followed by panel discussion chaired by **Sylvia James**, Treasurer & Board Liaison to the First Five Years Council of the Special Libraries Association.

16.30 - 16.40 **Feedback and Best Paper Vote**

16.40 -16.55 **Closing Remarks:** Shiraz Durrani, Senior Lecturer in Information Management, London Metropolitan University

Sessions will be presentation-based, with opportunity for delegates to share experiences and ask questions, and to **vote for the best paper**. The winner will receive **£100 and a bottle of Sue Hill Fizz**, generously sponsored by



A selection of papers will be published in the professional journals.

Learning outcomes:

1. Improved understanding of issues relevant to New Library & Information Professionals, including:
2. More detailed understanding of what attracts New Professionals into the Library & Information world.
3. Awareness of what New Professionals are bringing to the changing world of libraries and information
4. Awareness of what are the current issues for New Professionals and improved confidence to tackle them
5. Clear understanding of marketing techniques specially relevant to New Professionals
6. An understanding of the need for New Professionals to develop and model relevant skills in the context of an increasingly globalised world.

Seal of Recognition:

The Career Development Group has been awarded the CILIP Seal of Recognition, which recognises high standards in the content and relevance of its training:
<http://www.cilip.org.uk/qualificationschartership/seal>.

Venue:

London Metropolitan University Graduate Centre, one of the most exciting new building developments in London.

Address: Room GC1-08, Graduate Centre, Tower Building, 166-22 Holloway Road, London N7 8DB. Details and map at: <http://tinyurl.com/cfjs8j>

Delegate rates:

- **CDG/DG members** - £55 + 15% VAT = **£63.25**
- **Non members** - £75 + 15% VAT = **£ 86.25**
- **Students & Unwaged** - £35 + 15% VAT = **£ 40** 20 places available)

Delegate rate includes morning and afternoon refreshments and buffet lunch.



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Appendix 3 – New Professionals Conference 2009 – Feedback form



New Professional Conference 2009

Feedback

Equal opportunities monitoring

Total no. forms received: 71

RACE/CULTURAL ORIGIN

Black African: 4

Indian: 5

White: 58

Other ("Irish"): 2

Other ("Mixed"): 1

Other (unspecified): 1

DISABILITY

Yes: 7

No: 64

SEX

Female: 54

Male: 14

(No response: 3)

FINANCIAL ASSISTANCE FOR STUDENTS & UNWAGED

Good: 13

Average: 16

Poor: 5

Not applicable: 32

(No response: 5)

AGE

20-25: 16

26-35: 37

36-45: 7

46-55: 8

56-64: 3

65+: 1

4. Quantitative Feedback

Question/response	General (66 forms)	Speakers (7 forms)
<i>How would you rate the speakers at this event?</i>		
Excellent	7	2
Very good	44	3
Good	15	1
Average	0	
Poor	0	
No response		1
<i>How would you rate the organisation of this event?</i>		
Excellent	20	4
Very good	36	2
Good	9	1
Average	1	
Poor	0	
<i>How would you rate the venue?</i>		
Excellent	11	3
Very good	38	1
Good	15	3
Average	1	
Poor	1	
<i>How would you rate the catering facilities?</i>		
Excellent	9	1
Very good	26	3
Good	23	3
Average	7	
Poor	1	

5. Qualitative Feedback

How did you hear about the Conference?	Frequency (General)	Frequency (Speaker)
Article in Impact	3	
"CDG Newsletter" (possibly the Impact article)	5	
Gazette	1	
"CILIP website"	12	1
"CDG website"	3	
Own university website/staff	2	
Tutor	2	1
Mentor	3	
Manager	4	
DG e-mail	1	
CDG e-mail	7	1
LIS-PUB-LIBS	1	
LIS-LINK	2	
NHS Libraries North West e-mail	1	
E-mail (source unspecified)	5	1
NP Coordinator	2	
Facebook event	1	
Twitter	1	
Friend/colleague	11	1
Call for papers		2

What were your main reasons for attending?	Frequency (General)	Frequency (Speaker)
Networking	20	2
Assist chartership/certification	10	
Share/discuss ideas/experiences	16	1
Professional/career development	11	
Learn about marketing in libraries	2	
Hear other professional's views/perspectives	7	
Professional interest	13	1
Support the Diversity Group	1	
Someone else is paying for me to go, so why not!	1	
Curiosity	2	
Speaker		5

