



UPDATE CPDWL NEWSLETTER

AUGUST 2023 / International Federation of Library Associations and Institutions. CPDWL Section #43

Inside this Issue

Letter from the Chair

CPDWL Standing Committee Members Reflections

Let's Library. Continuing Professional Development for all!

News from Finland/the far north

CIS Libraries in the global context: How to make the dialogue effective

Sessions at WLIC in Rotterdam

CPDWL Officers and SC Members to August 2023

**LET'S WORK TOGETHER
....IN ROTTERDAM!**

Letter from the Chair

Dear colleagues, members and friends of CPDWL,

Do you feel that things are moving at a faster pace than before COVID-19 and that more is happening, including the climate crisis, financial and human challenges worldwide, the impact of digital changes and the influence of AI? Librarians and libraries are facing more challenges and issues today and are having to react faster to changing circumstances. A newsletter can help but needs news and information and from its members. We need your input and support to spread useful information. Items for the newsletter have been "thin on the ground" so we have had to extend final deadlines to get more input. So, this is the strong appeal to share your information with us, here in the newsletter, in our blog posts or our other social media channels so that all members can benefit.

In June we received the results of the elections for SC members and CPDWL is facing an enormous change: With 11 new SC members and 3 re-elected SC members the section will start in August for a new period of work. In the next newsletter we will learn more about the "new faces" that have stepped in to help move CPDWL forward.

Our sincere thank you to all the SC members who will leave the standing committee. Your work is very much appreciated and we hope that you will stay connected via our Advisory Group. Your contributions, ideas and work moved the section forward. For those who are leaving to work with other sections, please stay in touch. There can be excellent collaborations in the future.

WLIC 2023 will start soon in Rotterdam, The Netherlands. CPDWL is again involved in several interesting programmes.

CPDWL will be co-hosting two satellite meetings together with Academic and Research Libraries Section (ARL) about "Inclusiveness through Openness" and about "Agile Methodology in Libraries", led by the Information Technology Section (ITS). Together with the Management and Marketing Section (M&M) we will organize a programme "Toxic librarianship and leadership?", present again with M&M our IFLA Coaching Initiative with in-person coaching "Supporting new leaders globally through coaching" and host again together with the Knowledge Management Section (KM) a Knowledge Cafe "Coming together: Sharing Community Knowledge".

Hopefully something for everyone. See more information about the content below. And of course, we'll have a business meeting of the section where guests are very much welcome, also virtual guests, as we'll be on zoom, too.

If you are visiting the IFLA WLIC in Rotterdam this Aug then please look here for the CPDWL programmes.

[Going to #WLIC2023? Check out our programs! | IFLA Continuing Professional Development and Workplace Learning \(CPDWL\) Section Blog](#)

If you follow CPDWL on social media, [Facebook](#), [Twitter](#), [Instagram](#), [Youtube](#), you might have seen that we are very active in producing webinars with different partners within IFLA and beyond; we have published many reports as [Blogspots](#); created several [Podcasts](#) in different languages (many thanks to our fabulous communications team Ray Pun, Edward Junhao Lim and Carmen Lei!). The increase of followers on our social media channels shows us, that the library community is looking for podcasts not only in English but other languages also. If you are interested to be a partner in supporting conversa-

tions in your native language, please contact us.

We have this year been presenting our SC members and some of the active Advisory Group members in a new series called "This is how we do it: One professional development activity in the lives of librarians from around the world". Learn more about our members, their working conditions and connect with us.



Ulrike Lang
ulrike@lang-site.de

We have also asked some of our outgoing members to write a short piece about their time with CPDWL, what they liked, what they didn't expect, what they would like to recommend for the future. You'll find some of the responses in the newsletter. If you have questions for our SC members or Advisory Group members, please feel free to drop us a line. A newsletter as lively as its readers and contributors. We can all be both!

IFLA is undergoing a tough time at the present. Last year there were many discussions about the resignation of the former secretary general, this year we have discussions about choosing the venue for the WLIC 2024. These are important topics for CPDWL as well but as we are a very international SC with diverse positions so we are honouring the different opinions of all our members by not publishing a statement in any direction. It was interesting to learn the arguments of all but it is important that we are still able to work together for the worldwide library community.

Thanks to everybody who contributed to this newsletter and assisted in the work of the SC. There will be new roles in the working groups and projects going forward. You don't have to be a member of the SC to contribute.

