



**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 12/09/08)

NAME	ADDRESS & CONTACT NUMBERS	TERM	RESPONSIBILITIES
Officers			
Susan Schnuer Chair	<i>Susan Schnuer</i> 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	1st term 2005-09	Oversee strategic direction and revision of Strategic Plan Section representative at Coordinating Board meetings Satellite
Secretary Monica Ertel	Director, Global Information Services Bain & Company 66 Oakdale Avenue SAN RAFAEL, CA 94901 United States Tel. +(1)(415)4828104 Email: monicaertel@yahoo.com	First term 2007-11	Organise committee meetings and manage agenda/minutes Satellite Reviewer of GLAD proposals
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	2nd term 2005-09	Manage section budget, accounts and project accounts Newsletter editorial group 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	1st term 2005-09	Manage website and provide information to IFLA website coordinator Newsletter editorial group Millan program (GLAD) Library management journal
Roisin Gwyer Marketing Officer	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	First term 2005-09	Satellite - Convenor Develop and implement marketing plan and communications strategy Sponsorship
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@ljamu.ac.uk	First term: 2005-09	Library Management journal
Bau-Mei Cheng	Head, Information & Computing Library, National Central Library Annex Information & Computing Library 13F, No.106, Section 2, Heping East Road TAIPEI 106, Taiwan Tel. +(886)(2)27377736 fax +(886)(2)27377740 brenda@msg.ncl.edu.tw	First term: 2007-2011	Assistant to Information Coordinator Satellite – Reviewer of proposals
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	First term: 2005-09	Satellite – Mentoring of new Professionals and program committee Assistant newsletter editor

Wanda V. Dole	University of Arkansas-Little Rock Ottenheimer Library 2801 South University Avenue LITTLE ROCK, AR 72204 United States Tel. +(1)(501)569 8802 Email: wvdole@ualr.edu	First term: 2005-09	
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	First term: 2007-2011	E-learning Discussion Group – Reviewer of proposals
Ulrike Lang	Head of Education + Training Department State of University Library Hamburg Von Melle Park 3, 20146 HAMBURG Germany Tel. +(49)(40)428385696 Fax +(49)(40)428383352 lang@sub.uni-hamburg.de	First term: 2007-2011	Satellite – Logistics Poster Session Milan session with NPDG – reviewer of proposals and program committee
Gitte Larsen	Head, Dept. of Continuing Education and Consultancy Royal School of Library and Information Science Birketinget 6 DK-2300 COPENHAGEN S. Denmark Tel. +(45)32586066 Fax +(45)32840201 Email: gl@db.dk	First term: 2005-09	Marketing and promotions Satellite – Mentoring of new professionals and program committee
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	First term: 2007-2011	Translate CPDWL guidelines into French Satellite – Translate papers into French Milan session with NPDG – reviewer of proposals and program committee
Diann Pelz-Rusch	<i>Diann Pelz-Rusch</i> Department of Interculture and Comparative Education & University Computing Center, University of Hamburg Mueckenbarg 48 D-24794 BUENSDORF (Wentorf) Germany Email: druschfeja@t-online.de	2005-09 2nd term	Joint project manager for project 'International survey of CPD programs and providers'
Richard Sayers	Training manager CAVAL Ltd. P.O. Box 585, CHERMSIDE SOUTH, Qln 4032, Australia Tel.+(61)(7)34917021 rsayers@aapt.net.au	First term: 2007-2011	
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		Edit and produce two newsletters per year Satellite – translate papers 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	2005-09	Moderator for CPDWL e-discussion list Co-editor of Satellite proceedings
Paul Genoni	Curtin University, Dept. of Media & Information, GPO Box U1987, Perth, Western Australia 6001 Tel: +61-8-9266-7256 p.genoni@curtin.edu.au		Newsletter editorial group Book reviews

Letter from the Chair



Susan Schnuer, CPDWL Chair

Dear CPDWL members and friends,

Greetings to all members of CPDWL Section Standing Committee, Corresponding Members, and friends!

Last year at this time Ian Smith was writing this letter. Ian Smith was the excellent and well-loved chair of this committee from 2007-2008. Unfortunately due to change in his work position Ian had to resign as chair of CPDWL after the Quebec Conference. His resignation was accepted with sadness by the CPDWL committee members. The committee also thanked him repeatedly for his great efforts on behalf of the group. Ian, you will be missed! We hope to see you once in a while at future conferences.

I was asked to take on the role as chair and complete Ian's term. I am happy to do so. I follow in the steps of great leaders, not only Ian, but also Jana Varlejs, Ann Richie, and Blanche Woolls. I served as secretary with Ian Smith for a year and have a good feel for the work of the committee and a growing understanding of how IFLA operates. Monica Ertel has agreed to take on the role as secretary and I am delighted to have her as a team member in my new role.

The CPDWL is an energetic committee with dedicated members. Every year CPDWL has requests from other standing committees to partner on conference programs and much of the interest is due, I think, to the talent and expertise that CPDWL members bring to continuing education programming. 2009 promises to be another exciting year with a satellite meeting in Bologna and interesting sessions in Milan. Check the rest of the newsletter for more information.

IFLA headquarters has recently sent out a call for nominations to standing committees for 2009-2013. I encourage all of you to consider becoming a CPDWL committee member. Nominations are due by February 11, 2009 to IFLA Headquarters.

CPDWL welcomes new members. We are always looking for new strategies, approaches and ideas. I can also say that being a member of this committee brings many rewards, let me list just a few.

- Develop an international network of experts in the area of professional development and workplace learning
- Gain information about best practices that you can take back to your workplace and implement
- Become involved in some interesting global projects in the area of professional development

As chair, I am always interested in your thoughts, suggestions, and feedback. Please feel to contact me at any time. I look forward to working with all of you this year.

Best regards,

Susan Schnuer
schnuer@illinois.edu

Interview about CPDWL

Anna Maria Tamaro interviewed Susan Schnuer and Jana Varlejs for the Italian journal *Biblioteche oggi* (<http://www.bibliotecheoggi.it/>)

Anna Maria. What is the mission of CPDWL and what the Section has achieved until now, in your opinion.

