



**CONTINUING
PROFESSIONAL
DEVELOPMENT &
WORKPLACE LEARNING**

UPDATE

CPDWL

*Newsletter of the **Continuing Professional Development
& Workplace Learning** Section #43 of the
International Federation of Library Associations and Institutions*

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Standing Committee, Officers & Corresponding Members

Responsibilities

CPDWL Standing Committee, Office Bearers & Corresponding Members (revised 01/09/09)

NAME	ADDRESS & CONTACT NUMBERS	TERM	RESPONSIBILITIES
Officers			
Susan Schnuer Co-Chair	Associate Director University of Illinois, Mortenson Center for Int. Library Programs 1402 Gregory Drive, Room 142 URBANA, Illinois 61801 United States Tel. +(1)(217)3330031 Fax +(1)(213)2650990 Email: schnuer@illinois.edu	2nd term 2009-13	Oversee strategic direction and revision of Strategic Plan. Section representative at Coordinating Board meetings.
Ulrike Lang Co-Chair	Head of Education + Training Department State and University Library Von Melle Park 3 D-20146 HAMBURG Germany Tel. +(49)(40)428385696 Fax +(49)(40)4285532 Email: lang@sub.uni-hamburg.de	2nd term 2011-15	Oversee strategic direction and revision of Strategic Plan. Section representative at Coordinating Board meetings. Translate CPDWL guidelines into German
Monica Ertel Secretary	Director, Global Information Services Bain & Company 66 Oakdale Avenue SAN RAFAEL, CA 94901 United States Tel. +(1)(415)4828104 Email: monicaertel@yahoo.com	2nd term 2011-15	Organise committee meetings and manage agenda/minutes.
Jana Varlejs Treasurer	Associate Professor Rutgers School of Communication, Information and Library Studies (SCILS) 4 Huntington Street, New Brunswick, NJ 08901-1071 Tel. +(1)(732)9327500 x8225 Fax +(1)(732)9322644 Email: varlejs@scils.rutgers.edu	Special assignment	Manage section budget, accounts and project accounts Library Management Journal Satellite – Editor of proceedings Guidelines for international presentations
Sylvia Piggott Information Coordinator	Global Information Solutions Group 3835 Northcliffe MONTREAL, H4A 3K9, Canada Tel. +1-514-860305 spiggott@sympatico.ca / sylviapiggott@hotmail.com	2nd term 2009-13	Manage website. Provide information to IFLA website coordinator. Newsletter editorial group Guidelines for international presentations Library management journal
Standing Committee Members			
Linda Ashcroft	Liverpool John Moores University, School of Business Information 98 Mount Pleasant LIVERPOOL L3 5UZ, United Kingdom Tel. +44-151-2313425 Fax +44-151-7070423 L.S.Ashcroft@ljmu.ac.uk	2nd term 2009-13	Library Management journal
Lamyaa Belmekki	Informatiste - Enseignante vacataire Ecole des Sciences de l'Information Résidence El Youssoufia, Appartement 32, Av. Bir Anzarane, Maarif CASABLANCA 20000 Morocco Tel.+(212)667042100 E-mal lambelmekki@yahoo.fr	2011-15	
Bau-Mei Cheng	Head, Information & Computing Library, National Central Library Annex Information & Computing Library 13F, No.106, Section 2, Hoping East Road TAIPEI 106, Taiwan Tel. +(886)(2)27377736 fax +(886)(2)27377740 brenda@msg.ncl.edu.tw	2nd term 2011-15	

