



UPDATE CPDWL NEWSLETTER

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Newsletter Team
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Design: Sara Ulloa



Letter from the co-chairs

Gillian Hallam & Ulrike Lang, Co-Chairs, CPDWL Standing Committee

December 2020. How did that happen so quickly? It seems that everyone has experienced the psychological impact of time distortion during the COVID-19 pandemic: it has been a year like no other. Lockdowns, working from home, travel restrictions, social distancing, home schooling, masks, isolation from family and friends. And lots of zoom, zoom, zoom. In some ways, the CPDWL community is quite used to communicating and collaborating remotely, but we all felt a profound sadness that the IFLA WLIC in Dublin was cancelled this year and that the WLIC in Rotterdam next year will become a virtual event –we really appreciate the opportunity to come together to share our ideas and to plan for future activities.

As we reflect on the past six months, our focus is on 4 C's: *Community, Communication, Collaboration and Cooperation.*

Community

At the 2019 WLIC in Athens, the CPDWL Standing Committee welcomed 12 new members, plus four new corresponding members. With so

many new faces, it has been a challenge to build the strong sense of connectedness and rapport that has long been a feature of the section. Our concerns were discussed at the section's first online business meeting held in early September, held as a synchronous meeting across five continents. It was proposed that we should schedule a series of small 'meet-ups' so that we could all learn more about each other's professional careers and personal interests. Six meet ups were quickly organised so that everyone could participate, with the recordings available so that we could all build our sense of community. The impact of this initiative has been very positive and we are confident that it will enable us to approach our future activities in a more cohesive way.

CPDWL is an integral member of the IFLA community: we have been involved in the current IFLA Governance Review processes and we look forward to providing more feedback to the Governing Board as future directions take shape. As part of Division IV, Support for the Profession, we have contributed to the series of meetings coordinated by the Chair, Catharina Isberg, to ensure that we are actively engaged with the other sections and SIGs in the Division.

Communication

Over the past few months, our inspirational Information Coordinator, Ray Pun, has encouraged us to consider new ways of communicating within the SC, with the members of the section, and across the LIS sector. The Communications Working Group has adopted a new structure to make the most of fresh opportunities to use different social media channels, while retaining the value of the newsletter which is edited so ably by Juanita Jara de Sumar with the support of Sara Ulloa.

Our members have been active on the CPDWL blog, Facebook, Twitter, Instagram and YouTube. However, due to the closure of many libraries across the world, not everyone has had reliable access to the Internet. To respond to this issue, Nyakundi James Nyambane and Heba Ismail established the new WhatsApp group so that all SC members, corresponding members and consultants can receive timely information about the work of the section. As we are always endeavouring to reach new audiences in different parts of the world, the idea of using WeChat was set up by Edward Lim, Carmen Lei and Ray Pun as a strategy to engage more LIS professionals in East Asia. To present evidence of our achievements to support our nomination for the IFLA Dynamic Unit and Impact Award 2020, we created a new video to communicate the essence of CPDWL. The video

#WeAreCPDWL has been translated into all IFLA official languages –check them out on the [CPDWL YouTube channel](#). Beyond this, we have explored the use of several different online platforms and tools to ascertain how well they might work for us.

Collaboration

Members of the CPDWL team have continued to make the most of the opportunities to work collaboratively with other sections. With the support of IFLA's Professional Committee, Ewa Stenberg, Almuth Gastinger, Carmen Lei and Ulrike Lang have represented the CPDWL team, working with the Management & Marketing section to successfully reshape the Coaching Programme as an online event. This was held during the official week of the WLIC in August. Importantly, an online training programme was developed to support the understanding and practice of those who were volunteering as coaches. More details about the Coaching Programme are provided in the report in this newsletter.

Our series of webinars has continued as a joint venture with the New Professionals SIG, with the American Library Association generously providing technical support. The topics of the webinars have included Mindfulness to Manage Workplace Stress and Microaggressions (July), Going from Disaster to Wonder: Managing Successful Teams (November) and Librarians Supporting Universal Broadband to Continue Providing Essential Service to Communities Everywhere (December). The webinars are always recorded, so if you have missed them, please head to the [CPDWL Webinars](#) webpage to catch up.

The Knowledge Café is always a very popular event in the WLIC programme which involves our collaboration with the sections for Knowledge Management and Library and Research Services for Parliaments. Please keep a look out for the announcements that Daria Beliakova and Monica Ertel will make in the New Year about the new format for the Knowledge Café. Please note the date: 9 February 2021, with two sessions targeting the different sides of the globe. The event will be brought to you via Zoom, using the breakout rooms to bring people together to discuss some of the key CPD topics in libraries.

Cooperation

Looking to the coming months, we do know that we have to pick up speed to cooperate more productively on some of our projects. Unavoidably, our working

groups have needed to invest time and energy in addressing the very real challenges they have faced at work and at home, but we sincerely hope that some sense of 'normality' will return in 2021. We want to make headway with our plans for the online toolkit to support LIS professionals sharing their learning to their work colleagues. We also hope to review the *Guidelines for CPD* to embrace the principles and best practices of online learning and development. The conference session on wellness and health that we had planned for the WLIC in Dublin will move to an online format in August 2021. Naturally, all of these activities will require the cooperation and commitment of our SC members, corresponding members and consultants, so we aim to capitalise on the contributions everyone can make to the work of the section.

Once again, this issue of the CPDWL newsletter is full of positive news and interesting stories. We believe that the value of continuing professional

development and workplace learning has never been more significant. We invite you to stay in touch and to interact with the section through your preferred social media channels – and if you think we can do better and extend our reach through other channels, please let us know!

Thank you to everyone in the CPDWL community for your support and engagement! We wish you all a wonderful festive season and hope that the new year will be exactly that – a fresh start with rekindled vibrancy and happiness.



Gillian Hallam
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Ulrike Lang
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Nowadays, people spend a good portion of their daily lives on social media; this is often used as a marketing tool to share updates and promote services. Wechat is in fact a Chinese all-in-one messaging app that supports digital payment, sending messages, making audio and video calls and forming groups with as many as 500 people to chat online. Many people view Wechat as a combination of Facebook, Whatsapp, Google News etc. Wechat is by far the largest social media platform in China with over 1 billion monthly active users and has become an integral part of everyday life, particularly for people in China.

The *CPDWL Wechat* group was introduced in November 2020, with the purpose of sharing CPDWL news and updates to reach a wider audience. Those who are in the group can do instant chat to share their LIS professional development work too. We had around 50 buddies joining us for the first month and we are waiting for your participation!

CPDWL activities are covered in IFLA website, blog, Youtube, Facebook, Instagram, Twitter, Vimeo, so with the inclusion of Wechat, there is even a wider choice.

We Chat

By Carmen Lei
Wechat App Group

“Get to Know You” Meet Ups

Building our CPDWL Community

By **Sandy Hirsh**, CPDWL Standing Committee member
Associate Dean for Academics, College of Professional and Global Education,
San Jose State University, USA

One of the joys of attending the WLIC is the opportunity to get to know the amazing people who contribute to CPDWL. I always look forward to seeing my friends and meeting new colleagues –especially chatting with each other before and after our meetings and also at our CPDWL dinner. However, due to the pandemic and the WLIC cancellation, we were looking for a way that we could build that sense of community in CPDWL we usually get by being together at the conference. We especially wanted to figure out how we could get to know each other better virtually –which seemed challenging because of the wide geographic distribution of our CPDWL colleagues all around the world.

To help our standing committee members, consultants, and corresponding members get to know more about each other, we organized a Meet Up series in Zoom in October/November 2020. Over the course of a month, we held six 30-minute meet ups in Zoom –each with up to five people sharing information about themselves. In addition to the speakers, anyone in CPDWL was welcome to attend the meet ups “live” to listen, or they could watch the recordings later at a more convenient time.

Each speaker was given two minutes to introduce themselves, and then the host (who was also one of the speakers) posed questions to all of the speakers. Speakers were given some guidance in advance about what types of things they might want to cover in their two-minute introduction and what types of questions the host might ask them so they had a chance to think about their responses in advance of the meet up.

- Some of the things that speakers covered in their two-minute introductions included their name, role on CPDWL, and length of time they have been involved; where they are from; what their job title is and what they do in that role; what they like to do in their spare time; and what their home life is like (e.g., whether they have pets, children, partners).
- Some of the questions that hosts asked speakers to address in the Meet Ups included how they became part of IFLA; what their favorite part of attending the WLIC is and/or being involved in IFLA; or what their favorite thing is (such as book, food, activity, movie).

Here is a photo from the first Meet Up session, which was hosted by Raymund Pun. Additional CPDWL speakers at that session included Sandy Hirsh, Catharina Isberg, Mary Ellen Davis, and Antonia Krupicka-Smith. We also had four observers attend this session.

We were extremely pleased with the level of participation in these Meet Ups. CPDWL has 33 standing committee members, corresponding members, and consultants. We were hoping for 100% participation and we nearly achieved that. We had 29 of 33 people speak in one of the six Meet Ups, which is an 88%



participation rate. Plus, the recordings of all of the Meet Ups are available and many CPDWL colleagues have watched the Meet Ups they were not able to attend in real time.

The Meet Ups definitely helped me get to know my colleagues better –and in some ways, worked even better than meeting in person at the WLIC. I do not always get an opportunity to talk to each person who is in CPDWL so I appreciated hearing about the work and personal life from each of my colleagues in the Zoom Meet Ups. I even learned new things about colleagues I have served with on CPDWL for many years!

We received great feedback from CPDWL colleagues about the Meet Ups and appreciation for organizing these sessions. For example, one CPDWL standing committee member said:

“As we are talking about day(s) of thanks, I thought it would fit to tell you that I finally managed to watch all our Meet ups and how very much I enjoyed to listen to many of you. I knew it was a great idea, but now I think it was just brilliant. I am very thankful that I know so many fantastic people all over the world and got to know you better with these Meet ups.” Almuth Gastinger

I couldn't agree more with this statement!