Susan. IFLA's Continuing Professional Development and Workplace Learning Standing Committee (CPDWL) plays an important role within the IFLA community. The Committee is dedicated to promoting and supporting professional development activities. In this global world CPDWL takes advantage of the international gathering to bring librarians together to talk about best practices, training activities, and publishing possibilities. Professional development is needed in all libraries around the world and CPDWL seeks to share world-wide expertise on the topic with librarians everywhere.

CPDWL has a history of offering excellent satellite meetings on topics of current interest. The Satellite meetings have all focused on some aspect of professional development and workplace learning. The last satellite meeting was held in 2007 in South Africa, the topic was "Pathways to library leadership". Presenters from many countries presented leadership training programs and talked about successes and challenges. All the proceedings were published.

CPDWL seeks to provide thought-provoking programs during the IFLA conference and works with other committees to design the programs. Be sure to catch the program in Milan called: "Librarians on the Cat Walk: Communicating for Advocacy to Influence Policy and Practice". This program, sponsored by the Management of Library Associations section (MLAS) and CPDWL will offer a variety of papers, round-table discussions, and even a short workshop on how to be an advocate for your library.

CPDWL welcomes librarians from all types of libraries to participate in its meetings during the IFLA conference. We hope to see many of the Italian librarians there. We want to hear from you about your successes in the areas of professional development and workplace learning.

Jana. For those interested in the work of the section, I recommend a look at our Web site at <http://www.ifla.org/VII/s43/index.htm>. There you will see more information about our mission and plans, find links to our newsletters, and to the Italian translation of "Continuing Professional Development: Principles and Best Practices." Developing and disseminating these "Principles" has been one of the Section's major projects, and it is hoped that an expanded version of the document will be available next year. Our most important achievement, however, is the very fact that we have not only survived the 2002 reorganization of IFLA, but have evolved from a small Round Table to a flourishing Section with a sizable membership and highly regarded programs. The first "World Conference on Continuing Education for the Library and Information Professions" was held in 1985, with the proceedings published by K.G.Saur. In 1986 IFLA approved the establishment of a Continuing Professional Education Round Table, and thereafter the conference papers have been published by Saur as IFLA "greenbacks." The latest proceedings, from the satellite conference in Johannesburg in 2007, is available electronically as well as in print--see our Web site. We are especially proud of this series of publications, which brings the satellite conference contents to those who could not attend in person and thus contributes to the ongoing learning of professionals across the world.

Anna Maria. What about your current programmes/projects and how are you managing the change which is characterising this time.

Susan. Part of the excitement of being part of the CPDWL committee is that it brings together experts and practitioners in the areas of professional development and workplace learning. Together they share expertise and report back on the latest trends and strategies. E-learning, new professionals in the workplace, and succession planning are all topics that were raised and discussed during the 2008 conference in Quebec. Once the topics are identified, then the Committee works to develop programs that will highlight successful professional development practices in these areas.

CPDWL evaluates all of its programs and always asks the participants for suggestions for future programs. We take those suggestions quite seriously as we want to make sure that we are taking input from as many diverse voices as possible.

Jana. The only thing I want to add to Susan's answer to your second question has to do with how we are dealing with change. Our programs reflect changes in the profession, focusing-for example-on new technology for learning and on advocacy. Within our own section, we are coping with an unexpected change in officers, and doing that well thanks to the close working relationships of members of the Standing Committee and their ability to use technology to communicate.

Anna Maria. The third question is about what you want to achieve from the Satellite in Bologna and what Italian professionals could obtain from the participation to this Satellite. Also I would like to ask to you what are you expecting from Italian professionals, helping you in the success of this Satellite.

Susan. We are most excited about the Satellite meeting in Bologna. We are offering this meeting jointly with IFLA's New Professionals Discussion Group. The New Professionals Group is interested in discussing issues such as attraction to and retention of new professionals to traditional libraries.

The title of the Satellite is: "Moving On, Moving Up, and Moving On: Strategies for Regenerating the Library and Information Profession". We intend to focus on topics such as: managing between and across generations; retention strategies; creating a positive work environment; development of leaders; succession planning; and new careers for information workers. We hope to bring together the newest members of the library and information profession with more experienced professionals to talk about how we can best work together to deliver excellent service to users. We know that this topic is one of concern to librarians around the world and we hope that our Italian colleagues will participate and share their experiences in this area.

For this satellite meeting, we will offer mentoring opportunities for first time presenters at an international conference. Mentors will work with first-time presenters to provide feedback and suggestions on their presentations. If you have not yet presented at an international conference and are concerned about giving a presentation, this would be a wonderful chance to work with a professional who will give you needed support.

We also wish to recognize our Italian colleagues who have generously offered to help with local arrangements and have found a wonderful venue for the Satellite meeting in Bologna. Without their help, this Satellite meeting would not be possible.

Jana. The third question is quite fully addressed by Susan. I do hope that we will have many Italian librarians participating, although the satellite will be entirely in English. Our experience has been that the more diverse the presenters and the audience, and the greater the number of perspectives, the richer the exchange of information and learning. We do not expect to be able to afford simultaneous translation, but perhaps there might be an Italian sponsor who would be willing to subsidize at least some translation? I think this is where we especially need the help of the Italian professionals!

IFLA World Library & Information Congress August 2009, Italy

Satellite conference: Bologna

From Roisin Gwyer

Moving in, moving up and moving on : strategies for regenerating the LIS profession University of Bologna August 18-20, 2009

The next CPDWL/New Professionals Discussion Group joint satellite conference will be held in the beautiful Italian city of Bologna. Bologna is in Emilia Romagna, the food capital of Italy according to the locals. The conference venue will be Santa Cristina, an ex-convent which has been converted into teaching and conference space by the University of Bologna – itself the world's oldest university.