Mary L. Chute	Deputy Director for Libraries Institute of Museum and Library Services 1800 M Street, NW, 9th Floor WASHINGTON, DC 20036-5802 United States Tel. +(1)(202)6534774 Email: mchute@imls.gov	2nd term 2009-13	
Linden Fairbairn	Director, Library Services at the NSW Dept. of Attorney General and Justice SYDNEY NSW 2006 Australia Email linden_fairbairn@agd.nsw.gov.au	1st term 2011-15	
Matilde Fontanin	Librarian Università di Trieste, Biblioteca della sede di Gorizia Via Alviano, 18 34170 GORIZIA (GO) Italy Tel. +(39)(04)81599263 Fax +(39)(04)81599262 Email: fontanin@pug.units.it	1st term 2009-13	
Loida Garcia-Febo	Coordinator of Special Services Queens Library 7901 4th Ave A16 BROOKLYN New York 11209 United States Tel. +(1)(917)5482970 Email: loidagarciafebo@gmail.com	1st term 2011-15	
Annamarie Goosen	Project Manager LIASA P.O. Box 1598 PRETORIA 0001 South Africa Tel.+(27)(12)3246096 Fax.+(27)(12)3231033 Email: cicd@liasa.org.za	1st term 2011-15	
Arne Gundersen	Senior Adviser Norwegian Archive, Library and Museum Authority P.O. Box 8145 DEP 0033 OSLO Norway Tel. +(47)23117500 Fax +(47)23117501 Email: arne.gundersen@nb.no	1st term 2009-13	
Roisin Gwyer	Associate University Librarian Frewen Library, Cambridge Road Portsmouth, England, PO1 2ST United Kingdom Tel: +44-23-9284-3221 Fax: +44-23-9284- 3233 roisin.gwyer@port.ac.uk	2nd term 2009-13	Develop and implement marketing plan and communications strategy Sponsorship
Li-hung Huang	Deputy General Director, Institute for Information Industry, 19F, no 216, Sec.2, Dunhua S. Rd, TAIPEI 106, Taiwan Tel. +(886)(2)27356070 Fax +(886)(2)27396429 lihung@iii.org.tw	2nd term 2011-15	
Catharina Isberg	Deputy Library Director SLU University Library Box 51 23053 ALNARP Sweden Tel.+(46)(40)415047 Email: catharina.isberg@slu.se	1st term 2011-15	
Anne Lehto	Head of Department Tampere University Library, Information Services P.O. Box 617, Kalevantie 5 33014 UNVIERSITY OF TAMPERE Finland Tel. +(358)(3)35517867 Fax +(358)(3)35517493 Email: anne.m.lehto@uta.fi	1st term 2009-13	

Michel Netzer	Head of the Continuing Professional Development Department Bibliothèque Nationale de France Quai François Mauriac 75706 PARIS, France Tel.+ (33)(1)53794134 Fax +(33)(1)53794356 michel.netzer@bnf.fr	2nd term 2011-15	Translate CPDWL guidelines into French Milan Satellite
Pijush Kanti Panigrahi	Professor & Head, Dept. of Library & Information Science The University of Calcutta 87/1, College Street Kolkata-73 CALCUTTA 700073 India Tel.+(91)(94)34243522 Email: panigrahipk@yahoo.com		
Irma Pasanen	Associate Library Director for Information Services Helsinki University of Technology Library P.O.B. 7000 02015 ESPOO TKK Finland Tel. +(358)(9)4514125 Fax +(358)(9)4514132 Email: irma.pasanen@tkk.fi	1st term 2009-13	
Mary-Jo Romaniuk	Associate Director University of Alberta Library 5-07 Cameron Library EDMONTON AB T6G2J8 Canada Tel. +(1)(780)4925958 Fax +(1)(780)4927925 Email: mary-jo.romaniuk@ualberta.ca	1st term 2009-13	

Corresponding members and other roles			
Juanita Jara de Súmar Newsletter Editor	Liaison Librarian Humanities and Social Sciences Library McLennan Library Building 3459 McTavish Street Montreal, Quebec, Canada H3A 1Y1 Tel: (514) 398-4729 Fax: (514) 398-7184 Email: juanita.jaradesumar@mcgill.ca	2009-11	Edit and produce two newsletters per year Translate CPDWL guidelines into Spanish
Graham Walton E-list Moderator	Service Development Manager University Library Loughborough University Loughborough, LE11 3TU, United Kingdom Tel: +44-1509-22-2355 graham.walton@lboro.ac.uk	2009-11	Moderator for CPDWL e-discussion list
Ann Ritchie	Editor Australian Library Journal ann.ritchie@alia.org.au +61 (0)3 4208 0475 +61 (0)401 110 388	2009-11	Newsletter editorial group
Clare Walker	University Witwatersrand Library, Johannesburg Wartenweiler Library, Private Bag X1, Wits 2050, South Africa Tel: 27-11-7171903, Fax: 27-11-3397559 walker.c@library.wits.ac.za	2009-11	Guidelines for international presentations
Eileen Breen Section Publisher	Emerald Group Publishing Limited Howard House Wagon Lane Bingley Bradford BD16 1WA, UK Tel: +44 1274 777700 Fax: +44 1274 785244 E-mail: ebreen@emeraldinsight.com	2009-11	Corresponding member IFLA CPDWL

Letter from the co-Chairs



Susan Schnuer



Ulrike Lang

Dear CPDWL members and friends,

We hope that this newsletter finds you well and we are eager to see everyone in Puerto Rico.