Thank you to everyone for participating in the Meet Ups! I hope we can continue to get to know each other better in the future –and it would be great if we could even meet in person sometime in the future after the pandemic! But in the meantime, I look forward to additional future virtual opportunities to get to know more about the amazing people who have chosen to focus on CPDWL.

CPDWL WEBINARS

By **Ulrike Lang**, CPDWL Co-Chair

Former Head of Education + Training Department, Director's Assistant
State and University Library Hamburg Carl von Ossietzky. Germany

Mindfulness to manage workplace stress and microaggressions.

14 July

Do you understand the roles of microaggressions and workplace stressors and do you know how mindfulness can be used in workplaces in libraries? If yes, you didn't miss much, but if no, the webinar CPDWL held on July 14 together with the New Professional Special Interest Group NPSIG and the American Library Association ALA was important for you.

There were three speakers from the United States who focused on how to address microaggressions and workplace stressors in libraries:

Chippewa M. Thomas, Professor of Counselor Education in the Department of Special Education, Rehabilitation, and Counseling and Director of Faculty Engagement at Auburn University, **Pambanisha Whaley**, Collections, Assessment, and Resource Management Coordinator at Alabama State University and **Jaena Alabi**, Collections, Assessment, and Resource Management Coordinator at Alabama State University.

Today, we are all working from home (more or less) and we may experience burn out as a result. Even prior to COVID-19, burn out and negative experiences in the workplace existed. In addition, we may also experience workplace stresses from colleagues and from our organisations. The webinar focused on how to apply and practice mindfulness in your life. It's important to address and name the experiences we are seeing, particularly the negative ones, and mindfulness can be an important tool to help process the challenging interactions that may take place in libraries. This webinar was meant to support the topic we had planned for the WLIC 2020, looking at toxic leadership, burn out and wellness in the library workplace.

Are you curious? The recording of this webinar is available in [CPDWL's YouTube](#) channel.

Strategic Goals of Microinterventions



Make the invisible visible



Disarm the microaggression



Educate the offender



Seek external intervention



(Sue et al., 2019)



CPDWL/NP Webinar series

Going from disaster to wonder - Managing successful teams.

19 November

It is always interesting to reflect on what it takes to be a good leader and what you can do to improve your own attributes as a leader. To provide new perspectives and thoughts on this topic, this webinar presented speakers from around the world. The webinar was planned and run in collaboration with the Management & Marketing Section.

The first speaker **Dr Dilara Begum**, Associate Professor and Chairperson, Department of Information Studies and Library Management at East West University in Dhaka, Bangladesh, defined leadership based on Peter F. Drucker's quote "Leadership is shifting one's own vision to higher sights, raising man's performance to higher standards, building man's personality beyond its normal limitations." Dilara distinguished between management and leadership by saying that management is about rules, routines, achieving goals and getting things done, while leadership is more about influencing, guiding and creating visions. She explained that management is about what to do while leadership is about how to do it.

Dilara shared her views about what qualities a good library manager should have. She highlighted communication skills, motivation and creativity, as

well as technical knowledge and “advocacy”, i.e. being able to speak for the value of libraries.

Dilara continued to say that there have been and are many prominent female leaders in Bangladesh. She mentioned Begum Rokeya (1880-1932) [Begum Rokeya-Wikipedia](#), author and social worker, as a pioneer in women’s rights issues. Begum Rokeya is one of Bangladesh’s most famous people and her memory is celebrated every year on Rokeya Day when women who have made outstanding achievements during the year are celebrated.

The second speaker **Harish Maringati**, Associate Dean for IT & Digital Library Services at the J. Willard Marriott Library, University of Utah, USA, defined different types of teams. Harish considered teams to perform tasks (for example, cataloguing media), teams to recommend or appoint prize winners, or teams that are created to lead others (management teams).

The teams he focused on were teams that work collaboratively to perform specific tasks. One common problem is “social loafing”, which means that employees will work less productively in teams because they assume that the others in the team will do most of the work and it won’t be noticed if one person is not performing well in the group. To avoid this problem, it is important to clarify the different roles within the team and to identify the goals that the team members should strive for. Harish also talked about motivation and how we get our employees to perform at their best. He explained motivation with the help of Herzberg’s [Two-factor theory-Wikipedia](#) Motivation is, according to the model, partly about filling in with things that create “job satisfaction”, such as appreciation, goal fulfillment, responsibility, personal development and meaningful tasks. On the one hand, it is about eliminating what creates “job dissatisfaction”, i.e. bad working conditions, bad relationships with colleagues, poor leadership and unclear or illogical rules and policies. Harish believes that when it comes to “job satisfaction”, librarians as a professional corps often make quite

QUALITIES OF LIBRARY LEADERS

- Communication
- Motivation
- Creativity
- Integrity
- Technical or Professional Expertise
- Emotional dealings
- Advocacy

high demands, as they often have a long education and chosen the profession based on the fact that they want to work with specific tasks and develop during their careers.

The webinar’s last speaker was Kim Moon, Acquisitions Librarian at Ohio State University Libraries, USA. Her topic considered the various leadership trainings she has attended, from one-day trainings to longer courses. The focus was on getting to know oneself as a person and seeing how personal qualities can be used in leadership.

In the following Q&A all panelists agreed that in times of a pandemic like now, the most important characteristics for leadership are flexibility and innovation.

I think the webinar was exciting and rewarding. It is always interesting to reflect on what it takes to be a good leader and to think about what I can personally do to improve my leadership. The fact that the participants came from different countries and continents helped to provide new perspectives and thoughts.

Here’s the Webinar Recording: [Going from disaster to wonder – Managing successful teams](#) in CPDWL Blog (ifla.org).

REPORT OF THE COACHING WORKING GROUP

By **Ulrike Lang**,
CPDWL Co-Chair and member of Coaching working group

Since the report in the last newsletter a lot has happened. After the cancellation of the WLIC in Dublin in August 2020, the working group had to decide very quickly about how to continue.

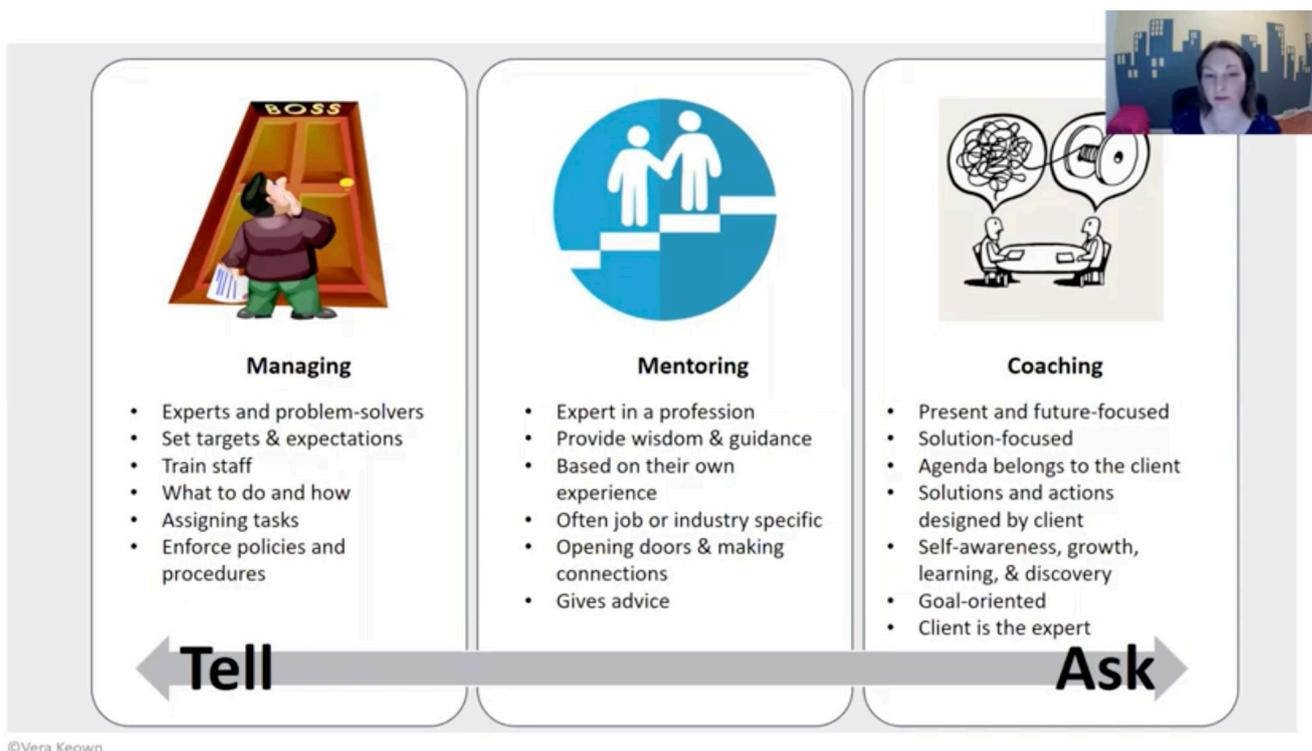
With the support of the IFLA PC, the Coaching initiative has continued as a collaboration between the two sections: **CPDWL** and **Management & Marketing**. Members of the Coaching working group are Almuth Gastinger, Vera Keown, Ulrike Lang, Carmen Lei, Barbara Schleihagen and Ewa Stenberg.

Like most of regional, national and international working groups, we also met via Zoom, covering time zones in Asia, Europe and the US. In order to implement the new online format, the working group had to re-think its preparation actions, and much more communication with the volunteer coaches was needed. However, in moving to a digital format, this step is very important in order to support sustainable and flexible learning.

We are very fortunate to have Vera Keown with us who is a Certified Leadership Coach. She planned and produced the **IFLA Coach Training Series**, in order to support and help volunteer coaches to develop their coaching skills. The series was available in June 2020 and is still available on the IFLA Coach Training site <https://www.ifla.org/node/93224>.

It consists of recorded webinars, presentation slides and handouts. The recordings are delivered in English, whereas the presentation slides and handouts have been made available in all IFLA official languages, thanks to volunteer translators within the work group and the broader IFLA community.

