

# Staff Development in University Libraries in Australia

**Liz Walkley Hall**  
**Flinders University Library, Australia**



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# Overview

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





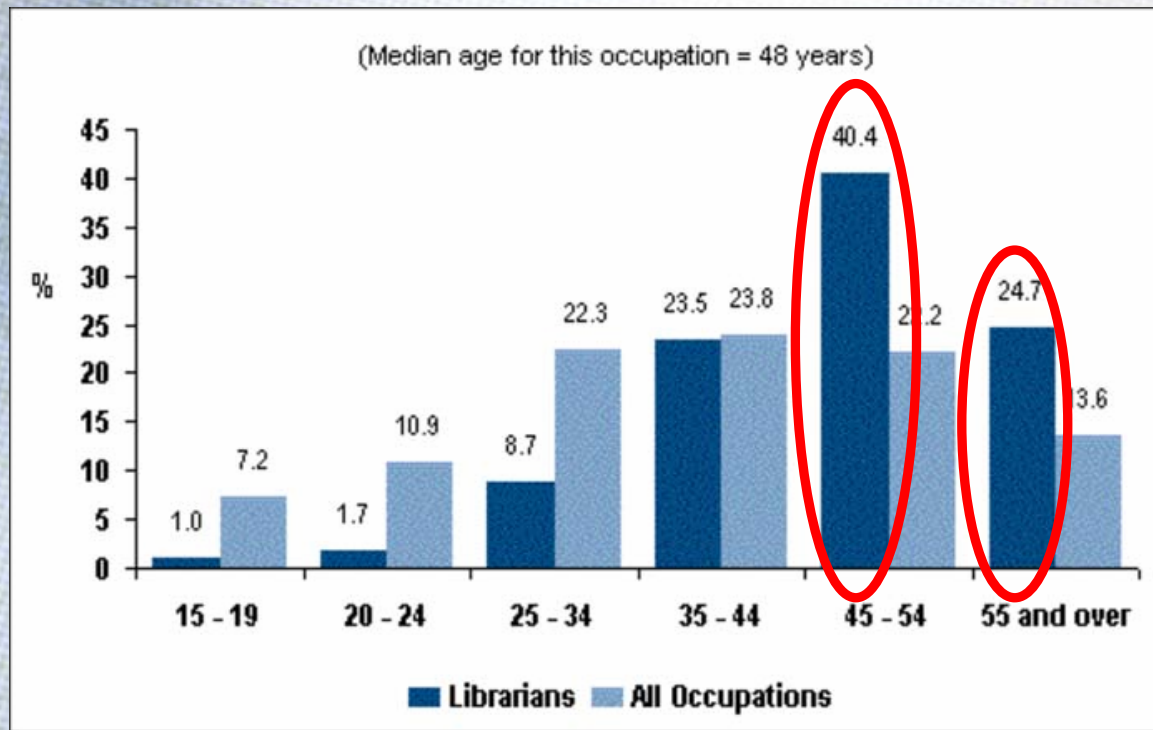
# Background

- **Factors influencing staff development:**
  - Dramatic changes in technology
  - Involvement of library staff in teaching
  - Quality assurance measures
  - Statutory compliance requirements.
  
- **Special considerations for Australia**
  - Ageing workforce
  - “Tyranny of distance”.



# Special considerations

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



Source: ABS Labour Force Survey 2005





# Special considerations

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



# Special considerations

- “Tyranny of distance” – from each other





# Staff development at the national level

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





# Staff development at the national level

- **Australian Library and Information Association (ALIA)**

- **Professional development opportunities:**

- Mentoring program
- Partnerships with training organisations
- Knowledge sharing through forums
- Professional development (PD) scheme.

- **PD scheme:**

- Formal education and training
- Conferences and meetings
- Informal learning activities
- Workplace learning.