I recently visited this colonnaded city to discuss arrangements for the conference with the local team of Marialaura Vignocchi and Enrica Manenti and to view the conference venue. Santa Cristina has space for traditional conference presentations as well as smaller rooms with space to do less traditional activity such as round table discussions, small group work -whatever presenters would like to do! As we were in the foodie capital of Italy we did discuss the catering and decided that we would use the cloisters for tea and coffee breaks (and buffet lunches) to give us some fresh air, as well as keeping the sun off (Italy is warm in August).



**The local team :
Enrica and Marialaura (l-r), with Massimo the site manager for Santa
Cristina**

The conference will start with an evening activity on 18th August (and we are hoping to arrange a short local visit for early arrivers prior to this), which is aimed at getting participants to know each other better, followed by a Reception. The next two days will be full-on conferencing with the usual mix of papers and activities with a conference dinner on 19th. After we finish on 20th there will be plenty of time to travel to Milan which is less than 2 hours away by train. For those who wish to see more of the area around Bologna there are direct trains to a number of cities such as Ravenna, Florence and Venice.



Cloisters and courtyard, Santa Cristina

The theme of the conference is regeneration, so it is apt that we are holding it in an old building which has been adapted for modern educational use. The broad focus of this satellite meeting is the creation of a positive work environment for a multi-generational workforce. As the title suggests we are interested in themes such as recruiting and retaining new staff (and how we manage new professionals who may have different attitudes than their managers), helping to develop staff to move within organisations (perhaps through coaching and mentoring) and how staff develop skills to move on to posts in other organisations or how we capture the knowledge of those leaving the profession.

We are holding this satellite jointly with the New Professionals Discussion Group and are particularly concerned to help new professionals to attend and present – we have some partial awards available towards the cost of attending (for presenters) and can offer a mentor to work with first time presenters at international conferences. The conference papers will be available (in the IFLA ‘greenback’ format) at the conference.

It looks like the conference will be a feast in every way, so do consider attending or presenting. See you in Italy.

Information Officer's Report



Sylvia Piggott

spiggott@sympatico.ca

The CPDWL listserv has attracted 540 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

All information professionals, and any interested others, are welcome to join the list and to participate in discussions. Examples of topics on which CPDWL List welcomes submissions and discussion include:

- resources for continuing professional development & workplace learning
- best practice & quality issues
- theory and practice in the field
- projects in planning or underway
- forthcoming conferences and seminars
- policy developments
- research: in-progress or completed
- information about relevant publications and reports
- emerging technologies in libraries and information centres

Quebec Programme – August 2008

The Section hosted two major programmes at the Quebec conference:

Theme: LEADERSHIP SKILLS AND ADVOCACY FOR LIBRARIES : BEST PRACTICES IN LIBRARY ASSOCIATION MANAGEMENT.

CPD&WL in collaboration with Management of Library Association Section (MLAS) and Action for Development through Libraries Programme (ALP) sponsored a one-day workshop. This programme attracted over 200 in the morning session and over 100 in the afternoon session. It received an evaluation of between 4 and 5 with 5 being the highest score. Papers were on a variety of topics from countries such as Singapore, Canada, United States, El Salvador, India, Nigeria, Micronesia.

Theme: EMERGING TECHNOLOGIES IN LIBRARIES – CONTINUING PROFESSIONAL DEVELOPMENT & WORKPLACE LEARNING IMPLICATIONS AND APPLICATIONS.

Ian Smith, immediate past Chair of the section was the coordinator for this programme. There were presentations from leaders in emerging technologies and the session was well attended.

Plans for 2009 in Italy

1. The Programme for Bologna

Our Section is well on its way with the planning for the satellite programme . This satellite conference is a collaboration between the **Continuing Professional Development and Workplace Learning Section** and the **New Professionals Discussion Group**. It is scheduled for Bologna, Italy - August 18, 19, and 20, 2009

The theme is **MOVING IN, MOVING UP, AND MOVING ON: STRATEGIES FOR REGENERATING THE LIBRARY AND INFORMATION PROFESSION.**

The coordinators for this programme are:

Loida Garcia-Febo, Assistant Coordinator, Special Services, Queens Library, NY, USA

Email: loidagarciafebo@gmail.com

Roisin Gwyer, Associate University Librarian, The University Library, University of Portsmouth, England UK **Email:** roisin.gwyer@port.ac.uk

2. The Programme for Milan

This programme is a collaboration between **Management of Library Associations Section (MLAS) with Continuing Professional Development and Workplace Learning (CPDWL)**

Sections. There is a possibility that **Action for Development through Libraries Programme (ALP)** will also collaborate in this programme.

The theme is **LIBRARIANS ON THE CAT WALK: COMMUNICATING FOR ADVOCACY TO INFLUENCE POLICY AND PRACTICE.**

The coordinators for this programme are:

Sylvia Piggott, Information Officer, CPD&WL Email: spiggott@sympatico.ca

Sinikka Sipilä, Toiminnanjohtaja / Secretary General, Suomen kirjastoseura / Finnish Library Association. email: sinikka.sipila@fla.fi

Respectfully submitted by

Sylvia Piggott

Information Officer, CPD&WL

Report from the Quebec conference

There were two meetings of the CPD&WL standing committee: on Saturday 9 and Friday 15 of August. The standing committee also met for dinner at Le Graffiti. This was an opportunity to say good bye and thank you once more to our former Chair Ian Smith.



Standing Committee at Le Graffiti in Quebec

Our Section hosted two sessions and contributed a paper to a third one and presented a poster session:

Monday 11 Management of Library Associations, Continuing Professional Development and Workplace learning with ALP

Leadership skills and advocacy for libraries: Best practices in library association management

Facilitators: Sylvia Piggott and Sinikka Sipilä

Wednesday 13 CPDWL session. *Emerging technologies in libraries – continuing professional development and workplace learning implications and applications*

Moderator: Ian Smith

Thursday 14 E-learning Discussion Group *Putting the learner into E-learning*

- *Do librarians like to learn online?*

Poster session – *So you want to organize a conference* – Presented by Ulrike Lang



Members of CPDWL visiting the old city

Notes from the Standing Committee Meetings

IFLA Continuing Professional Development and Workplace Learning Section Quebec City, Canada Saturday, August 9, 2008

(Draft – subject to confirmation) Minutes of Meeting

1. Welcome and Introduction

Ian Smith opened the meeting at 2:30 pm and welcomed those present. Ian explained that he would not be continuing as chair of the section due to a change in his employment status. Ian mentioned that he had enjoyed his work with the committee and regretted having to leave half-way through his term.