Vera offered three live webinars in July - August, for questions and issues that people who had taken the training wanted to discuss. Since the coaches were spread around the world, Vera conducted two sessions of each of the three webinars on account of the different time zones.



What Challenges Can Coaching Address?

- Optimizing work performance
- Expanding career opportunities
- Increasing self-esteem/self-confidence
- Maximizing potential
- Defining strengths and weaknesses
- Improving business management strategies
- Managing work/life balance

Our planning for the online coaching started in April. Carmen Lei and Barbara Schleihagen worked in close collaboration with the coaches to set the time schedule for coaching, and Barbara's colleague at the German library association, Franziska Neudeck, made the time slots available for online booking, using the free tool Calendly –which admittedly has its limits. That's something we have to look into for the next term of planning.

The online coaching was performed mainly during the planned conference week in Dublin, August 17-21, followed in September by online questionnaires for feedback on the coaching for all coaches and coachees.

Some statistics (end of November 2020):

The Coach Training Series' recordings and videos had 259 views in total.

The slides had 970 views in total.

The three live webinars had 19 participants in total.

The initial call for coaches (for the WLIC in Dublin) resulted in 34 people volunteering as coaches; 17 of them volunteered for the online format, and we had 14 coaches for the final list.

About 50 coachees registered for an individual online coaching session. A few of them did not show up in the end.

This number can be compared to the WLIC in Athens 2019 where 51 coachees took part in the face-to-face coaching session.

The survey following up on the online coaching was answered by 8 coaches (out of 14) and 4 coachees (out of approximately 45). We hope to improve these numbers in the future.

All the coaches who answered the survey stated that they got positive feedback from the coachee(s) after their online meetings. Some coachees sent updates about the progress of their ongoing projects to the coaches afterwards, some coaches and coachees became friends on Facebook. One coachee also wrote an IFLA CPDWL blog post.

In December 2020, a CPDWL podcast about the coaching initiative was recorded with Vera and Ulrike who talked about the initiative itself and coaching as a tool for continuing professional development. This podcast will be published in January 2021.

And of course we are already collecting ideas about how to continue in 2021 without the possibility of meeting in person at the WLIC. We can promise that we'll continue with online coaching.

CPDWL SOCIAL MEDIA CHANNELS AND UPDATES

By Raymond Pun
Information Coordinator

Our social media channels on Twitter, Facebook Group and Instagram are growing! We have engaged with many users to promote our upcoming webinars and activities. CPDWL members have also contributed blurbs and their activities as new content for our social media channels. This has been a great way to highlight our accomplishments and recent work!

	Visitors	Visits
Today:	9	51
Yesterday:	92	784
Last 7 Days (Week):	662	9,527
Last 30 Days (Month):	3,875	26,547
Last 365 Days (Year):	39,598	248,219
Total:	85,660	455,238

Our blog posts have often gathered 1000+ viewers per month! Thanks to all who have contributed to the blogs to ensure that readers learn about different resources and innovative trends occurring in your region! Here are the latest statistics captured on December 22.

Podcast Conversations

During 2019-2020, we experimented with podcast conversations, currently called:

"CPDWL Podcast Project" <<https://anchor.fm/ifla-cpdwl>>, where we interview and profile library and information professionals about their work and background. We learned a lot over this past year!

Using anchor.fm to replace the original podcast server, soundcloud, we can see how many people view our podcast episodes and where they are listening from.

Listeners came from United States, Peru, Australia, Russia, Canada, Chile, Singapore, Germany, Romania, Brazil, Japan, Macao, Egypt, Italy, Croatia, Spain, Uruguay, Botswana, Greece, Sweden, Saudi Arabia, and Mexico!

I | F | L | A



CPDWL Podcast Project

By IFLA CPDWL

Continuing Professional
Development and
Workplace Learning



In this podcast conversation, we speak with library leaders to get their perspectives and thoughts on the profession. Read more about us here: www.ifla.org/cpdwl

[Message](#)

WRAPS UP SEASON 1 (2019-2020)!

Missed Them? Catch all episodes here: <https://anchor.fm/ifla-cpdwl>



Loida Garcia-Febo
Episode 1



Catharina Isberg
Episode 2



Susan Schnuer
Episode 3



Juanita Jara
Episode 4 in SPA



Mitsuhiro Oda
Episode 5 in JPN



Wanda Kay Brown
Episode 6

For **season one**, our episodes were conducted in English, Spanish, and Japanese.

Thanks to our hosts Sara Ulloa and Hiromi Kubo for conducting the podcast interviews in Spanish and in Japanese, respectively.

Transcripts are also provided under the blog page in "podcast" tag <https://blogs.ifla.org/cpdwl>. We took a break during the Fall 2020, to prepare for new episodes ahead.



In 2021, we are starting our new episode of season 2 featuring IFLA President Christine Mackenzie! CPDWL Co-Chair Gill Hallam served as guest host for this episode. You'll learn more about Christine's background, her Myers-Briggs Type, IFLA memories and accomplishments and more!

Stay tuned for more episodes during 2021!

CPDWL's First Library Meme Contest!

By Raymond Pun,
Information Coordinator



From December 4-6, 2020, CPDWL held a library meme contest with the New Professionals Special Interest Group (NPSIG) to celebrate International Volunteers Day, officially December 5th 2020. This library meme contest was created to inspire library workers from around the world to celebrate the work we do in the field, our volunteering services in the profession and to share creativity through social media channels. Memes are graphics or media that are often humorous or ironic that can be spread rapidly through the Internet.

All were welcomed to create memes and participate in the contest if they shared a meme online or via email and added the hashtags #WeAreIFLA #InternationalVolunteersDay. We received over 15 memes throughout the weekend from participants in Romania, Mexico, Austria, Turkey, Argentina, United States, Poland and elsewhere! You can read more the contest here in the <https://www.tinyurl.com/libmeme>

All submitted memes were voted by CPDWL members anonymously. The three top winners won swag items by Skilltype, a professional development tool to promote and manage learning in the LIS field. Watch our video to [view all the submissions!](#)

Congrats to all who won and thanks to all who participated in our first library meme contest! You can search on CPDWL's social media channels such as Twitter, Instagram and Facebook under the hashtag #WeAreIFLA to find the memes by participants too!

First Place Winner:

Roxana Dinu

Librarian, National Library of Romania

Ray: Congrats on winning this contest! Please tell us a bit about yourself!



My name is Nicoleta-Roxana Dinu and currently I work at the National Library of Romania in Bucharest. Previously I worked as a librarian at the Central University Library of the University of Bucharest. I graduated in "Library and Information Science", in the Faculty of Letters, at University of Bucharest in 2007, "Information Management in the Contemporary Society" Master Studies (2009) and I hold a PhD in this field. During the last years I have attended several scientific meetings/conferences related to digital library matters and open access, in the Czech Republic, Croatia, France, Greece, Hungary, Portugal and Spain, Germany etc. and published a number of articles in LIS journals. I am the editor for the documents deposited in the e-LIS repository (ePrints in Library and Information Science) from Romania and Moldova. Besides reading, I love to travel, an activity that I very much hope to be able to resume after the pandemic...

Ray: How did you come up with the meme?

Roxana: Our personal and professional lives changed significantly since the Covid-19 pandemic broke out. We have had to adapt to the new uncertain situation but I had clearly in my mind that keeping reading will be one of those activities which can help us to get over easier through these tough times. So I wanted to stress the strong correlation between books, libraries and people in a pandemic by creating this meme.

Ray: What did you enjoy most about the contest?

Roxana: I was very excited to participate in this brilliant library meme contest because I hadn't created any meme till now. I found it funny and challenging. It was a perfect way to celebrate International Volunteer Day together.



Second Place Winner:

Diego Ariel Vega

Head of Department of Standards and Procedures, Autonomous City of Buenos Aires, Argentina

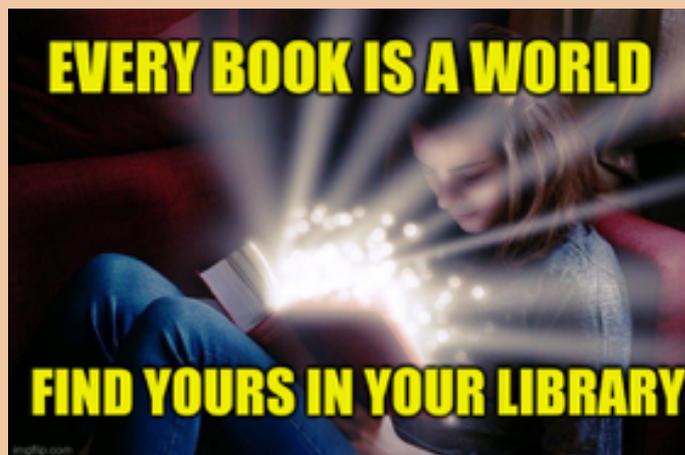


Ray: Congrats on winning this contest! Please tell us a bit about yourself!

Diego: I have a degree in Information Systems of Organizations and I am a librarian. I have a 2 Diplomas: in elearning with Moodle and open source resources and a in Applied Data Science. Currently I work, among other things, in the AGIP systems area, as administrator of the virtual classroom and blog of the IFTS 13 (Tertiary Institute where the librarian career is dictated) and in Net-Learning as a virtual tutor. I have teaching experience at the tertiary, university level and in training of trainers both in face-to-face and virtual mode I was co-founder of Infotecarios (blog of Latin American librarians), administrator of the website of ACBJ (Association of Legal Librarians of Argentina). I am a librarian without a library ;(but I did many activities associated with them. Personally, I really like literature, books, cinema, theater, music and the arts in general. I am a black belt in aikido and I love sports (running, mountain biking and kayaking). I am married to Sol and we live in the Parque Patricios neighborhood with our children Nahuel, Jorgelina and Malena. Oh, and I can't forget our boxer Pancho :) My linkedin is: <https://www.linkedin.com/in/diegoarielvega>.

Ray: How did you come up with the meme?