# Staff development at the national level

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





# Staff development at the national level

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





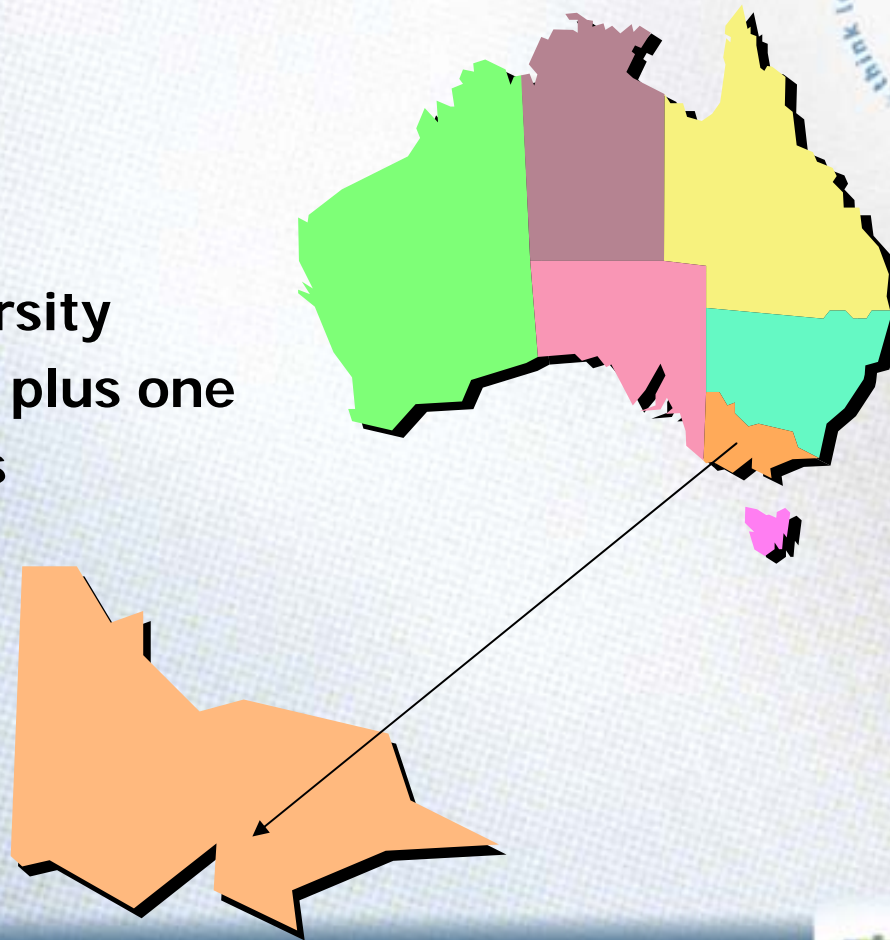
# Staff development at the state level

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



# Staff development at the state level

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





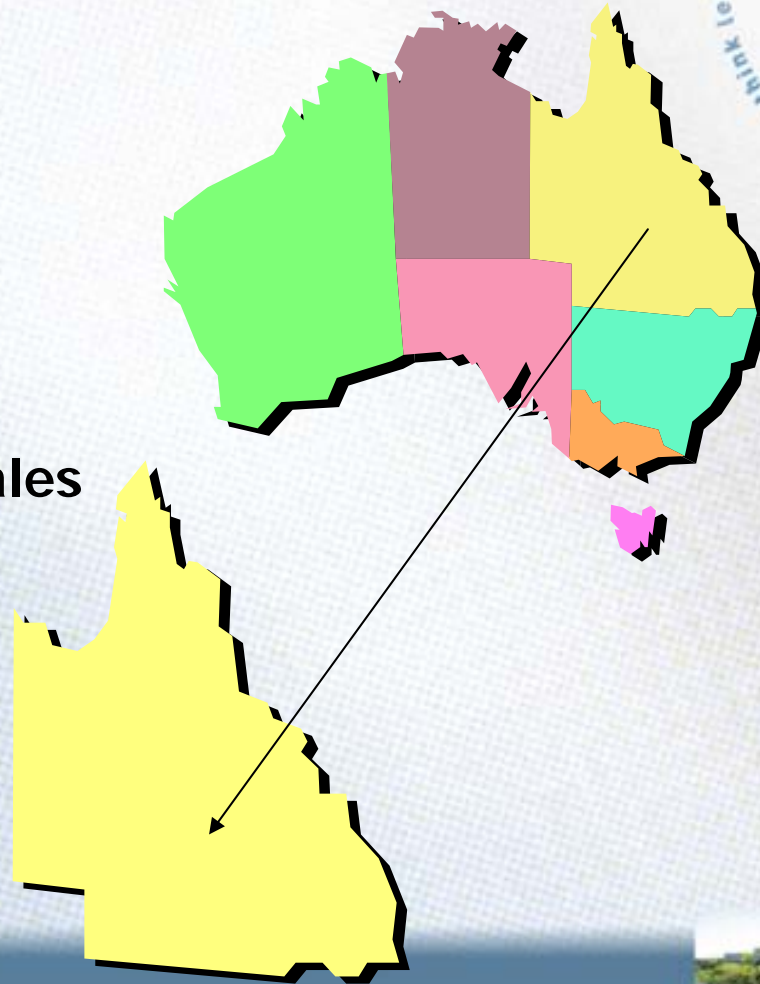