We have excellent news to share. The interest to work in our section was so high, that we can now happily welcome 21 new or re-elected members in San Juan. Thanks to the IFLA HQ who gave us the permission for this. You will find more information about the new members in the newsletter.

CPDWL Meetings in San Juan

We hope that you will join us for the CPDWL meetings in San Juan. As you know CPDWL instituted a co-chair model which we put into effect for the leadership of the section in 2009, Susan and I have been sharing this position and we find the model to be quite successful. In San Juan we will be voting on new leadership for CPDWL and this will be an excellent time to reflect on the co-chair model.

CPDWL is also active in a variety of projects of the section, including the 2012 satellite meeting in Tampere, Finland ***The road to information literacy***, in cooperation with the IFLA Information Literacy Section but also other projects always with participation of the very active members of CPDWL. We will be discussing all these projects at the meetings.

CPDWL Programs in San Juan

CPDWL is preparing another two sessions at the IFLA Conference 2011 in San Juan Puerto Rico.

As already mentioned in the December newsletter we will have a joined session with MLAS on Tuesday and another on Thursday. Please find the details in the invitations later in this newsletter.

And don't forget to visit the CPDWL poster No 36, presented by our treasurer Jana Varlejs, ***First Aid for the IFLA Program Planner*** and other results of the CPDWL Conference Program Handbook.

In times of difficult generational transfers, constant changes in technology and competencies, the domain of continuing professional development and workplace learning is more important than ever. We are happy that the section members are a perfect variety of worldwide specialists who are enthusiastically engaged in this areas.

Susan and I want to thank you for your support and sympathy during our period of leadership. It was a great pleasure for us. We are looking forward to the meetings in San Juan and are waiting for your input with ideas, suggestions and critiques for the upcoming projects of CPDWL.

Best regards,

Ulrike Lang lang@sub.uni-hamburg.de

Susan Schnuer schnuer@illinois.edu

Standing Committee Leadership opportunities

Elections for CPDWL Chair and Secretary will take place at the Standing Committee meeting in San Juan on August 13.

Please send your nominations to Ulrike Lang (Ulrike@Lang-Site.de) or Susan Schnuer (schnuer@illinois.edu) by August 5th

Introducing the new Standing Committee members

Lamyaa Belmekki



Lamyaa Belmekki currently works as information specialist in the OCP Group (Morocco) and as a part-time lecturer and supervisor of researches in the School of Information Sciences in Morocco. Lamyaa graduated from the School of Information Sciences in Morocco. She participated in the settlement of the information activities of the Moroccan Institute of Scientific and Technical Information and she is serving as a member of the administrative committee of the Moroccan National Association of Information Specialists (ANI). She is also a member of the “Association internationale francophone des bibliothécaires et documentalistes” (AIFBD) and a children storyteller in an orphanage. She participated in the preparation of the Moroccan section of the IFLA World Report and presented several communications in the IFLA congresses.

Linden Fairbairn

Director, Library Services
NSW Dept. of Attorney General and Justice
SYDNEY NSW
Australia

Loida Garcia-Febo



Loida Garcia-Febo is the Coordinator of New Americans Program at [Queens Library](#) in New York. She received the [2010 Elizabeth Futas Catalyst for Change Award](#) and was named a 2007 [Mover & Shaker](#) by Library Journal, and an Outstanding Woman by Impremedia and El Diario/ La Prensa. Loida is the Immediate Past President of [REFORMA](#). Currently, she is the Chair of the ALA [Intellectual Freedom Round Table](#), Chair of ALA [Membership Meetings Committee](#), ALA Councilor-at-Large, and Secretary of IFLA's [Free Access to Information and Freedom of Expression Committee](#). Loida also works with IFLA's [New Professionals Special Interest Group](#). Loida's writing has been published on [Feliciter](#) Canadian Library Association Magazine, *inCite*, *News magazine of the Australian Library and Information Association*, *Latino Experience Database* (Greenwood Press), *Versed*, and *Criticas a sister publication of Library Journal*. Her writing focuses on new librarians, new professionals, multi-ethnic populations, Latinos and other diverse groups, and library association's work. Loida speaks nationally and internationally about human rights, access to information, advocacy, services to diverse populations, and new librarians and new professionals. Her research interests also include information seeking behavior, multi-cultural, and multi-lingual populations. Loida was born, raised and educated in Puerto Rico.