Diego: Looking for images I liked that one because it



seemed to me that it reflected very well how a reader immerses himself in a book and what it offers you.

Ray: What did you enjoy most about the contest?

Diego: Being able to use MEMES, which I consider together with GIFs, STICKERS, EMOJIS, etc. part of a new language that librarians must know to communicate in tune with their users within the virtual environment. I have a complete course entitled "MEMES and GIFs for Librarians" very interactive and with a lot of information, created in Moodle through Learn 3C. We already taught it for free twice from Aprender 3C <www.aprender3c.org> and it aroused a lot of interest. If IFLA is interested in promoting any edition, I am delighted (this year I gave a talk sponsored by IFLA LAC to promote the #1lib1ref campaign -a librarian, a reference from the Wikimedia Foundation).

Third Place Winner:

Elif Öztop, Master Student in Ankara University, Turkey



Ray: Congrats on winning this contest! Please tell us a bit about yourself!

Elif: I was born in 1997. I completed my undergraduate education in the department of Information and Document Management at Ankara University. For two years, I worked as a part-time library staff at my university's library. I am pursuing a master's degree in librarianship and information science at Ankara University Institute of Social Sciences. I am also voluntarily working as an assistant editor in Turkish Librarianship Journal. I have done scientific works on green libraries, information management and artificial intelligence, citizen science and MOOC's (Massive Online Open Courses).

Ray: How did you come up with the meme?

Elif: When I was a part-time worker in my university library, I would continue to spend time in the library even though my shift was over. I was angry with the reactions of my librarians and friends to me because I enjoyed being in the library. The cat in the meme look like myself, when people said something about spending too much time in



the library to me, I was looking at them that way.

Ray: What did you enjoy most about the contest?

Elif: The contest had a theme suitable for the dynamics of social media. I enjoyed creating one of the memes that I often come across on social media.

How CPDWL SC members managed their own personal professional development in times of the pandemic



Sandy Hirsh

San Jose State University, USA

My main way of keeping up with my personal professional development is through networking with my colleagues at conferences and serving in leadership roles (for example, I am currently President of the Association for Library and Information Science Education).

While the pandemic has cancelled all in person conferences, I have attended several virtual conferences which have helped my ongoing professional development. For example, I attended the virtual conferences held by the American Library Association Annual in June, the Association for Library and Information Science Education in October, and the Association for Information Science & Technology in October. Due to the virtual nature of these conferences, I found that I attended more sessions than I usually would if the conference had been in person.

I also attend webinars (particularly those offered through the associations that I am a member of) and the Library 2.0 virtual conference series which offers free global conferences to everyone in the world. <<https://www.library20.com/page/conferences>>.



Rajen Munoo

Singapore Management University Libraries

The pandemic provided me opportunities to reflect on my own personal professional development and we at

Singapore Management University (SMU) Libraries were fortunate to have continued library management support for CPD activities - in fact, it became a catalyst for upskilling as part of our digital transformation.

SMU Libraries is a learning organisation, and we all have an Individual Development Plan (IDP) which we use as part of our goal setting in the beginning of the year (pre-pandemic) to identify the skills needed for our work plan. Whilst I completed my IDP activities, I also used the opportunity to discover new ways of self-directed learning - Serendipity Learning where I picked up bite-sized information through reading articles and social media posts on topics such as online teaching and learning strategies, staff wellbeing and mindfulness, and other LIS trends. At SMU, the use of social media networking sites such as LinkedIn, Twitter, Telegram and Facebook have pivoted during the pandemic and it helped me engage with Faculty and students using those platforms and follow the latest happenings there.

Armed with my knowledge gained from IFLA's [How to Spot Fake News—COVID-19](#) infographic, I have become discerning with the deluge of fake news and use critical thinking more often nowadays. In my role as Head, Learning and Information Services, I also made deliberate efforts to share useful events such as webinars and courses I came across in my mailing list subscriptions with my colleagues at SMU Libraries. I also realised that a little 'cyber loafing', like stress can be positive where we discover 'things' to spark our innovation and creativity which we can tinker with as we live.work.play. Continued learning and upskilling is the new vaccine in managing our own personal professional development.



Almuth Gastinger

NTNU Library Trondheim

Professional development and personal experiences at the Norwegian University of Science and Technology (NTNU) Library

in Trondheim, Norway closed all higher education institutions, libraries, schools, kindergartens, gyms,

hairdressers, etc. on 12th of March 2020. Most restaurants, pubs and cafés were closed, too.

That meant, from the following day all library staff worked from home, at least until the 20th of April. Then, some staff were allowed to be in the library again, mainly to pick up literature from the shelves. The material was handed to users outside the library building, or it was sent to users by mail. In August 2020, when the new semester started, all of our branch libraries went back to ordinary opening hours and more or less to all services.

During the months when we worked from home (first from March to August, and then again from November 2020), my colleagues and I had meetings regularly to talk about the status quo and occurring challenges. The head of my section also suggested we should meet for short online courses/workshops in order to learn more about the functionality of tools like Microsoft Teams, Zoom, Outlook, Blackboard Collaborate, Mentimeter, Leganto (Ex Libris resource list management system). This was and still is a great way of continuing professional development (CPD). We are using Zoom, Microsoft Teams or Skype for business for our online meetings.

The library management created an internal website/document folder with information on and links to possibilities for CPD. All staff were requested to use some time in their home office to improve necessary skills or develop new ones, and to update knowledge. Everybody could and should add information about useful and interesting CPD activities.

On April 27 2020, the so-called Virtual Library (via Zoom) started for all students and staff at NTNU - with a different focus every day. In the beginning, it was available between 10 am and 12 noon, and users could talk to and get guidance from library staff, attend courses and get some real writing done at 'Shut up and write'. This digital service was extended after a while, that means these days the Virtual Library is available from 9am to 3pm every weekday. When the students started to prepare for their exams in November (in Norway, the autumn semester ends before Christmas) the Virtual Library services were expanded with a virtual reading room. Here, students can meet real, live students like themselves and have a chat or work together.

In November, our library started the so-called 'Kompetansehalvtimen' (competency half hour) twice a month. That half hour is for library staff, mainly for colleagues who work at the desks and meet our users physically or online. You would either learn new skills or get skills/knowledge updated.

I myself have the feeling that I have not done much concerning personal CPD since March 2020. But when I think about it, I have at least been joining more conferences and seminars. Since these happened online and most of them did not cost anything, my boss was happy to let me attend quite a few. I focused mainly on topics like Research Data Management and Open Science. That would have been impossible if these events would have happened physically.

Of course, like my colleagues here I have learned much more about the online tools we are using all the time now, in particular about Zoom, Teams and Mentimeter. In addition, I needed to deal with teaching online. That went surprisingly well. In December, two colleagues and I began to design and record short simple videos on the topics of literature searching and citation management which can be offered to students in the future. Let's see whether they will be welcomed.

Finally, I want to write a few words about the situation for me as a foreigner in Norway. Since I have never felt very much at home here –strangely because I have my grown-up kids here and it's one of the best countries to live in– I miss the opportunity to go to Germany regularly these days. When I travelled in October to celebrate my mum's birthday, my boss was shocked and did not show much understanding. I was not allowed to have home office on all 10 days I needed to be in quarantine after my return, only on half of them. Even if it was/is no problem to do all my tasks at home. That was horrible for me. Fortunately, the university management came up with new guidelines concerning staff from abroad: "The Christmas holidays are approaching, and many of our international employees may want to spend them in their home country. Although, in principle, all employees at NTNU are advised against putting themselves in situations that could lead to infection and quarantine, it is still desirable for managers to show thoughtfulness and consideration. Employees must work from home if they have the opportunity to do this, if they need to go into quarantine." What a relief for me!



Claudiane Weber
Federal University of Santa
Maria, Brazil

2020 and the Challenges of Brazilian University Libraries

We Brazilians have a saying, "the best place in the world is within a hug". It is a cultural habit, when meeting someone, extending our arms and giving a hug. And 2020 is being marked as the year in which we did not have hugs.

With the emergency caused by COVID-19 and the adoption of measures of social distancing and quarantine; new challenges are imposed on libraries. All libraries closed their doors by the second half of March. Remote work was adopted, with the exception of some librarians and their teams who maintained semi-presential work according to specific demands.

The initial challenges, for university libraries, ranged from the necessary infrastructure, fundamentally based on information technologies to the reorganization of routines in library services (at home and at work). The online meetings were basically about designing strategies and sharing knowledge to overcome difficulties. We had to guarantee access to information and even the development of new informational and technological skills, both for users and for librarians.

The use of open access information became the center of attention: online databases, repositories, scientific periodical portals, electronic book collections, etc. Electronic channels such as e-mail and social medias gained a big relevance. We intensified the posts with content produced by the library, in order to share reliable information about the virus; what the University is doing to help the community; dissemination of library services; in addition to information about culture, entertainment, public utilities, reaching specialized health information.

Once everything was going, within what can be considered a new normal, we started to have another level of problems. As we said at the beginning of this text, we are a people with a culture of closeness, of hugging, looking and smiling. And libraries are a space that reinforces personal encounters, closeness, exchanges between people.

The longtime of social distancing began to bring problems on an emotional level: depression, deep sadness, problems with relationships within families, fear, insecurity, difficulties in dealing with losses, among others. It was time to take action from a new perspective, emotional support.

Welcoming people with open arms is what Brazilian librarians do. And libraries make sense of our lives and the places where they are. With that in mind, we started campaigns, which in a subtle way, offer emotional support, such as: **"What feeds you?"**. Posts with a list of books that brings the theme food under different focuses: biological, emotional, anthropological, social, literary and even political.

We also started to provide emotional support in conversations at the Whatsapp channel, we promoted online conversations with psychologists, therapists, and we started to practice **"listening more closely"**. As the university library system is formed by large interdisciplinary teams, we chose among colleagues, health professionals, who started promoting online courses and workshops on topics that pervade the person's well-being.