What have you learned from this event?	Frequency (General)	Frequency (Speaker)
The enthusiasm of new professionals	5	
About the opinions/experiences of other professionals	8	
Learn to embrace change	3	
Profession is more varied than I thought	2	
Tools/resources I can use	5	
Lateral thinking/creativity	2	
What I learned at university isn't relevant	2	
Value of a professional qualification	1	
Potential future career directions	2	
About how librarians are perceived	1	
Need to be adaptable	1	
Challenges/issues for new professionals	4	
What's happening in other sectors outside my own	13	2
About marketing ourselves and our libraries	12	1
Role of new technology	3	
Other people face similar problems as myself	6	1
Situation for information profession in the UK	1	1
New ideas (unspecified)	5	
Importance of networking	2	2
Gulf between expectations and reality		1
Presentation tips		1

1. **Selected quotes:**

"No one can stand still in their job"

"It's my responsibility to ensure I get the training and experience I want"

"Clear that there are lots of committed people willing to change things"

"Kath Aitken, Emma Illingworth and Shiraz Durani were very good."

“Session on blogging was particularly useful”

“Morning session left me feeling excluded and disillusioned, but I’m glad I stayed as the subsequent sessions were valuable”

“New professionals want to re-invent the wheel”

“New professionals may be more articulate than they used to be”

“There is a lot of keen enthusiasm amongst new professionals to promote ‘traditional’ core library and information management skills. I’ve also learned that there will always be a requirement for CPD even more so in the predicted ‘portfolio’ [final word illegible]”

<i>Have your expectations been met? Please explain</i>	Frequency (General)	Frequency (Speaker)
Yes (no further info given)	27	2
Better than I expected	3	1
Fascinating/stimulating day	2	2
Gained a new perspective on the profession	3	
Excellent speakers/presentations	3	
Presentations good but nothing particularly groundbreaking	2	
Excellent network opportunity	8	
Not enough time for networking	1	
Insufficient seating in mingling area	1	
Food not great	1	
Would like to see more about sectors other than public/academic	2	
Disappointed with mingling area	1	
Reassuring that other speakers were 1 st timers too		1

2. Selected quotes:

“I learned something interesting I can use in my work and personal life”

“The day was very well organised and the speakers excellent”

“Content was excellent”

“First two sessions were good. 15.15-16.00 session was less impressive”

“Would like to have heard more about practical use of Web 2.0”

“It was a really good forum for sharing knowledge and expertise and a very good opportunity to speak”

“Curiosity 2/3rds satisfied”

“Yes. Learned much from all the speakers and from questions in the audience”

<i>What events would you like us to arrange in the future?</i>	Frequency (General)	Frequency (Speaker)
Same again please!	6	5
Similar with a more focussed theme	2	
Similar with a focus on academic librarianship	1	
Chartership events	3	
Visits to libraries	1	
Visit to BBC library/information centre	1	
Event on information rights, justice and democracy	1	
Event on marketing and entrepreneurship	1	
More partnership events (SIGs and/or external institutions)	1	
More events for associate level roles	1	
More region based events	4	1
More low cost events	1	
More focus on legal/commercial/specialist libraries	1	
Events focussing on new technologies	1	
Networking events	6	1
Online networking	1	
Event for sharing skills and ideas	3	2
Leadership skills	1	
ACLIP event	1	
CV workshop	1	
Wine & cheese evening	1	
Job apps workshop	1	
Skills events	1	
Careers events		1

3. ***Selected quotes:***

“Make this an annual event”

“Would like to hear from some information consultants (freelance)”

“Would like to know how Information Management is working with Knowledge Management”

“Would like to hear from people who’ve completed chartership”

<i>Do you have any suggestions to improve the organisation of future events?</i>	Frequency (General)	Frequency (Speaker)
Use break-out rooms	1	
Fewer speakers	2	
Day was too long	1	
Use a other UK locations	1	1
Less noisy technicians	1	
Louder microphone/speakers hard to hear	4	
More food	2	1
More emphasis on marketing ourselves	1	
More seats	1	
Tables and chairs for lunch	1	
Food was nice but too vegetarian based	1	
Half-day or two-day events	1	
The papers should be available on the internet	1	
Stricter timekeeping	1	
Provide handouts / copies of papers	1	2
Lower cost (by obtaining sponsorship)	1	
Provide delegate list in pack		1
Speakers badges		1

4. ***Selected quotes:***

“Very well organised”