We received apologies from Diann Pelz-Rusch, Graham Walton, Clare Walker, Ann Ritchie, Richard Sayers, Paul Genoni, Eileen Breen, Wanda Dole, and Linda Ashcroft (missed first meeting due to delayed flight).

2. Convenor for Satellite meeting in Bologna, Italy

Liz Lewis attended the meeting to discuss the satellite meeting. Ian Smith agreed to email all concerned about possible meeting times at the Quebec conference. Ian announced that Roisin Gwyer had agreed to be convenor for the Bologna satellite. Ian

Smith asked Liz Lewis to find a co-convenor from the New Professionals group to work with Roisin Gwyer. The following members of the CPDWL committee indicated their interest in helping with the satellite meeting: Mary Chute, Juanita Jara de Sumar, Bau-Mei Cheng, Li-Hung Huang, and Gitte Larsen.

3. Election of Section Office Bearers 2008/9

Due to Ian Smith's departure, there was a need to find a replacement for the Chair for the next year. Susan Schnuer was nominated and elected as chair. This election left the secretary's position vacant. Monica Ertel was nominated and elected. Ian also explained that the group needed to co-op someone to take his place on the committee. Ian nominated Roisin Gwyer and Jana Varlejs seconded. The committee elected Rosin Gwyer to take Ian Smith's place on the committee. Ian mentioned that we would now need an editor of the newsletter to replace Monica. The group voted to postpone that election until Friday standing committee meeting.

Finally Ian Smith has been co-convenor of the E-learning Discussion group with the chairs of Education and Training and Information Literacy. Ian Smith asked for individuals interested in helping with this Discussion group to contact him. He also planned to make a general announcement at the E-learning program on Thursday.

4. Confirmation of the minutes

Ian Smith moved that the minutes of the Section meetings held in Durban, South Africa August 2007 be accepted. There was no dissent.

5. Report from Coordinating Board Meeting

Ian Smith reported on the new proposed structure for IFLA. He mentioned that Discussion groups now need to become Special Interest groups. The group discussed the new proposed Divisional structure. The new structure is attached to minutes.

6. Chair's Report

Ian Smith mentioned the follow-up to the Durban satellite meeting. Many of the Powerpoints presented at the session have been loaded onto the IFLA website. Many librarians around the world have greatly appreciated the access to the information. Saur agreed to put all the papers on the website, freely available to all. Saur said that the open access results in more sales of the publication.

Ian Smith commented that the Section has a lot of experience planning satellite meetings and programs and that the conference handbook will be of great benefit to many. In addition we have the quality guidelines in about 7-8 languages. Jana Varlejs said that we need a version in Arabic.

Ian Smith thanked Juanita Jara de Sumar for her hard work on translating papers into Spanish. Ian Smith reflected on his time as Section chair. He said that his involvement with IFLA has been wonderful. He became involved at the satellite meeting in Aberdeen. He has served as Information Officer, Secretary and now Chair. He is grateful for the work of the previous chairs and said that the experience has been a wonderful personal development opportunity for him. Ian Smith said that the Section has a great reputation within IFLA. He wished the committee great success in their future work.

7. Treasurer's Report

Jana Varlejs reported that the finances from the Johannesburg satellite meeting are almost wrapped up and the proceeds are not resting in the U.S. bank account. We had advanced the local planning committee \$4,000 for expenses, \$6,000 was returned so there was a profit. We have also income from previous satellite conferences, and now have over \$10,000 in the account.

Jana Varlejs recommended that we talk to IFLA HQ about the funds. It may be that we need to turn the funds over to IFLA. If that is the case, Jana Varlejs recommends that we make the following proposal:

1/3 of the funds will be used for seed money for the satellite meeting in Bologna.

1/3 of the funds will be used to support new professionals and first time speakers at the satellite meeting

1/3 of the funds would be given to IFLA HQ

The Standing Committee discussed this recommendation and agreed that this proposal should be given to IFLA.

Pat Oyler suggested that the final 1/3 of the funds be given to the Student Paper Award. The committee agreed.

8. Information Coordinator's Report

Sylvia Piggott reported that our listserv is growing, we are now up to 500. There is not much discussion but the postings must be interesting. In terms of the GLAD program for global library leadership, CPDWL and MLAS are hosting another full day program. Sylvia Piggott recommends that we make it a yearly event. In the Quebec program there will be presentations from several countries.

Ian Smith questioned if we should commit to continuing this program every year since it might impact on the number of sessions that we are allowed to have at IFLA.

Sylvia Piggott commented that she feels that the program is a high priority for IFLA and that we have been very successful to date. She is willing to continue working on it.

The Committee discussed the program and agreed to continue. If IFLA questions the number of CPDWL sessions then we can re-examine our involvement.

Ian Smith asked about the IFLA website update. Sylvia Piggott had a look at the Beta version but it was not live, it was hard to test the interactivity.

Jana Varlejs asked about the *Library Management* journal issue dedicated to CPD. Ian replied that there were not enough articles from us to fill the issue so other articles were added. Sylvia Piggott commented that it was difficult to get enough articles. Ian Smith recommended that we have a meeting with Steve O'Connor to discuss future partnerships.

9. Newsletter Editor's Report

Monica Ertel said that it is easy to put together thanks to the template sent by Ann Ritchie. She also thanked committee members for their content.

10. Marketing Officer's Report

Roisin Gwyer reported that she had put all available Powerpoints from the Johannesburg Satellite on the website, along with all the photographs from the meeting.