The reopening of libraries is being the challenge at this moment. We know that this includes changes in building installations, use and adoption of protective equipment and hygiene protocols, greater professional skills in the use of technologies. But we also see changes in attitudes and behaviors, for example, less hugs and personal encounters, and more creativity and collaboration. Let's work!



Gillian Hallam
Freelance consultant

Reflections on my PD activities during the pandemic...

Perhaps my professional life is a little different from that of many people. As I have been a freelance information professional for the past decade, I don't have a defined job role within a specific organisation. I really have the freedom of choice to focus on areas of professional learning that are of interest to me. At the same time, I am in the final stages of my professional journey –and perhaps COVID-19 has served as a catalyst to wrap up my career. This also makes it a good time to reflect on some of the highlights of my professional development activities this year. Although for many people, the pandemic has made it difficult for them to undertake PD activities, I'd like to emphasise that professional learning can take many forms...

Here in Australia, I am a member of the Australian Library and Information Association (ALIA). There are two areas of my active involvement with ALIA that have been important this year: the ALIA mentoring program and my work with the ALIA Education Advisory Committee (EAC).

The ALIA mentoring program is a formal mentoring program which brings together a new LIS professional (the mentee) with a more experienced person (the mentor) to provide career guidance. The program runs for 12 months, with the mentee meeting regularly with their mentor to develop goals and strategies to build a sustainable career path. ALIA supports the

program with a series of monthly webinars on topics of interest that encourage dialogue. This far, topics have included developing an online persona, how to build a good CV and respond to selection criteria, employment frameworks in Australia and changing sectors within the LIS field. The webinar recordings and additional resources are made available in ALIA's learning management system.

I have met with my mentee on a monthly basis. He is just completing his LIS studies as part of career change which has seen him move into public libraries. Even though we live in the same city, the mentee's busy life involving work, study and family, plus the challenges of COVID-19, has meant that it has been easier to meet online. We have enjoyed really stimulating discussions on different aspects of career development, which have opened up opportunities for critical reflective practice, which is encouraged as part of the mentoring journey. In the past, I have coordinated career mentoring programs for LIS students, gathering plenty of evidence that shows mentoring is a reciprocal process: mentors learn a great deal from the mentee!

As Chair of the Education Advisory Committee, the focus has been on reviewing and revising ALIA's policy statements on LIS education and professional development. There are 12 committee members, all drawn from different areas of professional life: state, academic, public, special and school libraries and LIS education. This year, the EAC has worked intensely on the core knowledge and skills policy, which has inevitably resulted in very robust discussions on the key dimensions the profession. Together we have examined many different skills frameworks and analysed the scope of practice within and across our complex profession. It has been a very productive experience to work with such a range of committed LIS professionals, to learn from each other in a relatively informal way, yet with a very formal goal to achieve. The final draft of the revised policy document is currently with the ALIA Board of Directors – this feels a good way to wrap up the year!

Another rewarding experience has been to be invited by a major publisher to serve as a peer reviewer for the full manuscript submitted for a new book about strategies to develop information literacy in academic libraries. The task requires the reviewer to read in a very focussed way, to consider the depth and breadth of the content of the manuscript and to critically reflect on the significance of the ideas presented. Without doubt, it has been a very valuable opportunity for learning and development!

So, while I didn't start out in 2020 with a formal PD plan, I have found that learning opportunities can be – and should be – a natural part of professional life.



Chinwe v. Anunobi
Federal University of
Technology
Owerri, Nigeria

2020: a year that made indelible mark on my professional development engagements

The year 2020 will ever remain memorable in the global history and specifically in my life as a library and information professional (LIS). The announcement of a nationwide wide lockdown by the Federal Government on Nigeria on March 30th ushered in two alternate scenarios for Nigerian LIS professionals. It was a period of relaxation for the docile and lazy professionals but the most hectic period in the annals of enthusiastic, proactive professionals. The later position was driven by the passion to rejig library operations and services and to assist the uninformed on the modalities to evolve from the traditional operations and services to the COVID 19 protocol compliant services.

Though I visualized a very exciting and promising 2020 with a very good plan for my career and social life, a turnaround was established on February 27th when the Index Case of COVID 19 Pandemic was reported in Nigeria followed by the subsequent lock down on March 30, 2020. Consequently, a new dawn ensued. Since I belong to the passionate and optimistic group of LIS professionals in Nigeria, it became a time to give the best to the profession and the society/community we serve in Nigeria. LIS professionals that belong to the academic domain had enormous work to do during the lock down serving a community of 170 universities and 154 colleges of education. There was urgent need to swim into action and provide services to the library users who had left their institutions. Basically, many academic libraries were not engaged in virtual operations and services, a situation that necessitated massive training of all shades and colours. Hence, I got myself involved both as a trainer and as a trainee. In addition to the competency development I had scheduled activities marking the end my tenure as the University Librarian of Federal University of Technology Owerri.

My tenure came to an end on April 21 amidst the COVID19 lock down. The fanfare was not as expected due to the protocol requirements of COVID-19. However, virtual activities allowed me

the opportunity to provide to the very senior staff, an insight on the competencies required for the position of university librarian in FUTO. I provided them with ignite talks on University library leadership which involves; professional, academic and administrative leadership. Further insight was provided on advocacy, university diplomacy and changing environment; a reality of the information system's input, process, output and feedback resulting from internal and external environmental pressures.

As a trainer, during the lockdown I was involved in the training of African LIS professionals under the umbrella of African Libraries, Institutions and Associations (AFLIA) and Nigerian professionals under the Nigerian Library Association. Some of the trainings I served as resource person or the moderator were:

- Maiden Nigerian Library Association. Webinar on Emerging Roles of Librarians During & Post COVID-19 Era.
- Nigerian Library and Information Science Students, Virtual Conference held on June 4, 2020
- Centre for Migration Studies Thematic Workshops and Seminars on: COVID 19 and Migration, from July to 3rd Sept. 2020.
- Library Aid Africa : Call to Action.

As a trainee, I attended many virtual trainings during the Pandemic period. Highlight of some of them:

- AFLIA and OER Africa project and the pilot training on Open Educational Resources and Open Access held from 21 July – 12 August 2020.
- Wikipedia training and edit organised by African Libraries, Institutions and Associations (AFLIA) in Partnership with Wikimedia , 24-30 May 2020.
- 2020 Global Media and Information Literacy Course: Call for action, organized by African Libraries Institutions and Associations (AFLIA) Oct 24-29 , 2020.
- Series of virtual trainings organized by Wikimedia Nigerian to enhance my competences on the use of Wikipedia for knowledge production especially indigenous knowledge.
- Series of webinars and trainings organized by West African Research Network (Wacren) on LIBSENSE Working Group on Infrastructure and Capacity Building.
- Series of webinar and workshops organised for African University Stakeholders by the Association of African Universities (AAU).

I must confess that the lockdown was really a fruitful experience. enriching my professional capacity while using me to enrich other Nigerian professionals especially in the area of virtual Library and information services, where Nigerian LIS professionals are almost lacking in competencies and deployment.

The image shows a Spotify playlist interface. On the left is a grid of video thumbnails with the text 'WE ARE CPDWL!' overlaid. To the right of the grid, the word 'PLAYLIST' is written in small letters above the main title '#WeAreCPDWL Global Playlist for 2021'. Below the title, it says 'Curated by CPDWL members, these are our hits for 2021!' and 'Created by CPDWL • 66 songs, 4 hr 36 min'. At the bottom left of the playlist area is a green 'PLAY' button, and to its right are icons for a heart and a three-dot menu.

GLOBAL PLAYLIST TO KICK OFF 2021

By Carmen Lei

2020 has been an extraordinary year as most of us have been affected by the COVID19, the IFLA WLIC 2020 has been cancelled, and we were not able to meet in person. However, all these challenges provide an opportunity for us to see what we can do to stay together, to stay positive and to show our team spirit.

The Standing committee members of CPDWL are widely spread across different countries, and we came up with an initiative to share music that warm others hearts and also be a time to rejuvenate ourselves for 2021. Music is the language of the universe, all committee members could suggest one song from categories ranging from **chill song, energizing song, empowering song, wind-down song and celebration song**. It was a very hard pick as there were too many nice songs to share.

We were happy to come up with a diverse list of 84 songs in English, German, Japanese, French, Spanish, Cantonese and Arabic! All songs are now available in [Spotify](#) and [Youtube](#). We hope this global playlist will give everyone a moment of encouragement in this difficult time and kick off a brand new start in 2021! Enjoy the blend of sounds from different countries. **Happy New Year!!!**

And Now For Something Completely Different...

Do you remember those sketches of the Monty Python's Flying Circus in the seventies of the last century? This phrase was used as a transition within the show. And that's what we want to try in our newsletter, too.

It should be a new category in the newsletter where we await your input.

Content in here could be:

- **Media watch:** Any interesting news about CPD or workplace learning in your country, region or library association?
- **Favorite reads:** Over the last months: of course we like to read about the ideas related to our work topics. But in order to make this category completely different, we also welcome your personal reading in other genres. What would you like to recommend to colleagues to relax or to be entertained? What would prepare them best before travelling abroad?
- **CPD related cartoons:** In times of virtual meetings we cannot share pictures of our face-to-face activities at the WLIC because we can't have any physical meetings. So let's share graphic novels and cartoons about our working conditions. The newsletter will get a graphic uplift.
- **My most important project:** At our Meet-Ups we learned a bit more about our section -members and their daily work. But would you also like to share some more subject related content? We're sure that the others are curious to hear more about them!
- **The serious problem I have to solve:** Maybe here in our section there is a person who is struggling with the same problem that somebody else has, or has already been able to overcome?
- **Recipes to make my staff happier:** How do you fulfill your leadership tasks in times of Corona and beyond? These could be baking recipes, or the advice to allow bringing pets to office, or anything else that you created for your team or was created by your managers for you and the team. Let us share input about how to make the workplace more pleasant
- **Get volunteers from different continents to write** a short article with a photo, We have an amazing diversity of backgrounds in the SC membership. Having members spread across 12 time zones means there are not only very different working conditions but also different persons with very diverse cultures and habits. Do you have a special costume for special occasions? Would you like to share these with us? Let us know more about your cultural or regional festivities. And how do your libraries play a role?
- And, of course, please write in the IFLA language of your choice That's also a way to showcase our diversity.