“Broader range of speakers from other information professions”

“Papers should be about their subjects not cheap shots at stereotypes”

<i>Please add further comments you would like to make</i>	Frequency (General)	Frequency (Speaker)
Well done!	3	
I learned a lot	1	
What's happening in other sectors outside my own	1	
Speakers good overall but last session was poor	2	
Discovered some innovations	1	
Liked opportunity to talk with speakers in small groups	1	
Chairs were uncomfortable	1	
Good opportunity for 1 st time speakers	3	
Plates were too small	1	
Lectern too high/deep for speakers	1	
Good networking opportunity	2	
Arrangements for speakers could be sent out earlier		1
The discussion sessions reduced pressure on speakers		1

5. **Selected quotes:**

“Well organised, good catering”

“Good mix of theory, practical advice and personal experience”

“Less jokes and more focused towards subject matter”

“Would like to hear from older professionals about how they rose to the challenge of being a new professional”

“A really good day! Very valuable for me as a new professional and for my own development”

“Twitter uses hash logs (#log). It would be good to formalised /standardise a #log for each event and advertise this so the attendees can network prior to events”

“Small group discussion and fewer speakers. A little less PowerPoint, please.” –

“I thought it was an excellent idea to give those who have never presented before the opportunity to do so. They all rose to the challenge with some presenting with great confidence. Please put a podcast of this conference on the website.” “I don’t like stark concrete buildings. No natural light in the lecture theatre”

Simon Read

13th July 2009

Appendix 4 – Testimonials

Testimonial: Jo Alcock: previously Resources Librarian at University of Wolverhampton, currently Evidence Based Researcher at Evidence Base, Birmingham City University. Current voluntary positions held: Chair of CILIP West Midlands Branch; Branch representative on CILIP Career Development Group (West Midlands division); ALA New Members Round Table - Association of Specialized and Co-operative Library Agencies liaison

1. Could you please tell us which was the first specific New Professionals activity you participated in and when?

I put forward a proposal and was selected to present at the first New Professionals Conference in 2009.

2. What were your reasons for participating and what was the outcome?

I had recently read an inspirational blog post by Meredith Farkas on trying new things and going outside your comfort zone. I decided I wanted to present at a conference and saw this opportunity as the ideal first step to doing so. I found it an incredibly nerve-wracking yet rewarding experience, and really appreciated the fact that all other speakers were new professionals and first-time speakers.

3. Did your participation lead to further opportunities?

It has opened up so many opportunities, too many to mention. I have been invited to speak on the same topic I presented on at the conference (professional networking for new professionals) at numerous events, and many of these have led to further speaking engagements. I made a lot of connections that day, both with new professionals and more experienced professionals, and many of these connections have led to interesting opportunities such as conference papers, workshops, and volunteering work. I also became involved in managing the LISNPN forum and took responsibility for establishing the social networking accounts for this.

4. Do you think that your participation in specific New Professionals activities has influenced your career in any way and, if so, how?

It has opened doors to opportunities and enabled me to develop skills outside of those I would ordinarily have done in my previous day job. It has also helped me recognise which professional causes I feel passionate about and given me the confidence to get involved in them. My involvement in such activities has shaped my career and influenced my decision to change direction and move into research/consultancy to continue to support the profession.

5. What do you consider your biggest achievement to date?

Being selected as one of the 2012 American Library Association Emerging Leaders (I believe the first from UK) - as part of this I attend two ALA conferences, participate in leadership training, and work on a project for ALA.

6. Do you have any future goals you'd like to share?

My aim is to continue supporting professional organisations (such as CILIP and ALA) and help drive forward necessary change in these organisations. I'm a strong advocate of the 'make it happen' philosophy and hope to be able to facilitate work to drive forward these organisations to support the profession as it evolves.

Testimonial: Emma Illingworth: , Information Professional, Assistant Information Adviser, University of Brighton., South East Branch: Joint Publicity Officer Career Development Group London and South East Divisions: Website Officer, CSO support team, South East Rep. <http://librariansontheloose.wordpress.com>

1. Could you please tell us which was the first specific New Professionals activity you participated in and when?

New Professionals Conference 2009.

2. What were your reasons for participating?

I'd graduated with the MA Information Studies in summer 2008, got my first professional post in January 2009

and this seemed a good opportunity to get out there and meet other new professionals as well as get some conference experience – the whole process, writing the paper, preparing the presentation, presenting etc.