Annamarie Goosen

Project Manager
LIASA
P.O. Box 1598
PRETORIA 0001 South Africa

Pijush Kanti Panigrahi



Professor & Head, Dept of Library and Information Science, University of Calcutta, obtained M Sc (Applied Mathematics with Oceanology and Computer Programming) and BLISc (Gold Medalist) from Vidyasagar University and ADISc (Associateship in Documentation and Information Science) from Documentation Research and Training Centre (DRTC), Indian Statistical Institute, and has been awarded a Ph D degree by Vidyasagar University. He has written about sixty research papers in national and international journals, book chapters; studies and book reviews. He received the *IASLIC-Ranganathan Medal* for 'THE BEST ARTICLE' (2000) and the

IATLIS- Prof Kaula Best Paper Award in 2005-2006. He has been teaching library science especially 'Application of Information Technology' since 1992 at Vidyasagar University, University of Kalyani and University of Calcutta. He is, at present General Secretary of IASLIC – a leading association of Indian library professionals engaged in library movement in India. During his long association with IASLIC he has held various positions. As Convener of the Education Division of IASLIC he has introduced many activities as part of the Continuing Education Program for professional development. He has been Associate Editor of 'IASLIC Bulletin' for about ten years.

Catharina Isberg



Catharina is Deputy Library Director at the Swedish University of Agricultural Sciences (SLU) as well as Library Manager at the SLU Alnarp Library. She started working at SLU in 2003 and is responsible for the skills management, continuous workplace development and internal communication at the SLU University Library, and is also managing the operations and staff of the Alnarp Library. After graduating in library and information science in 1990, she joined the pharmaceutical company Ferring holding several different positions, Library Manager, Information Center Director, Vice President Corporate Communication & Information, first in Malmö

Sweden and later on in Copenhagen Denmark. During, 2002-2003 Catharina worked as a consultant for the personnel development business. She has been involved in library work on a national level as board member of the Swedish Association for Information Specialists (SFIS) 2004-2008 and also as board member on a regional level in the same association 1998-2004. Catharina has also been chairing the Expert Committee on Skills Management, Royal Library of Sweden in 2007-2010 and in 2007 was a member of the workgroup on skills management of the Library director's section of the Association of Swedish Higher Education. By joining the CPDWL section Catharina takes a new step getting involved in library issues at an international level.

Our forthcoming activities in Puerto Rico

Standing Committee Meetings

Saturday 8/13 @ 12:00-14:30 Room 202 a

Wednesday 8/17 @9:45-11:15 Room 102 c

Agenda

1. Welcome and Introductions
2. Agenda – ordering of agenda and addition of any additional items
3. Apologies
4. Confirmation of minutes from Section meetings in Gothenburg
5. Report from Coordinating Board / Division Meeting – Ulrike Lang / Susan Schnuer
6. Co-Chair's Report – Ulrike Lang / Susan Schnuer
7. Election of Chair and Secretary of the Standing Committee
8. Nominations of corresponding members
9. World Library and Information Congress – Programs in San Juan
 - *CPD as a strategy* to build strong libraries and Library Associations together with MLAS)
Tuesday, August 16, from 9:30 to 12:45 – Sylvia Piggott
 - *Weaving CPD into every library organization*
Thursday, August 18 from 10:45 – 12:45 – Ulrike Lang
10. Satellite Conference in Tampere 2012
 - a. Report from Anne Lehto on local arrangements
 - b. Report of co-conveners, editor and planning committee
11. Helsinki Conference Programs 2012
 - Ideas for programs?
 - Another poster session?
 - Co-sponsorship with other IFLA committees?
 - Assignment of program committees
12. CPDWL Strategic Plan
 - Discussion about need to update
13. CPDWL Projects
 - Project Proposal – Lamyaa Belmekki, Mathilde Fontanin, Li-Hung Huang
 - CPDWL Conference Program Handbook – Jana Varlejs
 - New professionals and work place: issues and skills - Loida Garcia Febo
 - Directory of e-learning programs – Gillian Hallam
 - BSLA project – Fiona Bradley
14. Treasurer's report and financial information – Jana Varlejs
15. Information Coordinator's report – Sylvia Piggott
16. Newsletter Editor's report – Juanita Jara De Sumar
17. Additional agenda items
18. Closure of meeting

Conference programs in San Juan Puerto Rico Congress

Two programs will be presented by CPDWL. The papers are now available online in the Congress' programme website.

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

TUESDAY August 16, 2011 from 09:30 to 12:45 in Room: 209

This year at the conference in Puerto Rico CPDWL has joined forces with MLAS. Papers from Sweden, Ghana, Jamaica, Brazil, Canada, USA, Pakistan and China will be presented during this half-day session. They will examine the role that CPD plays in the development of strong leaders within libraries and library associations.