Do you like the idea of creating some kind of roster for the newsletter, as we have for the blog posts? Perhaps two or three section members could be responsible for the theme and content of the whole newsletter, or maybe just for this column. They could identify a special theme for each edition and then collect relevant content from all the SC members.

We are waiting for your comments and ideas.

And now I hope you are ready *For Something Completely Different*.

Ulrike Lang, CPDWL Co-Chair

P.S. Can't wait for the next newsletter!

Continuous professional development and workplace learning opportunities to prepare public library staff for future roles

By Gillian Hallam, Co-Chair, CPDWL
Brisbane, Australia

Background

In recent years there has been a keen focus on the skills required by public library staff in the state of Victoria, Australia. Victoria has a population of over 6.6 million, with the concentration of over 5 million people living in the Greater Melbourne area. There are 47 different public library services in Victoria, offering access to 275 libraries. The sector employs almost 3,000 library staff.

In 2013, an in-depth review of social, economic and technological trends and their potential impact on public libraries culminated in the Victorian Public Libraries 2030 strategic framework. Two scenarios, the Creative Library and the Community Library, were introduced as representations of the possible futures which could guide public library leaders as they re-envisaged the services and programs in a changing world. One of the strategic objectives focused specifically on staff: public libraries would need “a flexible and inclusive culture that attracts and maintains people with the right skills and attitude to deliver public library products and services into the future” (SLV, 2013, p.1).

This strategic framework encouraged the public library sector to consider the additional roles that would reflect the evolving responsibilities of libraries in society. New skillsets would be needed as libraries moved beyond their ‘traditional’ offerings to introduce fresh and different community-focused services. It was critical to determine which skills would be needed in the Creative Library and Community Library scenarios and to identify possible skills gaps. Ultimately, the goal was to develop the relevant CPD and workplace learning opportunities to prepare library staff for their future roles.

Skills audits: 2013 and 2019

In 2013, workforce research was commissioned by State Library Victoria (SLV) and the peak industry body, Public Libraries Victoria (PLV).

A competency framework was created in order to review the skills profile of public library staff. Individual staff members were invited to review the importance of specific skillsets to their current position, to consider the anticipated future importance of the skills for their work, as well as to report on their levels of confidence applying the skills. A second questionnaire provided library managers with the opportunity to consider the competencies required across the entire library service, both currently and in five years’ time. The research findings were presented in the report, *Victorian public libraries: Our future, our skills* (SLV, 2014).

Comparisons made between the managers’ views about the skills which were important to the service in the future and the individuals’ views about their confidence levels applying the skills allowed potential skills gaps to be identified. This analysis highlighted areas where a skills gap might have a negative impact on the quality of programs and services offered by public libraries.

It was confirmed that, to achieve the vision of the Creative Library and the Community Library, high



STATE LIBRARY VICTORIA Public Libraries Victoria

levels of skills would be needed in the critical areas of digital literacy, creative programming, building productive community relationships and advocacy. To mitigate the risks associated with a competency deficit in the future, a *Workforce Development Action Plan* was prepared by SLV and PLV to guide an ambitious training and development program to build staff skills. In 2019, a follow-up skills audit measured the changing importance of the different skillsets and tracked the improvement or decline in staff confidence levels (SLV, 2020). The data collected in this second study emphasised the positive impact of the multi-pronged staff development activities that had been delivered over the previous few years.

Digital literacy

Building digital literacy skills had been identified as a priority and the award of a major grant stimulated the development of the Jump Start learning program. The online course was made available to all library staff to encourage them to become more digitally literate, to increase their confidence applying digital skills and to enhance their capacity to learn in a dynamic environment. The online learning context itself helped build practical skills in working with digital information, using social media and participating in discussion forums.

The Jump Start program was very well received by the library staff. The learning activities clearly contributed to the significant increase in the levels of confidence recorded by respondents in the second survey for digital literacy, ICT troubleshooting and support, and social media use. Nevertheless, they acknowledged that the increasing pace of technological developments meant that the goal posts were constantly moving, challenging staff to keep their knowledge and skills current to be able to continue to introduce innovative digital services in the library and provide appropriate ICT support to library users. The ongoing development of digital skills would therefore remain a priority for future staff development activities.

The award of a philanthropic scholarship to one staff member allowed him to examine best practice in virtual and augmented reality technologies and their potential application in libraries. Investment in innovative project work represents a focused way of building staff expertise across the public library sector. Funding opportunities through grants and scholarships have the potential to encourage library staff to take responsibility for their own learning, to share their knowledge with colleagues and to develop professional communities of practice.

Creative programming

The objectives of the Creative Library are underpinned by the digital skills required to facilitate content creation and to support collaborative workspaces. The findings from the 2019 survey indicated that public library staff placed considerably more value on the cultural dimensions of their communities than they had previously done, but they still lacked experience in planning and running creative programs. A toolkit to assist with the planning and implementation of creative spaces was developed and a series of Creative Library workshops was held across the state to introduce staff to strategies that would enable them to build their awareness and understanding about the roles the public library sector could play in the creative economy.

While the confidence levels reported for the practical dimensions of cultural programming and creative making were a little higher in the later study, they remained relatively low. Beyond this, however, it was found that most staff members had their own 'hidden talents', especially creative talents. This meant that there was potential for cultural programming to move into as yet untapped areas of creativity.

A further philanthropic scholarship was awarded for a project that investigated the application of design thinking methodologies within public libraries. The outputs from the project, which included a design thinking toolkit and a series of workshops to help people understand how to work with the toolkit, have the ongoing potential to encourage library staff to adopt new and creative ways of engaging with users.

Connecting with the community

Importantly, public libraries can benefit from partnering with other agencies to extend their reach within the community. A seminar was run to teach staff how to build effective partnerships to support creativity in the community and a series of workshops on partnership development was held in different venues across the state. These learning activities resulted in a number of new initiatives where library staff interacted with people drawn from the creative industry sector.

The 2019 survey findings revealed that there was a stronger awareness about the importance of connecting with the community. While the respondents indicated that they could relate to the 'what' and 'why' for community development activities, they felt that they lacked the expertise

required to translate the 'how', 'where', 'when' and 'who' into action. A holistic approach to upskilling library staff to work constructively with other organisations to achieve the vision of the Community Library should be considered, with the possibility of modelling community relationship processes by working with allied agencies to deliver cross-sector training activities.

The proposal for a new *Libraries for Health and Wellbeing* training program was topical and timely. Survey respondents emphasised their desire for better skills to work with people with special needs, including those suffering from anxiety, depression, dementia, physical disabilities and drug dependency. Staff wanted to draw on their skills in health literacy to gain a deeper understanding of how personal and community choices impacted on health and wellbeing, and how to locate and interpret evidence-based information on health issues. The goal was to build greater confidence in navigating the complexities of the health system and community support services to assist others.

Respondents reported that they wanted to develop more effective advocacy skills in order to help key stakeholders –as well as the public in general– recognise and appreciate the roles libraries played in building stronger and healthier communities. The *Advocate* program has supported skills development through seminars and workshops, especially in the area of oral and written communication, presenting with confidence, working with the media, grant writing and business story telling. The program was augmented by an online training program, *Advocacy for Libraries*, which provided all interested staff with the opportunity to learn how to identify and engage stakeholder groups, to create and evaluate an advocacy campaign, and to manage different channels of communication. Online discussion groups provided a collaborative aspect to the program to encourage knowledge sharing and networking.

Literacies and learning

The 2019 study highlighted the increase in confidence applying the skills associated with literacies and learning, which include the ability to design formal and informal learning programs that stimulate and engage learners. The notion of public libraries being at the heart of the community is central to the vision of the Community Library. *The Workforce Development Action Plan* supported several programs which have enabled libraries to work to their strengths in supporting the development of skills and expertise among different sections of the community. In

particular, the strategic focus on literacy and reader development has had significant impact. Training programs and toolkits were developed to support library staff in the design, planning, delivery and evaluation of early childhood programs, adult literacy activities and initiatives tailored to the needs of culturally and socially diverse groups in the community. These activities emphasise the importance of acknowledging and interpreting the characteristics of an individual community.

While the emphasis for library staff has generally been on running learning activities for different groups of library users, it was recognised that these same skills can help foster a positive culture of learning for staff working in the public library sector itself. The *Shared Leadership* program is an example of a successful initiative that has encouraged cross-institutional interaction and knowledge exchange. Aimed at the development of leadership and teamwork skills, the program is open to all library staff. The philosophy of shared leadership considers the value of self-awareness, critical reflective practice, peer networks and mentoring within the context of change management. Participants work in teams to undertake collaborative action learning projects that focus on an issue of strategic importance to Victorian public libraries.

The topics of recent team projects have related to areas where survey respondents had indicated that professional development would contribute to higher levels of confidence, e.g. establishing learning communities, creating community connectedness, navigating online government services, designing engaging information services and building community partnerships. Webinars and podcasts on topics such as these help increase staff awareness of and interest in emerging practice, particularly in regional and rural library services.

To build capacity, the public library sector must take advantage of opportunities to transfer knowledge and skills to a wider cohort of staff. Initiatives where library staff work together to support each other's learning, e.g. through communities of practice or personal learning networks (PLNs), are encouraged. In the past, SLV has directly supported PLNs within the wider education community; there is certainly potential for the strategy to be used as a cross-organisational approach to learning and development. One respondent emphasised the on-going value of "developing co-operative work teams, accessing mentoring opportunities between library services and ongoing peer observation". Mentoring and coaching were identified as particularly effective ways to inspire others through visionary thinking.

Summary

The outcomes from the *Workforce Development Action Plan*, jointly coordinated by SLV and PLV, have encompassed a wide range of learning activities to support skills development, including online programs to build digital skills, collaborative action learning projects, and scholarships and grants to stimulate interest in new and innovative ideas.