3. Did your participation led to further opportunities?

Yes.

4. Do you think that your participation in specific New Professionals activities has influenced your career in any way and, if so, how?

Being involved in activities as a new professional has certainly opened up opportunities and I've met lots of lovely people along the way. It's given me a better understanding of the profession and I feel I've been able to develop in my role at work as well as actively contribute to wider professional activities through two CILIP committees; South East Branch and Career Development Group London and South East. I may have done that anyway, but the new professionals activities have definitely been a good route in for me.

5. What do you consider your biggest achievement to date?

Can I have a top 3? Not in any order:

1. Chartership – for the amount of time and energy invested
2. Being on the organising committee for CDG National and New Professionals conferences – massive development opportunity, learnt a lot from being part of this.
3. Being asked/invited to do stuff – workshop, blog post, conference sessions – makes me feel like I must be doing something right!

6. Do you have any future goals you'd like to share?

I'd like to work overseas (I'm considering anywhere) and currently looking for a job exchange (academic/subject librarian role) for 6 months in the first instance.

Testimonial: Ned Potter - , Academic Liaison Librarian, University of York Library, (voluntary position: I serve on the SLA's Online Content Advisory Council), www.thewikiman.org

1. Could you please tell us which was the first specific New Professionals activity you participated in and when? CILIP's inaugural New Professionals Conference in summer 2009.

2. What were your reasons for participating? I felt like I really ought to be getting out there and presenting papers and writing stuff like I used to do as a (Music) Masters student, and this conference seemed designed to appeal to people like me. I had no idea what I was getting myself into really – I only knew about my institution rather than the profession as a whole. I'd spent my entire career thus far missing out on the best bit of being a librarian.

3. Did your participation led to further opportunities? Yes. It created a sort of snowball effect of self-sustaining opportunities.

Specifically: Present at the New Professionals Conference >> get asked to present at other new professionals events off the back of that >> meanwhile become (due to seeing another presentation at the same conference) part of the online world of library blogging >> collaborate with other new professionals to create the Library Routes Project >> off the back of that collaborate with another new professional to establish the echo chamber movement >> get involved in other collaborative projects like LISNPN and the Buy India a Library Project >> off the back of all that get asked by a publisher to write a book about marketing libraries >> due to all of the previous parts get named a Library Journal *Mover & Shaker* (and also an SLA-Europe Early Career Conference Award winner) >> get ideal job in ideal institution >> start also doing consultancy work off the back of the book, for clients ranging from the Latvian Ministry of Culture to the Bodleian Library.

It literally – no exaggeration – **all** started from attending that first new professionals conference. It gave me confidence, momentum, a community to be part of, and widened horizons.

4. Do you think that your participation in specific New Professionals activities has influenced your career in any way and, if so, how? I'd go so far as to say it has changed my life – it enabled me to do things I couldn't do in my job, and opened up all sorts of possibilities and opportunities, ultimately ending up with me getting the job I'd been aiming at all along, and supplementing this with all sorts of enriching stuff. Being engaged in New Professionals activities is enriching but it's also energising. You become plugged into this group of people who think a bit like you, and you bounce ideas off them and collaborate with them, and that's terrifically exciting. It's a catalyst for your whole career.

5. What do you consider your biggest achievement to date?

Creating a New Professionals network from nothing, to having over a thousand members from 30 countries.. Building a community is an immensely satisfying thing – and anyone can do it now, the tools that facilitate this kind of thing are so easy to use. There should be no barrier between a new professional having an idea, and making it happen. There's no longer any need to wait for help from someone more powerful, or older, or richer.

6. Do you have any future goals you'd like to share? I've fulfilled my main goals, I have to say. I'm not an overly ambitious person – now I have the job I've always wanted, my main aim is to make sure library stuff doesn't take up too much of my free time. You don't have to be 'on' all the time to succeed.

Testimonial: Nicolás Robinson-García, Research and Teaching Staff; EC3 Research Group, Library Studies department; University of Granada (Spain); IFLA English/Spanish translator and interpreter; Member of the Andalusian Association for Information Professionals

1. Could you please tell us which was the first specific New Professionals activity you participated in and when? I participated as a speaker in the first edition of the New Professionals' Conference held at the London Metropolitan University on Monday, 6th July 2009. My paper was entitled "New technologies, New professionals".