1. Catharina Isberg, Swedish University of Agricultural Sciences Library, Alnarp.

Professional development, values and strategy - the means for building strong libraries for the future

2. Richard B. Lamptey and Abednego Corlety, Kwame Nkrumah University of Science and Technology (KNUST), Kumasi, Ghana

Building strong libraries and library associations through continuing professional development: the case of Ghana Library

3. Karen Tyrell, University of the West Indies, Mona, Kingston, Jamaica

Successful models of CPDWL at the University of the West Indies, Mona

4 Maria Cléa Borges and Maria de Lourdes Cortes Romanelli, Brazilian Federation of Librarians and Information Science Professionals and Institutions, Sao Paulo, Brazil

How can libraries, librarians and library associations be or not to be successful in developing countries: the case of Minas Gerais Library Association, Brazil

5. Sandy Campbell, Diane Clark and Allison Sivak, University of Alberta, Edmonton, AB, Canada

An association-based continuing education certification program: The Library Association of Alberta pilot program

6. Blanche Woolls, San José State University, San José, CA, USA

Fifty ways to conduct continuing professional development and workplace learning: on a shoestring

7. Nosheen Fatima Warraich, Department of Library and Information Science; University of the Punjab, Lahore, Pakistan

Role of CPD in maintaining the intellectual capital of research libraries: a developing country prospective

8. Wu Yue, Library Society of China, and Hao Jinmin, National Library of China, Beijing, China

The CPD innovation in China: training for the grassroots

9. Mary Wilkins Jordan, Simmons College Graduate School of Library and Information Science, Boston, USA

Developing leadership competencies in librarians

II. Weaving Continuing Professional Development (CPD) into every library organization in difficult financial times

Thursday August 18 from 10:45 to 12:45 in Exhibition Hall A.

In tough financial times it becomes more challenging to make the case for a strong CPD strategy in libraries and library organizations. The purpose of this session is to highlight creative and innovative approaches to CPD in times of economic difficulties. Four papers from different countries will focus on this from different perspectives and we hope of a lively discussion with you!

1. Nicole A. Cooke, Rutgers University, USA:

Professional development 2.0 for librarians: Developing an online personal learning network (PLN)

This paper seeks to address the changing landscape of the library profession, including the changing nature of library and information science education, and to exemplify the importance and necessity of continuing professional development for librarians, the newest manifestation of which is online professional development through Web 2.0 tools and social media technologies. Specifically, using such technologies enables library professionals to develop an online personal learning network (PLN);

2. Ursula Georgy, Cologne University of Applied Sciences, Germany:

Creating a Climate Encouraging Innovation and Receptivity to Change as a Basis for CPD

Libraries have to implement CPD as an ongoing, planned learning and development process. CPD has to prepare the library staff for changes in existing roles or moves for new roles in a permanent changing library. Innovation management requires new management skills based on these innovations. The combined concept of innovation management and CPD on one side helps to integrate CPD into the library strategic plans and budgets and on the other side it helps to save resources. And last but not least it creates innovative libraries with competent librarians.

3. Maxine Schmidt and Rebecca Reznik-Zellen, University of Massachusetts Amherst, USA:

Science Boot Camp for librarians: CPD on a shoestring

Science Boot Camp for Librarians was envisioned as a casual but intensive immersion event into selected scientific subjects that employ networked computing capabilities for research and collaboration. The goal of the event is to provide

librarians with networking opportunities, but more importantly, to give them some of the context and vocabulary of a discipline to enable them to better engage faculty and research scientists with regard to e-science.

4. Ujala Satgoor, University of Pretoria Library Services, South Africa:

Staff development strategy for organisational success – a reality

This paper will articulate the reasons why the University of Pretoria' Library Services (UPLS) has included staff development as a key strategy within its strategic plan. It will further discuss how this strategy is managed, funded and implemented; and to what extent it has succeeded in fostering an environment of innovation and exploration. By deviating from the usual ad hoc approach and adopting this strategic approach to staff development, the UPLS has realised the importance of staff development towards its success and position as a leading academic library nationally and internationally.

III Poster session

Jana Varlejs will be presenting a poster entitled *First Aid for the IFLA Program Planner* to promote the Conference Planning Handbook. It has been assigned the No. 36. Please stop by on **Tuesday between 12 and 2 pm**.