Minutes respectfully submitted by Susan Schnuer

New Chair

1. Comments from new chair

Susan Schnuer was announced as the new chair of CPDWL. She thanked the group for their confidence and expressed appreciation for Ian Smith's contribution to the

Standing Committee. He has positioned the standing committee very well to be everyone's favorite partner.

Susan introduced herself and described her communication style. She said she would like to build on the strengths of the standing committee but she would also like to think about else we might be doing. The group welcomed Susan and expressed their support.

2. World Library and Information Congress – Programs in Quebec

a. Joint session with MLAS Section – Sylvia Piggott

There will be a joint session with the MLAS section. The program is in good shape and everyone was encouraged to attend. Sylvia would like contributions from anyone who attends for the newsletter.

b. Emerging Technologies in Libraries – Ian Smith

We have four presenters representing a good spread across the topic. Ian would like to have the session be as interactive as possible.

c. Putting the learner into E-learning Discussion Group (Co-sponsored by CPDWL Section) – Ian Smith

Ian commented that there was a good spread of approaches to the topic and geographic distribution of speakers.

d. Poster Session – *So you want to organize a conference* – Ulrike Lang

Theme of the poster session is “So you want to organize a conference...” It is designed as a puzzle with different pieces to describe what one has to think about when organizing a conference.

3. Planning for Milan

a. Satellite Meeting

i. Appointment of Program Convener and Organizing Committee

Roison Gwyer has agreed to be the convener of the program in Milan. Responsibilities include: developing and sending out a call for proposals; reviewing proposals; selecting proposals; contacting the presenters; setting deadlines for submissions (no formal approval until final papers are submitted and approved); publishing the proceedings; submitting a budget; liaise with local contact at meeting site; and running the actual logistics of the meeting.

ii. Appointment of publication editors

Jana Varlejs and Graham Walton appointed editors

iii. Theme and focus

The group brainstormed about ideas for the theme. The meeting will be co-sponsored with the New Professionals Discussion Group. Ideas included issues in working with top and middle administrators not bringing along younger new professionals; how can young professionals move up; how more senior administrators can mentor more junior staff; how to keep up with changes etc. A final proposal for the theme will be brought to the meeting on Friday, August 15.

iv. Venue and dates

Venue will be Bologna. Thanks to Anna Maria Tammaro for assisting with venue. Event will begin with a reception on Tuesday evening (August 18 and the actual program will take place Wednesday and Thursday).

v. Call for proposals

- i. **Timing** – Roisin Gwyer will set the timing
- ii. **Responsibility** – Roisin Gwyer will send out the call for proposals

vi. Review and selection of papers / presentations

- i. **Timing** – To be determined by Friday, August 15
- ii. **Responsibility** – To be determined by Friday, August 15

b. Milan Conference Program

i. MLAS program

Question was raised regarding whether CPDWL should continue this program in Milan. Sylvia Piggott recommended we continue this because it is a good fit with our standing committee. MLAS is involved in training leaders for organizations such as IFLA. Concern was expressed that if CPDWL co-sponsors this, we may not get our own program session. After discussion, it was decided to continue to support this program.

ii. Other ideas for program

Other ideas included putting something from the satellite meeting into the main conference – perhaps on succession planning. Another idea was to possibly cosponsor a session with the Knowledge Management Standing Committee. They had contacted Monica Ertel about their program on cultural change. Susan Schnuer and Monica will meet with Jane Dysart from KM to explore this.

iii. Another poster session?

Jana Varlejs and Ulrike Lang will work on this

4. CPDWL Projects

a. Special CDDWL issues of Library Management journal – Sylvia Piggott

Sylvia and Susan will talk to Steve O'Connor about this

b. CPDWL Quality Guidelines – Jana Varlejs

Jana is continuing to work on this project

c. CPDWL Conference Program Handbook – Gitte Larsen and Jana Varlejs

Jana would like help in editing this and would like more contributions. She plans to eventually have this up on the IFLA website.

5. Additional agenda items

None

6. Closure of meeting

Meeting was adjourned at 17:20

Attendees:

Standing Committee Members:

Ian Smith, Susan Schnuer, Jana Varlejs, Sylvia Piggott, Bau-Mei Cheng, Mary Chute, Monica Ertel, Li-hung Huang, Ulrike Lang, Gitte Larsen, Michel Netzer, Roisin Gwyer

Observers:

Juanita Jara de Sumar, Jennifer Joseph, Patricia Oyler, Maria Witt, Chihfeng P Lin, Isabelle Antonutti

Respectfully submitted by Monica Ertel

IFLA Continuing Professional Development and Workplace Learning Section
Quebec City, Canada
Friday, August 15, 2008
(Draft – subject to confirmation) Minutes of Meeting

1. Approval of Agenda

Susan Schnuer opened the meeting at 1400 hours and moved that the agenda be approved.

2. Report from Treasurer about meeting with Sjoerd Koopman – Jana Varlejs

- i. **Action: Decision on budget for \$10,000**
Jana and Susan met with Sjoerd Koopman to propose that this money be allocated one third to stipends for new professionals, one third to first time attendees in Milan and one third in reserve. Sjoerd indicated that this money can be spend in whatever way the CDPWL Standing Committee would like towards the work of the standing committee. Jana reported that the CPDWL Standing Committee finances are in good shape. A discussion ensued about how to best use this money and Susan recommended that the group have an email discussion about this topic.

3. Report on GLAD Program in Quebec and plans for Milan – Sylvia Piggott

Sylvia reported that the meeting was very successful. Over 200 people attended the morning session and over 100 people attended the afternoon session. Evaluations were received from 35 attendees. Scores were generally between 4 – 5 (5 = excellent). Attendees liked the format and wanted more roundtable discussions. Sylvia presented an idea to create a curriculum with progressive steps towards becoming a leader. She would like to work towards writing a grant proposal to fund this.