2. What were your reasons for participating and what was the outcome? That year I had just finished my Library & Information Studies at the University of Granada (Spain). Due to my involvement in IFLA as a volunteer I got to know some of the organizers and learned about this conference. I thought it would be a great opportunity for strengthening my recently acquired contacts, networking, "getting out there" and having a first-hand contact with the profession. Also, it meant a challenge for me: developing public speaking skills and sharing my own ideas with others.

The experience of participating at the Conference not only got me to meet other professionals and expand my professional network, but also, as a student with hardly any previous professional experience, it was a way of measuring myself with the profession and learning if I was up to it. As someone who currently works at a Library Studies department and who is frequently in contact with students, I see an enormous leap between professionals and students, events like this one are a good way for integrating students and professionals without making them feel overwhelmed.

3. Did your participation lead to further opportunities? Yes, in fact I was invited to participate further with the organization in the New Professionals Days which took place in London and Newcastle in Autumn of 2010. I was invited to give a New Technologies course at the IFLA 2010 at Gothenburg (Sweden) and also to the Umbrella 2011 at Hertfordshire for presenting a paper entitled "Supporting research from the inside: the embedded librarian".

4. Do you think that your participation in specific New Professionals activities has influenced your career in any way and, if so, how? My participation in the New Professionals activities has indeed influenced my career. From a professional viewpoint, it meant the development of new skills which thankfully have better improved: my first proposal sent to a conference (which meant confronting peers' judgment until my proposal finally got accepted), public speaking, presentation skills, organizing ideas, etc.

From a professional viewpoint, it reinforced my credibility at my workplace as a proactive person, a crucial quality when you work in research. It also has provided me an extensive and heterogeneous professional network which also enriches my own one.

5. What do you consider your biggest achievement to date? Humm, tricky question :P Well, I hope my biggest achievement to date will always be the project to come. I guess that is the great thing about collaborating and participating in activities such as the ones organized for New Professionals, they are the ending point of a project but also the starting point for many others. From my collaboration with CILIP and particularly with the New Professionals, or as a result of my collaboration with the latter, the achievement from which I am more proud is the great visibility I got after my participation at Umbrella 2011 within the UK professionals.

6. Do you have any future goals you'd like to share? Next year I'll start teaching library students at the University of Granada and hopefully, transmitting to them the enthusiasm and vitality I received from CILIP.

Testimonial: Bethan Ruddock Role: Content Development Officer, Library & Archival Services, Mimas, University of Manchester (current and former); Voluntary positions held:; SLA Europe: Early Careers Co-Chair; Awards Chair; SLA Leadership & Management Division: Co-Chair, Marketing Section; CILIP: member of Future Skills Project Board; columnist for Update; LISNPN: forum moderator

1. Could you please tell us which was the first specific New Professionals activity you participated in and when? The first New Professionals activity I got involved in was submitting a paper to the CDG New Profs conference in 2009. It wasn't successful, but I learned from doing it, and submitted a proposal again the following year - which was! In the meantime, I'd organised the 2010 SLA Europe Early Career Conference Awards, which got me started supporting fellow new professionals. This led to me attending a workshop at CILIP for NPSOs (Lyndsay Rees-Jones invited me along to share ideas and experiences) where I met Ned Potter. Shortly after, Ned founded LISNPN, and I was the 2nd member! LISNPN and the community I found there helped me prepare for my paper at the 2010 CDG conference - the first professional presentation I'd given.

2) What were your reasons for participating and what was the outcome? I got involved in running the SLA Europe ECCAS after winning one, in 2009. It seemed right to help other people have the same fantastic experience I did - and was also an excellent personal and professional development opportunity for me. Once I started supporting other new professionals, I realised how much I enjoyed it, and started looking for other opportunities to do so.

I applied to speak at the CDG new professionals' conference because it seemed like a fantastic opportunity to gain experience of presenting. I really liked the idea that we would all be first time presenters, so were all in the same boat, and probably all equally nervous! As the audience was also new professionals, and knew that we were first time presenters, I thought they'd also be very welcoming and sympathetic - and they were! I was terrified of presenting, but a good first experience helped me gain confidence, and I now present on a fairly regular basis.

3. Did your participation lead to any further opportunities? Definitely! It's hard to say exactly what involvement led to exactly what opportunities (I've been fairly busy...) but presenting helped me to gain confidence to present at other places, and got me known as someone who was involved in the new

professionals community. It also gave me the chance to meet loads of other new professionals, and build my networks - and make friends! And not just with other new professionals - for instance, it was at that conference that I first met Bidy Fisher, who's been a wonderful person to know.