# Staff development at the state level

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



# Staff development at the state level

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





# Staff development at the state level

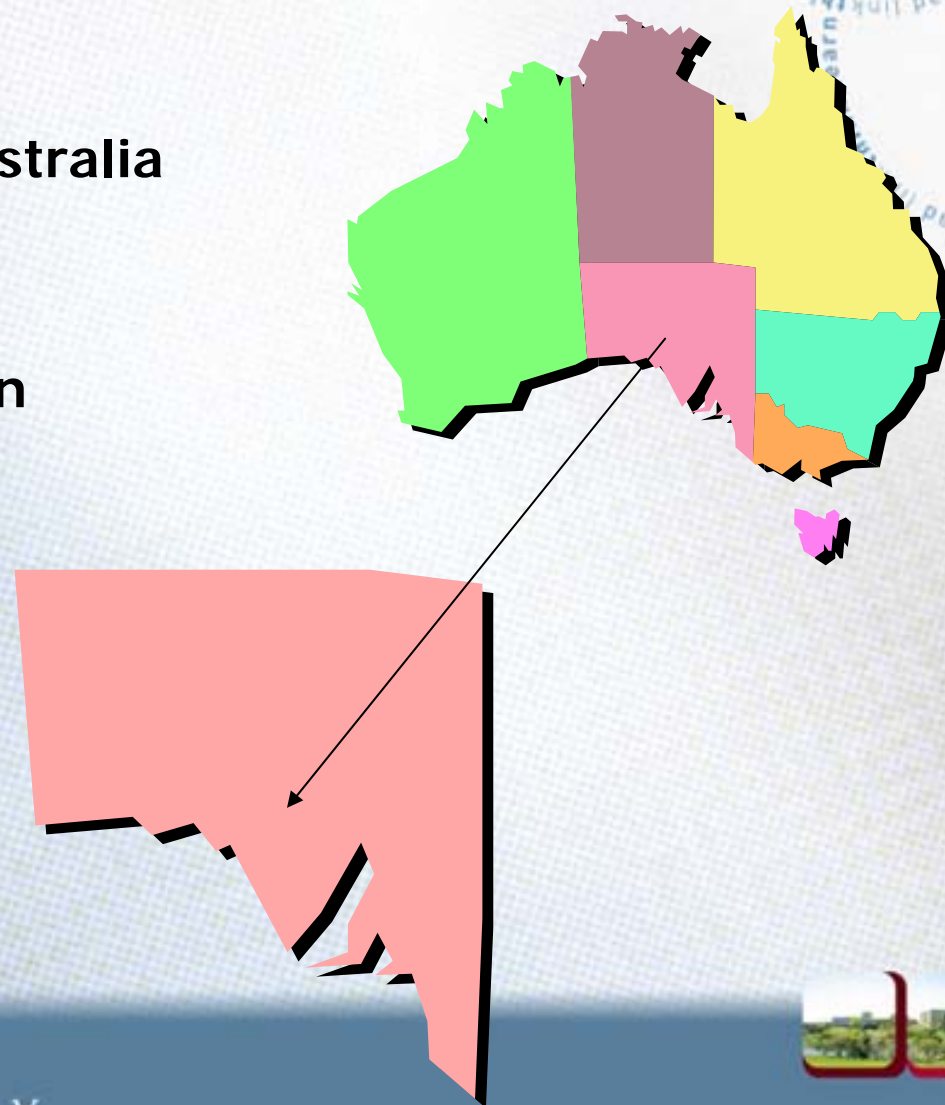
- **QULOC**
  - A formal agreement, with a Memorandum of Understanding between participating libraries
  - Examples:
    - LibQUAL+ and Rodski: a comparative insight
    - EndNote Masterclass
    - Dealing with Difficult Behaviours in Customers
    - University Librarians' Forum.