Plans for Milan: Sylvia proposed the theme of Advocacy. She would like to have Claudia Lux do the opening and then have four papers in two hours. The attendees would then break into roundtable discussions until noon. The afternoon would be used for a smaller training program. We would need to limit the number of people who can come to the training in order to keep this manageable. A discussion ensued regarding the difficulty in conducting training programs in such a short time but the final decision was made to proceed in order to try this out. A narrow subject will be chosen and a training program will be designed around this.

- i. **Action: Volunteer to assist with the review of papers for Milan**
Monica Ertel will assist Sylvia with review of papers for Milan. The call for papers will go out mid-September. The call for the training proposal will go out separately from the call for papers.
- ii. **Action: Volunteer to assist with the MLAS/CDPWL project**
Susan asked anyone interested in volunteering to help with this project to contact her via email.

4. Filling of vacancy on the Standing Committee

- i. **Action: Newsletter editor**
Juanita Jara de Sumar agreed to be the Newsletter editor. Mary Chute has agreed to provide support.
- ii. **Action: Status of Information Coordinator**
Sylvia Piggott will continue in this role but would like to get help from someone with web skills since the standing committees will now be expected to post their own information directly onto the IFLA website. Bau-Mei Cheng has agreed to help.

5. Plans for satellite meeting in Bologna – Roisin Gwyer

Roison Gwyer met with the New Professionals Discussion Group and they have decided on a title for the program. *“Moving in, Moving Up, Moving On: Strategies for Regenerating the Profession.”* Susan, Micheal and Ulrika will investigate whether we

can use some of the papers from the satellite meeting in the conference program as well. A question was raised as to whether this would be permitted by Sauer.

Venue: Roison will go to Bologna to assess venues.

Translations: Juanita Jara de Sumar offered to translate papers into Spanish and Michel Netzer agreed to translate papers into French.

Review papers: Jana Varlejs, Liz Lewis, Roisin Gwyer, Loida Garcia-Febo and Bau-Mai Cheng have agreed to review papers.

Program committee: Gitte Larsen, Roisin Gwyer, Loida Garcia-Febo and Robin (from New Professionals) have agreed to put the program together.

Catering and Tour: Ulrika Lang has agreed to arrange for catering and a tour

Mentoring for first time attendees: Mary Chute and Gitte Larsen will be responsible for a mentoring program for first time attendees.

Publicizing of the event: Eileen Breen

6. Other Milan Program with new Professionals and Knowledge Management – Susan Schnuer

Susan and Monica met with the KM Standing Committee to discuss this. And Susan also met with the New Professionals Discussion Group. Interesting ideas were discussed but the decision was made to not co-sponsor a program with KM this year. Susan will contact Judy Field, KM Standing Committee Chair, to pass along this information.

7. CPDWL Conference Program Handbook

Action: Determine subcommittee

Gitte Larsen would like to see if someone would take on this project. No volunteers were forthcoming but Jana said she would co-op someone.

8. Meeting with Steve O'Connor and future plans – Sylvia Piggott

Sylvia reported that we did not get enough papers to fill a full issue of the Emerald journal. We have picked three papers that will be published in *Library Management*. Steve proposed that we do a special issue on CPDWL or perhaps an ongoing contribution of small articles. Sylvia will continue to work with Steve on this.

9. CPDWL schedule of standing committee meetings in Milan – Susan Schnuer

Susan announced that she was going to let the Professional Board know that the CPDWL Standing Committee will hold their second meeting during the week of the conference in Milan and not on the last Friday of the conference. There are two reasons for this. 1) Since CPDWL is holding a satellite meeting, attendees will already be at the conference for an extended period and 2) we would like to have as many people as possible be able to attend the meeting.

10. IFLA Election process and timetable – Susan Schnuer

Susan asked for recommendations for division chair of the Professional Board. She explained that there is now a new rule stating that anyone elected to division chair can no longer hold their position within their standing committee (chair or secretary). Susan also asked for feedback as to whether the Information Officer should be an officer of the Standing Committee. The general consensus was that this was appropriate and should be recommended.

11. Reminder about appointment to standing committees – Susan Schnuer

Susan reminded the committee members about the need to pay attention to deadlines for upcoming appointments to standing committees.

12. Additional agenda items

Milan Meeting: It was decided that the CPDWL program in Milan would consist of four papers. Two papers would be summaries of the program in Bologna. Sylvia Piggott agreed to do one of these papers. The group discussed the possibility of having someone from the New Professional Discussion Group give the second summary paper. The other two papers would be papers on theme to be selected by the

program committee. The members are Ulrike Lang, Michel Netzer, Susan Schnuer, and Liz Lewis from the New Professionals Discussion Group.

13. Closure of meeting

Meeting adjourned at 15:45

Attendees:

Standing Committee Members:

Susan Schnuer, Monica Ertel, Jana Varlejs, Sylvia Piggott, Linda Ashcroft, Bau-Mei Cheng, Mary Chute, Ulrike Lang, Gitte Larsen, Michel Netzer, Roisin Gwyer, Eileen Breen

Observers:

Patricia Oyler, Marielle de Miribel, Petra Hauke

Apologies:

Wanda Dole, Li-hung Huang, Diane Pelz-Rusch,

Respectfully submitted by Monica Ertel

Staff Development initiatives



Using drama in staff development

The University of Portsmouth in the UK has been considering using drama in staff development activities in areas such as customer care and management development and I was part of an invited audience who evaluated this approach. A commercial firm which specialises in this work was invited to demonstrate the techniques to us.

We were shown a number of excerpts from longer workshops which showcased the use of drama to engage the participants at ‘an imaginative and emotional level’ (according to the literature from the company). There was a sense of relief as we were told that the audience was not expected to role play, but to engage with the facilitator about scenarios acted out by a small group of actors. In the event I found it challenging and quite hard work!

To give a flavour – we saw a scenario of a woman who had been promoted to lead a team she had previously been a member of and the difficulties this entailed. At the second run through of the drama we could intervene at any time and stop the action. The audience then discussed what was happening and how it could be changed. Once there was consensus on the new direction needed we gave feedback (thus improving our coaching skills) and the actors acted this out.