4. Do you think that your participation in specific New Professionals activities has influenced your career in any way and, if so, how? Yes, absolutely - but see 3). I became known in the profession for my work with new professionals, and that's probably what I'm still best known for, with a column on new professionals in CILIP Update, and the New Professional's Toolkit about to be published! Everything I've done has fed into each other, but it all comes down to 2 things: being lucky enough to get my fantastic job at Mimas, and winning an ECCA in 2009. Without those, I wouldn't have been offered other opportunities, or able to take them.

5. What do you consider your biggest achievement to date? I think it has to be the book - the New Professional's Toolkit. Biggest in effort, and hopefully in effect, too! This is something I hope will benefit the profession for many years, and help other new professionals to get the most out of their careers.

6. Do you have any future goals you'd like to share? I'm not very good at planning for the future! No real defined goals - just to carry on doing enjoyable and interesting things, collaborating with great people, and continuing to support the profession and the people in it.

Testimonial: Laura Woods Information Professional, Addleshaw Goddard (law firm), <http://woodsiegirl.wordpress.com/>

1. Could you please tell us which was the first specific New Professionals activity you participated in and when?

I did plenty of activities as a new professional, but the first that was specifically targeted at new pros must have been the CILIP CDG New Professionals conference in 2009.

2. What were your reasons for participating?

It was the first event I'd seen that had a specific target audience of new professionals (there were days for grad trainees and people interested in becoming librarians, but none that I recall for people who were already in the profession but still new to it). I'd initially seen the call for papers and had actually thought about submitting one, but didn't get around to it. I wanted to attend because, when the programme was released, all of the papers sounded really interesting, and relevant to me at that stage in my career. I also wanted to opportunity to meet other new professionals, people in similar situations to my own.

3. Did your participation led to further opportunities?

Yes - I was inspired by the presentations I'd seen that day to submit a paper of my own for the 2010 New Professionals Conference, and it was accepted.

4. Do you think that your participation in specific New Professionals activities has influenced your career in any way and, if so, how?

Absolutely. Presenting at the New Profs conference in 2010 gave me a huge confidence boost - I've always been terrified of public speaking, and this was the first professional occasion where I had to do so. Knowing that I was presenting under the banner of "new professional", i.e. inexperienced, and that the conference as a whole mostly featured first-time speakers, took a lot of the pressure out of it. I suppose it was a kind of "fail-safe" environment - as in, it was safe to fail there! I'd much rather have done my first professional public speaking gig in a friendly, encouraging environment like that than, for example, a job interview.

The other "big thing" I did as a new professional was to apply for, and receive, one of SLA Europe's Early Career Conference Awards (ECCA). I cannot over-emphasise the effect this had on my career. Getting to attend a major international conference, and meet and network with successful, ambitious info pros at all levels so

early in my career, gave me much more confidence, lots of invaluable advice, and some great new friends whom I have remained in contact with ever since.

5. What do you consider your biggest achievement to date?

I'm not sure I have a bit achievement, more like lots of little ones. I'm very proud of having won the ECCA, and of managing to make it through my New Profs presentation in 2010 without making a fool of myself! For specific things that I've accomplished, I guess the thing I'm most proud of is having redesigned and built SLA Europe's website, and of overseeing the SLAE blog for the past two years - opportunities that would never have come my way without the ECCA.

6. Do you have any future goals you'd like to share?

Nothing specific really - sorry! Mainly, I just want to keep challenging myself, and doing the best job as an information professional that I possibly can.

Testimonial: Eleni Zazani. I qualified in Greece where I worked at the Kapodistrian University of Athens until 2008. I became and felt as a new professional when I moved from Athens to London in 2008, in order to re-establish my contact with the profession and further expand my knowledge and experience and benefit from the support given to LIS professionals.

At the time of the award to attend the Umbrella conference as a new professional, I was seeking employment and a few days after the award I was offered the role of Learning Support Adviser in the Birkbeck College Library. I still hold the same post; my responsibilities however have increased.

I was actively involved with CILIP's Career Development Group since 2009 and for more than two years, initially as Website Officer for the London & the South East divisions and later as Honorary National Website Officer. I decided to hand my roles over at the beginning of 2012, so that other fellow librarians could get the opportunity to gain similar experience to the one I gained.