# Staff development at the state level

- **UniLibraries SA**

- Located in South Australia
- Comprises the three university libraries in South Australia





# Staff development at the state level

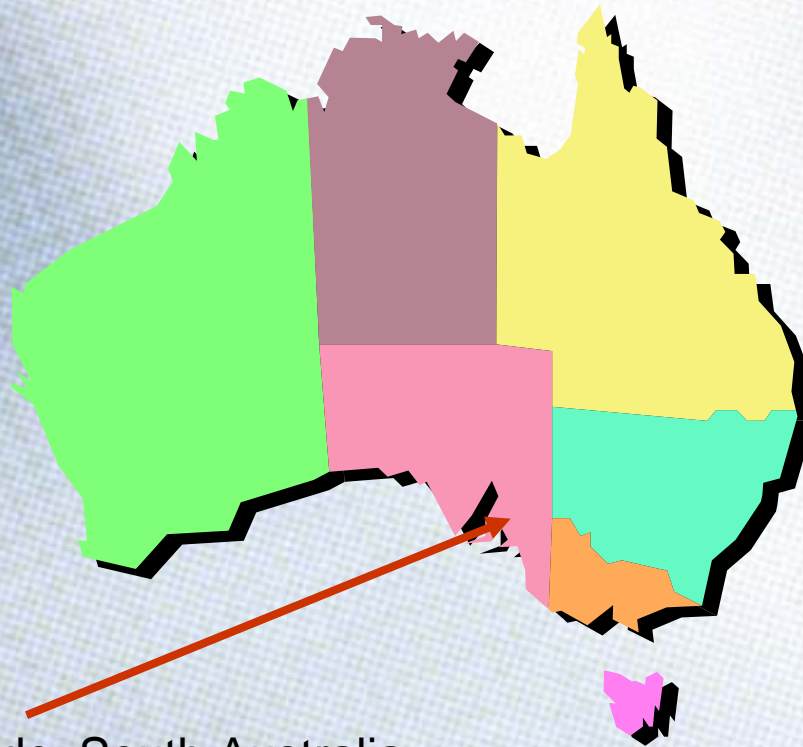
- **UniLibraries SA**

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



# Flinders University Library

- Where is Flinders University?