Another technique called ‘thought tracking’ was aimed at changing culture. A scenario from an organisation with a blame culture was portrayed and at certain key points in the action the scene was frozen and we were asked how we felt about what was going on and discussed this as a group. After this the actor was asked the same question. It was a good way to work out why the people involved were acting in the way they were and what lay behind their attitudes and actions.

This was a good (if expensive) way of working on issues such as cultural change and developing soft skills such as giving effective feedback. It gave an added dimension to scenario work as it was possible to work through suggestions for action to see whether they were effective or not. It was also fun.

Roisin Gwyer
Associate University Librarian
University of Portsmouth

Publications, News and Links of interest

- SC treasurer, **Jana Varlejs**, gave a presentation at the ABD/BVD Inforum 2008 in Brussels in April 2008, on "***Continuing professional development: Principles and best practices***," which has now been published in the organization's journal, *Cahiers de la documentation*, vol. 62, no. 3 (September 2008). It includes a French translation of the Principles by SC member Michel Netzer.
 - Former SC member, **Ian M. Johnson**, has an article on "***The proposed European qualifications framework for lifelong learning: Challenges and opportunities***" in *Education for Information*, 2008, vol. 26, Issue 1, p.13-20. Quoting from the author's abstract: "It outlines the proposals, and puts them briefly in the context of the organisational and personal benefits of Continuing Professional Development (CPD). It discusses the different kinds of CPD, their availability and accreditation, and the need for a greater commitment to embedding a lifelong learning culture in the information sector."
 - Speaking of **accreditation**, this is a topic of cyclical interest to the profession that is once again gaining attention. For a European example, see <<http://www.certidoc.net>>. In the U.S.A., there is an American Library Association-Allied Professional Association which has a Certified Public Library Administrator program. It also works for higher salaries and publishes a newsletter, Library Worklife, on topics such as career advancement, HR best practices and worklife balance; see <<http://www.ala-apa.org>>.
 - Of interest to school librarians is the formalization of the **European Network for School Libraries and Information Literacy (ENSIL)**--for "collaboration, professionalization and dissemination and knowledge in this field;" see <<http://www.ensil.eu>>.
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**Continuing Professional
Development and Workplace
Learning Section**

Conference Program Handbook

A compilation of IFLA and CPDWL documents, together with some additional resources, the handbook gathers in one place instructions, advice, forms, and examples to help program planners and presenters succeed. Whether you aspire to be a presenter at an IFLA conference, are involved in developing a satellite conference, or are planning a workshop or panel, this “handbook” is for you! It is still a work in progress, but will soon be on the CPDWL Web site: <http://www.ifla.org/VII/s43/index.htm>

Suggestions welcome—contact varlejs@scils.rutgers.edu

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Call for papers

IFLA Satellite Conference in Bologna, Italy - August 18, 19, and 20, 2009

Theme :Moving In, Moving Up, and Moving On: Strategies for Regenerating the Library and Information Profession

This satellite conference will be held immediately prior to the World Library and Information Congress in Milan, Italy, August 2009.

[The IFLA Continuing Professional Development and Workplace Learning Section](#) and the New Professionals Discussion Group invite proposals for presentations - key note/plenary presentations, research reports, smaller scale interactive round-table discussions, workshops, and poster sessions. First time presenters and new professionals are encouraged to apply.

Conference Themes and Focus

The broad focus of this satellite meeting is the creation of a positive work environment for a multi-generational workforce. We are interested in this issue as it cuts across a variety of organizational structures, library types, and other workplaces that employ information workers. We welcome first-time presenters at international conferences and librarians and information workers new to the profession. We encourage a diversity of voices.

The conference organising committee wishes to showcase examples of best practice in strategies for regenerating the profession through both research based scholarly presentations and experiential and practical stories of successes and lessons learned. The organisers are particularly interested in receiving proposals for presentations on any of the following, or related, key themes and issues :

General Themes

- Managing between and across generations
- Mentoring and coaching
- Communication skills, e.g. goal setting, providing feedback
- Organizational structures
- Dealing with organizational blocks

Moving In

- Attracting people to the profession
- Developing retention strategies
- Creating a positive work environment
- Teambuilding and cohort development
- Involving newcomers in professional associations

Moving Up

- Developing as a leader
- Working and leading within the organization
- Managing up
- Challenging existing organisational structures
- Relationship and network building

Moving On

- Re-skilling and transferability of skills
- Succession planning and passing on knowledge
- New careers for information workers

Submission of Proposals for Conference Presentations

To submit a proposal for presentation at the conference please complete the [Proposal Submission Form](#) (MS Word file) attached.

Proposals must be submitted in electronic format - preferably by email, or by post (3.5" diskette or CD-ROM). Proposals must be in either a generally available word-processing file format or in RTF format.

Proposals should be sent, no later than **November 10, 2008** to **both** of the program convenors:

Loida Garcia-Febo, Assistant Coordinator, Special Services, Queens Library, 89-11 Merrick Blvd., Jamaica, NY 11432, USA

Email: loidagarciafebo@gmail.com

Roisin Gwyer, Associate University Librarian, The University Library, University of Portsmouth, Cambridge Road, Portsmouth, PO1 2ST, England UK

Email: roisin.gwyer@port.ac.uk

Deadlines/Timelines:

- Proposals for papers must be submitted by **November 10, 2008**
- Successful proposers will be advised of the acceptance of their proposal in early December 2008
- If the paper was accepted for publication in the Proceedings then the full paper must be submitted for review by **January 31, 2009**
- Presentations which are not for publication must be submitted for review by **March 31, 2009**
- Invited contributors/presenters will be advised of final confirmation/acceptance of their paper, (following peer review), in April 2009.

Mentoring Opportunity

The Continuing Professional Development and Workplace Learning Section and the New Professionals Discussion Group are happy to offer a mentoring opportunity to interested participants. Mentors will be available to work with presenters on their papers and presentations. If you would like to take advantage of this opportunity, please check the mentoring box on the Proposal submission form.