I share my extended professional horizons and experiences via Social Media tools such as:

Blog: www.zazani.info

Twitter: @EleniZazani

Slideshare: http://www.slideshare.net/e_zazani

LinkedIN: <http://uk.linkedin.com/pub/eleni-zazani/14/38/84a>

Mendeley: <http://www.mendeley.com/profiles/eleni-zazani/>

1. Could you please tell us which was the first specific New Professionals activity you participated in and when?

In 2009, I was awarded the Career Development Group's sponsorship as a new professional to fully attend the CILIP's biannual conference "*Umbrella 2009: making connections*".

2. What were your reasons for participating and what was the outcome?

As stated in my application for the sponsorship, the main **reasons** I wanted to be given the opportunity to attend the conference were:

- to increase my awareness of the U.K. library world;
- to get more familiar with ideas and trends;
- to regain my passion for the profession;
- to benefit from networking with delegates, and
- to also increase my sense of belonging.

I was especially interested in the sessions where CDG was involved and by the end of the conference I wanted to:

- gain awareness on issues about our professional future,
- better understand the significant role of collaborations and partnerships, and finally,
- be motivated and learn how to start building my portfolio, develop my skills and reach my full potential.

Outcome: The Umbrella conference proved to be not only the perfect gateway for me to increase my awareness on the British library world at the time and get more familiar with ideas and trends, but most importantly, it served as an unmatched opportunity to regain my passion for my profession, network with delegates, and gain a sense of belonging. Its theme *Making Connections* expressed exactly what I needed.

In hindsight, it exceeded all the aforementioned expectations and made my career take off.

- A few days after the award, I was offered my first UK professional post to support students and Academic staff as part of a major partnership between Birkbeck College and the University of East London. The insight gained during relevant Umbrella sessions helped me make sense of my role across this partnership.
- After the conference I started seeking a mentor and a few months later I started my Chartership which at the time of writing is in its final stage.
- I met some extraordinary fellow librarians who I consider role models for their professional generosity and calibre.
- Two years later, I took the initiative in my Divisions to propose that we sponsor a CDG member of our Divisions to attend the following Umbrella 2011 conference. I am really proud that this was realised, and that I was part of the process of making the dream of a fellow librarian true.

I feel particularly honoured and grateful to have been sponsored by CILIP's Career Development Group to attend the "event of the year". I would not have had the opportunity to benefit from it if it weren't for the CDG.

3. Did your participation led to further opportunities?

My participation certainly led to other invaluable opportunities, such as:

I wrote and published my first article in the UK in the CDG's journal "[Impact](#)". The article initiated further dialogue in the national and International CDG community and I received emails of appreciation from readers.

I was involved with the CDG's divisional committees of London and South East to serve as the web officer and more than a year later I undertook the [national role of the Honorary web co-ordinator](#) of the respective Group, being responsible for the overall CDG web presence across 13 Divisions.

I also submitted a paper for the 2nd New Professionals Conference which not only was accepted but also functioned as a [plenary speech](#) for opening the conference and [was voted as the third best paper](#) in the conference. The conference itself was an invaluable learning opportunity but also brought me closer to other new professionals and made me feel that I am not alone in a very fast-paced information world.

4. Do you think that your participation in specific New Professionals activities has influenced your career in any way and, if so, how?

My first professional network and community of practice was formed as a result of the above activities. The fellow librarians I met enriched my perspective and fed my passion during challenging periods.

I also had the opportunity to acquire a wide variety of skills and knowledge such as: web authoring & administration, remote team management, serving in committees, public speaking, training professionals, Content Management Systems (CMS), Search Engine Optimisation (SEO), social media marketing.

5. What do you consider your biggest achievement to date?

Every step I took during the last two years has awarded me with a fulfilling sense of achievement. It is hard to say which achievement I consider my biggest, but I believe that the fact that I feel confident enough not to consider myself a New professional anymore and the fact that I have been nominated to be awarded for exceptional contribution to the Birkbeck Library as a recognition of my increasing skills, knowledge and experience, are the two achievements that stand out.

6. Do you have any future goals you'd like to share?

Although I don't feel as a New Information professional, I see myself as someone who is relatively new to teaching in Higher Education. I recognise that my true passion is transferring knowledge and contributing to the personal, professional and academic development of others. I also acknowledge my intellectual thirst to be actively engaged with scholarship. My future aspirations include a formal accreditation from Higher Education Academy for Learning and Teaching in this setting and to also be an active member of the Information Literacy community.