Evidence of the impact of the extensive program of staff development and training is manifest in the increasing levels of skills and confidence recorded in the 2019 survey. Looking to the future, the rich body of updated skills data will inform the next iteration of state-wide professional development activities that will support the achievement of the *Victorian Public Libraries 2030* strategic vision.

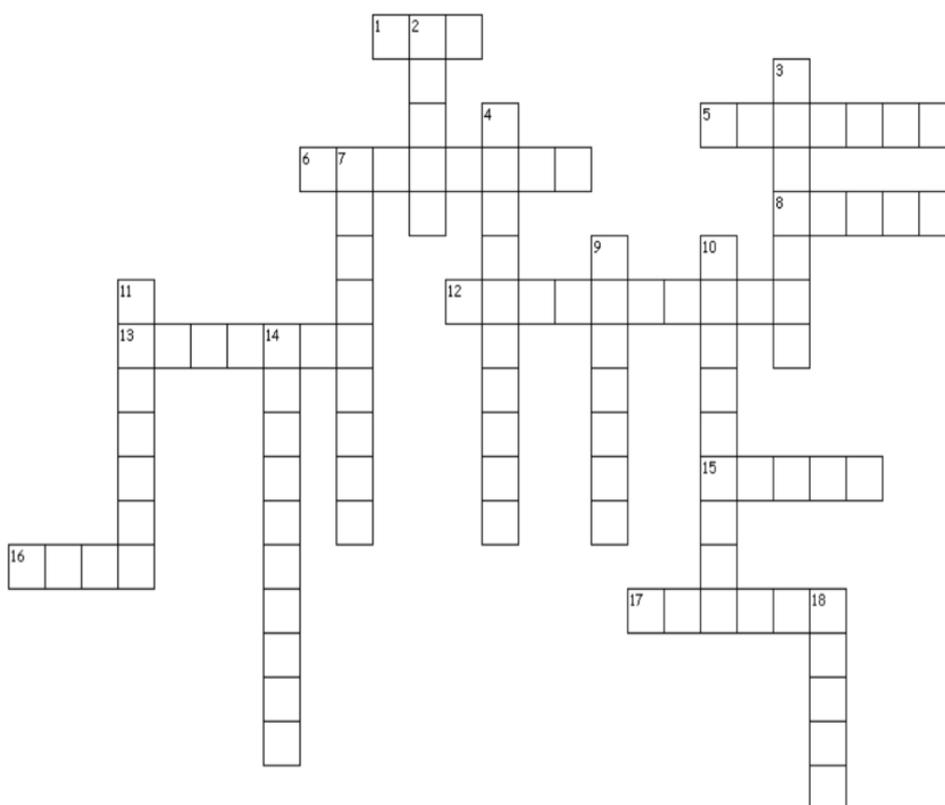
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IFLA CPDWL Crossword Puzzle



Across

1. CPDWL Information Coordinator location
5. CPDWL's satellite meeting in 2019
6. CPDWL has over 2500 members in this social media group
8. An accountability partner that supports someone in reaching their goals
12. Our CPD Project for general rules
13. A web-based seminar
15. CPDWL Secretary's location
16. Division Support of the Profession
17. Division IV Chair's location

Down

2. IFLA's official languages #
3. An online audio blog
4. CPDWL members who remain active in the section
7. CPDWL Co-Chair's location
9. CPDWL Co-Chair's location
10. A Café with KM
11. #CPDWLChat hosted on this platform
14. Since 1998, this CPDWL publication has been around
18. A key partner with webinars since 2012



National Library of Russia

Professional development of librarian-cataloguers. Educational programs, individual internships, digital educational platform during the pandemic

Stanislav Golubtsov. Deputy Director, National Library of Russia

Karina Esman. Chief Librarian-Cataloger, National Library of Russia

The National Library of Russia (St.-Petersburg, Russia) was founded in 1795 and opened to readers in 1814 as the Imperial Public library. In 1992, the National Library of Russia received the status of national library and its current name. Today it is one of the five largest libraries in the world and the second largest in Russia in terms of fonds volumes. The National Library of Russia cooperates with libraries of the Russian Federation in the field of machine-readable cataloguing and subject indexing. And it is also a methodological center.

One of the directions of such cooperation is continuous professional development of librarians. Professional development management is one of the essential components of quality management in a modern library. The National Library of Russia has 100 years of experience in the field of librarians' professional development, because the first higher degree library courses were organised by them in 1919 and they became a basic element in the training of professional librarians.

The key to the popularity and successful development of educational programs is that the professional competencies of librarians are formed in close cooperation and under the guidance of professional practitioners from the National Library of Russia, who take a leading position in the industry.

Training programs on cataloguing are developed and implemented by those who are directly involved in the process of cataloguing of new materials in the National Library of Russia, as well as directly involved in the development of national standards and cataloguing rules. Such "first-hand" training is highly appreciated not only by Russian colleagues but is also of great interest among foreign librarians who are engaged in cataloguing of Russian-language publications in their libraries. You can get acquainted with the activities of the National Library of Russia training center by going to this link: <http://nlr.ru/education>.

The pandemic of 2020 has challenged the activities of all libraries, forcing them to choose new forms of educational programs with a sufficient balance of quality, efficiency, and safety. The full-time training program "Theory and practice of machine-readable cataloguing in the RUSMARC format system and subject indexing", lasting 5 days and with three practical classes per day, is very popular among Russian librarians. During the training, a significant practical component is offered to the students, under the guidance of experienced cataloguing specialists from the National Library of Russia. They work out their theoretical knowledge in the field of cataloguing regulations, RUSMARC formats, use of authority files and the methodology of subject indexing.

In the situation of pandemic restrictions, interest for individual internships has increased. The modular principle of organising internship programs allows colleagues to improve their competencies in the specific areas that they need. It can be cataloguing of the early printed editions, maintaining authority files and the practice of authority control, cataloguing certain types of information resources or the organisation of the subject list in the collections on a specific topic. It is possible to adjust the structure of the program itself, as well as the content of the cases, depending on the level of training, the scale of the tasks to be solved and the degree of involvement of the student in the cataloguing processes. The organisation of an individual internship obviously implies maximum social distancing and, at the same time, access to catalogued publications. This is especially important for early printed publications and book monuments for which it is necessary to display the features of specific copies.

Another educational program, "Actual competencies of the model libraries' new generation specialists", implemented by the training Center of the National Library of Russia, is provided in two versions:

1. Program for central libraries of urban and municipal districts/inter-settlement libraries
2. Program for library employees of urban and countryside settlements/ branch libraries (structural divisions).

Each of these programs has a basic core block and a block of electives. The following topics are included in the basic block:

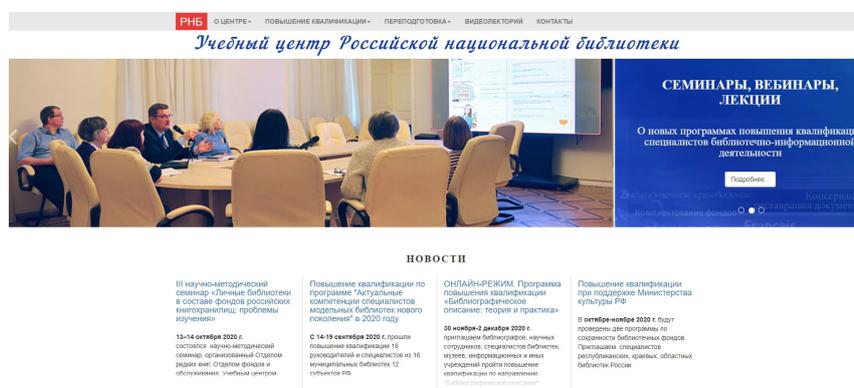
1. Electronic catalogues and databases
2. Standards and rules for creating electronic catalogues
3. Production of machine-readable bibliographic records, state standard 7.0.100-2018, cataloguing of information resources
4. Tools for thematic access to electronic catalogues and databases, use of authority files
5. Optimisation of thematic access to library resources
6. Promotion in the electronic environment.

Among the electives the main program that takes place is "Electronic catalogues, databases, machine-readable cataloguing and thematic access tools for new generation of the reference model libraries».

The creation and operation of electronic catalogues and databases is one of the key aspects of modern library information activity in society. Digitalisation to meet the demand of readers and the increasing opportunities for remote interaction with readers make the creation of electronic catalogues and the development of search tools especially relevant. The module discusses Russian standards and rules for maintaining electronic catalogues, rules for creating machine-readable bibliographic records in accordance with the RUSMARC format and the new State standards 7.0.100-2018. The features of cataloguing various types of information resources are also considered. The module examines tools for thematic access of electronic catalogues and databases and the use of authority files. The audience's interest in the problems of maintaining electronic catalogues, databases, machine-readable cataloguing and thematic access tools shows that these issues have not lost their relevance for Russian libraries in the second half of 2020.

The above-mentioned programs are implemented in the form of online learning using distance learning technologies on the digital educational platform of the National Library of Russia (St.-Petersburg). Thus, the training provided by leading specialists of the National Library of Russia, including the heads of scientific and production departments, becomes available regardless of the remoteness of students and pandemic restrictions.

Such interaction makes it possible to conduct training using the most relevant cases and provides ample opportunities for the creation of modular distance elective education programs in the future. In this case, each student can tailor an educational program in accordance with their individual educational plan.



Changes, Libraries, Communities, and IFLA: COVID-19 and our path towards the future

By **Loida Garcia-Febo**, CPDWL Consultant,
International Library Consultant

Libraries as we knew them were forever changed by COVID-19. The pandemic brought up an opportunity to re-envision libraries to provide services in a way that reflects specific needs from communities deeply affected by it. This global situation also taught us to prioritize and shone a light on inequalities. How to start addressing all of these to create the libraries we deserve?

IFLA CPDWL and New Professionals are closing 2020 and starting 2021 with webinars speaking to the changes impacting library services in the areas of accessibility of publications and open access, and connectivity, access to information and the need to advocate for universal broadband. These online events also highlight the efforts of IFLA in these areas which are guiding and supporting the path of libraries as we move towards the future, post-COVID-19, its aftershocks, and beyond.