For complete details please see <http://www.ifla.org/IV/ifla75/satellite-cpdwl-call-en.htm>

Continuing Professional Development and Workplace Learning and New Professionals Discussion Group

Theme: Creating a Positive Work Environment for a Multi-generational Library and Information Workforce.

The IFLA Continuing Professional Development & Workplace Learning Section (CPDWL) and the New Professionals Discussion Group (NPDG) are facilitating this program session at the next IFLA World Library & Information Congress (23-27 August 2009, Milan, Italy)

This program session will focus on the generational challenges facing the library and information profession. These include attracting and retaining new professionals, developing leaders, managing across the generations, knowledge sharing and succession planning.

The session will include reports from the IFLA satellite conference organised by CPDWL and NPDG: "Moving In, Moving Up, and Moving On: Strategies for Regenerating the Library and Information Profession" (18-20 August 2009, Bologna, Italy)

We are particularly interested in proposals which explore these topics:

- What are the challenges involved in creating a positive work environment for a multi-generational workforce, and how best can we meet those challenges?
- Do our organizational structures provide the best development opportunities for both new and existing professionals? If not, can we change them - and how?

Those interested in contributing to this program session should not be limited by those questions. Any proposal which addresses the broad themes of this program session is of interest and will be considered.

Important Dates and Timelines

Proposals:

Please e-mail proposals by **December 15, 2008** to michel.netzer@bnf.fr and Loida.Garcia-Febo@queenslibrary.org.

Proposals should include:

- a) Title of proposed presentation
- b) Outline of the proposed presentation (no more than 300 words)
- c) Name(s) of presenter(s)
- d) Position or title of presenter(s)
- e) Presenter(s) employer or affiliated institution
- f) E-mail address
- g) Telephone/fax numbers
- h) Short biographical statement regarding the presenter/s

All proposers will be advised at the end of February 2009 of the outcome of the review and selection of proposals.

The presenters selected for the program at the Milan conference will be asked to submit a formal paper (for inclusion on the IFLA conference website) no later than May 1, 2009. Papers can be submitted in one of the official IFLA working languages: Arabic, Chinese, English, French, German, Russian, Spanish.

The language of the session is English however presenters may also give their talk in any of the IFLA working languages. Simultaneous translation is not guaranteed.

(Note: All expenses, including registration for the conference, travel, accommodation etc., are the responsibility of the authors/presenters. No financial support can be provided by IFLA, but a special invitation can be issued to authors/presenters if that is required.)

Management of Library Associations and Continuing Professional Development and Workplace Learning

Theme: Librarians on the Cat Walk: Communicating for Advocacy to Influence Policy and Practice

As part of the conference program the MLAS and CPDWL will host a one-day session:

Part 1: Papers* will focus on topics including:

- Successful Advocacy Programmes
- Communication and Promotion
- Influencing the Political Agenda

- Identifying the Right Arena for Advocacy
- Working with Media

*Note: Invited speakers will be allocated 20 minutes presentation time after which there will be 10 minutes of discussion.

Part 2: Interactive practice in making presentations:

- Solicitation will be made for volunteers to submit their presentations of which two will be selected for review and evaluation
- The two selected presentations will be given by the volunteers
- After the volunteers have finished, a film on presentations will be shown
- The two selected volunteer presenters will be assigned mentors to assist with improving their presentations*
- To demonstrate lessons learned after working with their mentor, the same two presentations will be given again by the volunteers

Proposals

- To **submit a paper** for Part 1 please send a **1000 word abstract**, that will allow us to evaluate the suitability of the paper for presentation, on one of the topics mentioned above or any other topic that is in keeping with the objective of the workshop. Include a short biography on the author and a digital photo if available.
- If interested in **being a volunteer presenter** for part 2, please send a **200 word statement** on your presentation and the PowerPoint you have developed for your presentation. Include a short biography on the volunteer presenter and a digital photo if available.
- If interested in **being a mentor** please send a **letter of qualification** of expertise on mentoring and a digital photo, if available.
- All material must be submitted by **15 December 2008** to:

Sylvia Piggott
CPDWL Section
E-mail: spiggott@sympatico.ca

For complete details please see: <http://www.ifla.org/IV/ifla75/call-mlas-cpdwl-en.htm>

E-Learning Discussion Group

Theme: Lifelong E-Learning and Libraries.

As part of the 75th IFLA General Conference & Council, the Education and Training Section (<http://www.ifla.org/VII/s23/index.htm>) is organising an open session on the role of libraries for lifelong learning using e-learning tools.

The Call for Papers invites potential authors to address the need for the creation of electronic networks between public libraries, research libraries, school libraries and special libraries so that lifelong E-Learning can be realised for diverse library users. Consideration may also be given to the development of networks between public libraries and educational institutions and organisations, together with the education and training of library and information professionals to ensure that they have the knowledge and skills to use information- and communication technology (ITC) to work in the context of lifelong learning.

The aim of the IFLA E-Learning Discussion Group Call for Papers is to explore the challenges and opportunities facing libraries if they are to play an increasingly active role in lifelong learning, using the tools that will ensure that librarians become significant partners in the education process..

Topics to be addressed within the Call are:

Inspiring learning in Libraries: collaboration experiences with educational institutions.

Literacy as a Library Core Program

Lifelong Learning in Public Libraries

The Lifelong Learning Process

Library cooperation

The use of public libraries in work-related education and further education.

Pedagogical methods and strategies developed for and adapted to adult education and groups with special needs, e.g. persons with disabilities, the gender perspective.

The professional profile of the librarian, for example skills in information searching, pedagogy, didactics and ICT.

The creation of electronic networks between public libraries, research libraries, school libraries and special libraries.

The development of networks between public libraries and educational institutions and organisations.

The use of information and communication technologies (ICT) in libraries to support lifelong learning.

Library and educational policy

Cooperation between the library community and the educational community.

Proposals for papers must be submitted **by 30 December 2008**.

Please send an email to: **Gillian Hallam** E-mail: g.hallam@qut.edu.au.

For complete details please see <http://www.ifla.org/IV/ifla75/call-elearning-en.htm>