Report from the Information Officer

Puerto Rico Programme, August 2011

We received a great number of papers proposals for the session offered jointly by CPDWL and MLAS with the title *Continuing Professional Development (CPD) as a strategy to build strong libraries and Library Associations*. It is scheduled for Tuesday August 16, 2011 from 09:30 to 12:45 in Room: 209. The participants come from 8 different countries. All Standing Committee members who are available at this time are urged to support the programme.

I would like to thank Eileen Breen who has assisted me in posting information on the CPDWL website. Her support is invaluable in getting information to our community.

The CPDWL listserv has attracted 600 subscribers to date.

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

Submitted by

Sylvia Piggott

Information Officer

Looking forward to Tampere, Finland

Satellite Conference – Finland 2012:
The Road to Information Literacy – Librarians as facilitators of learning.

Irma Pasanen



Summer night in Tampere market square. © City of Tampere/Sami Helenius

The CPDWL section has received approval for a satellite meeting in Finland 2012. This will be a joint project with the Information Literacy Section.

The satellite meeting will focus in developing the skills of librarians to help their user communities to become information literate.

The Google generation and the growing complexity of the information landscape challenge librarians in all types of libraries. Here the resources that are needed to support information literacy, competency-building in the workplace, information literacy in a work or daily context, and tools for support and promotion of information literacy, as well as the pedagogical role of librarians are all issues to consider under the title ***The Road to Information Literacy – Librarians as facilitators of learning.***

Responsible for the organization of this meeting:

CPDWL Program committee: Susan Schnuer, Arne Gundersen, Matilde Fontanin

CPDWL Local Planning committee: Anne M. Lehto, Irma Pasanen

Proceedings editor 2012: Roisin Gwyer with co-editor Graham Walton.

The satellite meeting will be held in Tampere, Finland, August 8-10 2012 and Tampere University Library has kindly offered to host the event together with other libraries in Tampere, and the School of Information Studies of Tampere University. The professional program will welcome a variety of approaches to delivering information, and the social program will include a mayor's reception, conference dinner, and a sightseeing tour. As in the past, the plans include the publishing of a selection of papers presented in the satellite meeting in cooperation with K.G. Saur Verlag.



View over Tampere. © City of Tampere/Jari Mäkinen

Tampere, less than 2-hours drive northwest from Helsinki, is a lively city beautifully located on an isthmus between two lakes, and the Tammerkoski rapids run through the city. Tampere is the 3rd largest city in Finland with excellent travel connections: there are direct flight routes to many European cities, and trains to Helsinki run on almost every hour. The meeting venue, Tampere University, is within walking distance from a number of hotels. There will be various accommodation price categories available.

Please mark your calendar!

Storytelling as an instrument of labour protection

Ulrike Lang

Head of Education + Training Department
State and University Library
HAMBURG Germany

Libraries sometimes use story telling as an instrument for effective leadership, for teaching and learning in general, and for keeping information during the process of alternation of generations.

The University of Hanover, Germany will now – hopefully with the financial support of a federal ministry – look into the project of **Know-how as resource of labour protection** the possibilities of storytelling as an instrument of labour protection in libraries.

Most of the librarians are aware of work situations with high risk, for example near accidents at work, extreme workload, or conflicts with users. Usually you use a “toolbox“ to create undisturbed workflow. If you talk to your colleagues about critical situations at work you will get lively and very detailed descriptions. They will talk about situations where they “were lucky“ or “it just turned out all right“. Sometimes they had massive incidents of the work processes. And your colleagues will keep these situations in mind. It seems that they have a very concrete knowledge of causes and conclusion of risky situations in their sphere of action. That should be used!

In this project we started with interviews with colleagues who talked about critical situations they lived at work. These interviews were recorded and analysed comparatively. In the end we hope to find some concrete results we can use for labour protection to prevent conflicts and critical situations.

We are now very interested in hearing about projects or research done in other countries or libraries worldwide.

If you have something to contribute, please contact Ulrike Lang, Co-chair of CPDWL lang@sub.uni-hamburg.de



Miscellaneous

We invite you to read the Scandinavian Public Libraries Quarterly (No 4, 2010) http://www.splg.info/issues/vol43_4/index.htm. The theme of this issue was professional skills and it allows us to get updated on questions on the agenda for Nordic public libraries. In our December Newsletter we reproduced Arne Gundersen's article, which we hope you found of interest.:

Remembering Gothenburg



Committee members always find time to relax during the Congress

Join CPDWL !

<http://www.ifla.org/en/cpdwl>