Librarians supporting universal broadband to continue providing essential services to communities everywhere

Seeking to help libraries and librarians with this global situation, we coordinated a webinar entitled "Librarians supporting universal broadband to continue providing essential services to communities everywhere" presented on December 14. I was honored to moderate this webinar featuring library leaders from IFLA, UNESCO MIL, and libraries in different regions sharing considerations on how to move forward towards this urgent goal. Speakers included Dr. Jesus Lau, Co-Chair UNESCO Global Alliance for Partnerships on Media and Information Literacy (GAPMIL); Catharina Isberg, Library Director Helsingborg City Libraries, IFLA Governing Board Member; and Sanjay Kumar Bihani, IFLA Governing Board Member, Library and Information Officer at the Ministry of External Affairs, Patiala House Annexe, Tilak Marg, New Delhi, India.

This webinar spoke to the fact that as librarians we always should strive to work towards providing access to information to all. IFLA has championed the UN's Sustainable Development Goals for a long time. Additionally, IFLA [launched](#) a Library Pledge to Promote Digital Inclusion and access to information during COVID-19 and beyond which is an advocacy tool to collect signatures and "demonstrate to decision-makers the commitment of libraries to do all in their power to ensure that everyone, especially during COVID-19, has the possibility and skills to access and use information effectively."

The Internet Governance Forum has [called](#) attention to the Internet as a vehicle for human resilience and solidarity. They have stated that inclusion achieved by access to the Internet is a key contributor towards a stronger economy and enhanced economic development through shared wealth, shared employment, and equal opportunity for all, and is an enabler towards the fulfillment of the UN's 2030 Agenda for Sustainable Development. A Library Pledge to promote digital inclusion and access to information during COVID-19 and Beyond

While UNESCO has indicated that broadband is "the missing link" in global access to education, COVID-19 propelled a massive shift to digital which made evident the reality of inequality of access to the Internet which also plays into the mission and operation of libraries. As per the [ALA](#), broadband in libraries is needed by patrons to access devices, collections and information, and a myriad of services. It is also used by librarians to create and develop content accessed by patrons and provide access to transformative resources to better the education and lifelong learning of communities deeply impacted by COVID-19 in all regions of the world.

Save the date!



IFLA/ALA WEBINAR (CPDWL+NPSIG)

Open Access and Libraries: Lessons from COVID-19 and Our Path Towards the Future

Register here & More Info: <https://www.ifla.org/events/82>

**January 12, 2021
10-11 AM (ET) 1600-1700 (CET)**

Open Access and libraries: Lessons from COVID-19 and our path towards the future

This upcoming webinar is scheduled for January 12 and speaks to the challenges of accessing information brought up by the pandemic. IFLA has affirmed that comprehensive open access to scholarly literature and research documentation is vital to the understanding of our world and to the identification of solutions to global challenges and particularly the reduction of information inequality. [Coalition S](#), which is hosted by the European Science Foundation, has stated that full and immediate Open Access to research results can provide fast answers to protect lives and curb disasters.

Therefore, it is time to make full use of that potential for other global crises that are threatening us. Partnering with different stakeholders will strengthen libraries to provide services to communities at academic, public, school and all types of libraries deeply impacted by COVID-19. A global body with which IFLA has partnered many times, UNESCO, is promoting and supporting the online availability of scholarly information to everyone, free of most licensing and copyright barriers—for the benefit of global knowledge flow, innovation, and socio-economic development.

It is crucial that we continue strengthening this type of partnerships to impact change and policies to guide works in countries around the world. How are libraries managing Open Access efforts in the midst of COVID-19 to move forward research and access to information free of barriers during these times when libraries are deeply impacted by the pandemic? How are organizations that collaborate with libraries helping these efforts? What are the latest updates from IFLA about work in this area? These and more will be presented during the [upcoming webinar](#) that you cannot miss!

The event moderated by me include the following speakers: Chris Bourg, Director MIT Libraries; Stephen Wyber, IFLA Manager, Policy and Advocacy; Nick Shockey, Director of Programs & Engagement, SPARC; and Agnieszka Zofia, Open-Access-Büro Berlin, Open-Access-Referentin im Projekt [open-access.network](#).

CPDWL has presented webinars for the global library community since 2012 when I together with CPDWL and IFLA New Professionals established the “New Professionals Global Connection: Best practices, models and recommendations” webinar series. Over the years we have collaborated with other IFLA Sections to present webinars in Portuguese, Spanish, and English.

See available recordings on the [CPDWL YouTube Channel](#) and on the [IFLA New Professionals website](#).

Staff Development in the Arab World



By Heba Ismail, CPDWL Secretary
Egypt's Society for Culture & Development.
Libraries Technical Manager

Over the last few months, librarians, especially in public libraries, have demonstrated their expertise and shown their best examples of how to engage with their users. This can only be achieved through the continuous professional development of staff, which is critical and needed for library professionals. Given the high expectations of users and the new trends in information technology, continuing professional development has become a necessity, especially in times of COVID-19.

At the **Sharjah International Library Forum**, held virtually last November, I had the opportunity to give a presentation entitled "Staff Development in Time of COVID and Beyond: Challenges and Opportunities" dealing with the best practices in continuing professional development and the opportunities available for librarians to expand their career.

During this presentation the main topics I discussed were: Professional development definition and the continuing professional development cycle; International CPD websites; Regional CPD examples; and, Egyptian CPD (Bibliotheca Alexandrina).

Because it was a virtual forum, the organizers made it available for free to all librarians, library workers and exhibitors around the world. And all the presentations are now available in the ALA website.

Innovative Librarian Initiative

From July to October 2019 Misr Public Library (MPL), one of the largest library systems in Egypt, launched a unique initiative to provide qualifications to library specialists in all types of institutions (public, academic, school and children's libraries), and recent graduates of Library and Information departments. This "Innovative Librarian Initiative" is built upon the observation of the gap between what is offered in the academic curriculum of library departments of Egyptian universities, and what the labor market requires.

The program is based on four axes:

- Workshops conducted by MPL library staff
- Help of distinguished professors of library departments from Cairo, Helwan, Ain Shams universities
- Qualified volunteers from information institutions and the librarianship field
- Agreement with some private university directors to implement field visits to become acquainted with practical experiences with various models

I had the privilege to be part of this great initiative by providing a workshop entitled "International grants & awards in Librarianship field". I focused on IFLA conference grants to attend the WLIC such as: Dr. Shawky Salem Conference Grant, Naseej Academy Grant, IFLA New Professionals Grants, IFLA WLIC Participation Grants; EIFL-PLIP Innovation Award; IFLA/OCLC Early Career Development Fellowship Program; ALCTS online grants for developing countries. I provided a detailed description of the requirements for each of those grants.

ABOUT MEMBERS

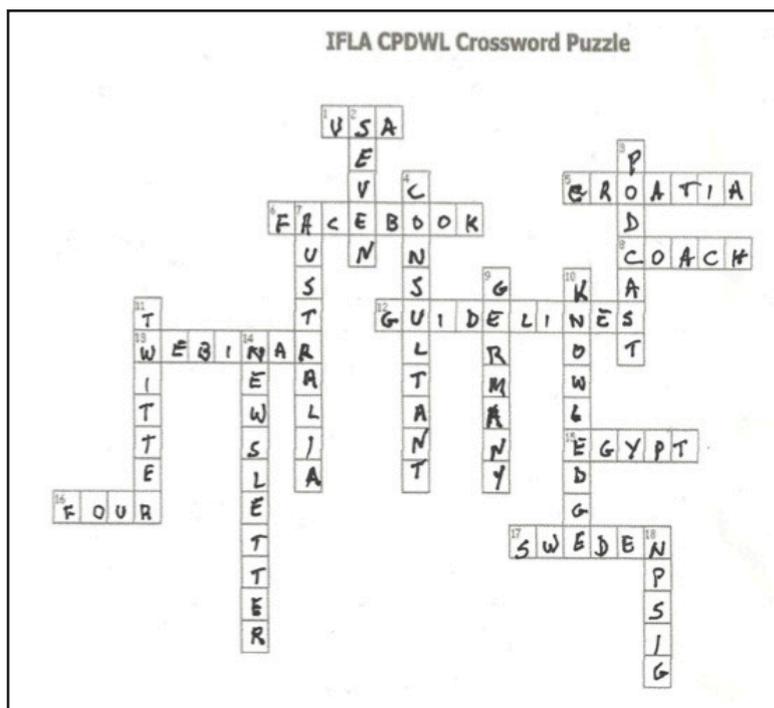
In November 2020, Raymond Pun was invited by the Philippines Library Association Inc. to give a plenary presentation on the impact of digital inequity on libraries during COVID-19. In his talk, Ray highlighted professional development resources including CPDWL's coaching programme and social media programs for digital engagement.



Ray was a recipient of Beta Phi Mu's Frank B. Sessa Scholarship for Continuing Professional Education and used it to complete the Creative Commons Licensing Certificate program in November 2020. In December 2020, Ray was a virtual presenter for LLI's (Lifelong Information Literacy) "Online Instruction Show & Tell Stories" using Prezi Video and for the California Academic Reference Librarians Interest Group-South's (CARLDIG-South) Virtual Conference on "Supporting Academic Writing as a Librarian: A Collaborative Approach." In Fall 2020, he was also certified to teach software and data skills workshops in the Library Carpentry Program.

Most recently, he was the co-guest editor of a special issue on "Sustainability and Libraries", with Ulla Pötsöne, in the [International Journal of Librarianship](#) (IJoL) (an open access journal under the Chinese American Librarians Association). He met Ulla in IFLA WLIC 2018 and 2019 where they spoke in panels focusing on how libraries can foster sustainability practices in the community.

Solution to crossword puzzle on p. 23



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Communications working group
CPDWL guidelines working group
Toolkit working group

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Coaching working group

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Join us!

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

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

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

IFLA CPDWL