Adelaide, South Australia



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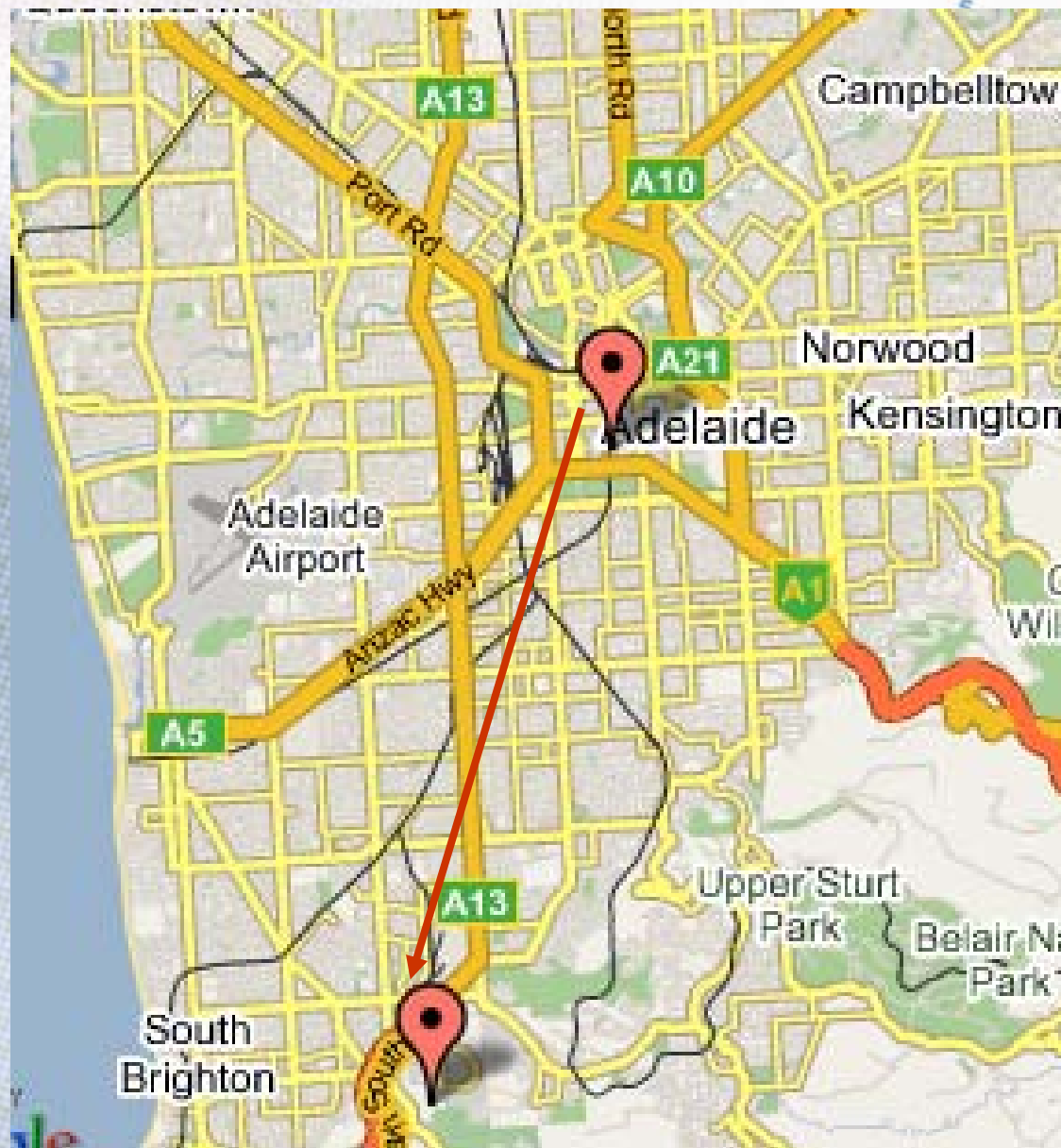


# Adelaide



**View of the city of Adelaide from the parklands**







# Flinders University



University Library and Humanities buildings



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# Flinders University



Matthew Flinders





# Flinders University



Pathway between buildings





# Flinders University



Visitor on campus





# Flinders University Library



Library building



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# Flinders University Library



New books display and reading area





# Flinders University Library



Law Library





# Staff development at Flinders University Library

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





# Staff development at Flinders University Library

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





# Staff development at Flinders University Library





# Staff development at Flinders University Library

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





# Staff development at Flinders University Library

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





# Staff development at Flinders University Library

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





# Staff development at Flinders University Library

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





# Staff development at Flinders University Library

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





# Staff development at Flinders University Library

- Trainee Librarians





# Staff development at Flinders University Library

- Many trainees have been promoted to positions several levels above their entry point
- Great benefits for succession planning for management positions
- Examples:
  - Liaison Librarian for Law and Legal Studies
  - Liaison Librarian for Humanities
  - Metadata Services Librarian.





# Staff development in university libraries in Australia

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





Thank you

*... Arigato*