With best wishes,
Ulrike Lang
Alan Brine
Co-Chairs of CPDWL



CPDWL Podcast Project

By IFLA CPDWL

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



NEW CPDWL PODCAST PROJECT EPISODE

Joseph Yap (Hungary),
Elvira Lapuz (The Philippines),
and Reysa Alenzuela
(Czech Republic)

(in Filipino)

Link:
<https://anchor.fm/ifla-cpdwl>



CPDWL Standing Committee *Members Reflections*

Ulrike Lang,
Outgoing Co-Chair

I was a member of CPDWL from 2007 – 2015, had to leave for four years, when I was member of the Education and Training Section, and applied again for CPDWL in 2019. Now I'm retired and it is time for younger colleagues with fresh ideas.



I'm looking back on a long journey with IFLA. My first WLIC was 2002 in Glasgow, because I was responsible for the invitation and assistance of foreign guests from developing countries to the WLIC 2003 in Berlin. I wanted to learn from the Scottish colleagues how they prepared the conference and special events for their guests.

From 2000-2007 I was president of Library & Information International, an institution, which is responsible for librarian exchange programmes between Germany and foreign countries and I visited the WLIC in 2004 -2007 in this position to network with other institutions and colleagues worldwide and present our programmes to others with a poster. I started to look around which section would be appropriate for my regular field of work at my library, the State and University Library in Hamburg where I was Head of the Department of education and training.

After visiting some business meetings of different sections, I participated in the meeting of CPDWL and was welcomed straightaway. This group always tried to include everybody regardless of whether someone was SC member or guest. Everybody was sitting together at one table and everyone was invited to share their ideas and participated in the discussions about the section's programmes. (I

met other sections where the guests were placed at the end of the room on chairs at the wall and not allowed to speak.) Some section members brought sweets from their home countries which circulated around the table, not very good for teeth and health, but a very nice gesture and a chance to talk about something else than just library businesses.

After my nomination to the SC together with Susan Schnur, who trusted in me and my knowledge of the English language, we created the Co-Chair model. Susan was located in the US, but travelled a lot for business and sometimes she was in areas where the connectivity was not very good. We thought it would be good for the standing committee members to have a contact to their officers all the time, no matter in which time zone they were located. And we realized that the duties of chair, secretary and information coordinator are very different and most of the administrative activities have to be done by the chair. So sharing the work was also a very good idea in times of heavy workloads in our libraries at home. It also helped somebody get familiar with the work she/he wants to do themselves in the future. Some other sections followed this model and still do. It is not welcome by the executives of IFLA, because they have been afraid we were trying to get another invitation ticket for the officer's reception at the WLIC which was never our goal.

The main aspect to happily look back to the work within IFLA are the many contacts with colleagues from all over the world. From regions I have never been, from types of libraries I never was in touch with, with an educational background I never experienced before and especially in CPDWL there was never distrust or rivalry. We were always colleagues with the same goal: Helping the librarian's community worldwide with information for successful continuing development and workplace learning. My duties in my home library changed and I also was responsible for health management for the staff, a very important topic not regularly seen by the leadership. It is cost

intensive, needs staff hours and in the beginning is not visible to the financier or the customers. Finally good control will provide good health management with long staying employees, lower incidence rate and a better service for the customers. CPDWL adopted this early too.

Of course in a committee like this you have different reasons why somebody is working here and sometimes it seems that it is only to mention it in someone's cv. So one thing I would like to recommend is that future applicants to the section really are willing to work and contribute. As an officer sometimes it was hard to motivate members to participate in the variety of projects and working groups. Some have been very active and always helpful, some haven't and it took a lot of energy to integrate these colleagues. So I hope that everybody who is willing to support, will support CPDWL constantly. There might be times when there are circumstances at home, in your office, which do not allow voluntary work, but let your colleagues know and just don't stay quiet.

For the future I really hope that the committee can continue its work and will be able to motivate more colleagues to support their work. I also hope that there will be more feedback. It's good to know if your projects and information you share is useful and

visible for the library community. Feedback can also bring in new ideas and a twist in the focus of the work.

The rule of IFLA that every member can choose two sections for membership is not very helpful for CPDWL. From my point of view the life-long learning and development of leaders and staff is important for every member. So the membership in CPDWL should be included in every IFLA membership automatically. Without well trained and innovative employees you can't serve your customers properly.

I would like to reduce the administrative work every officer has to do for IFLA. Instead of practical work on projects it was very time consuming to write action plans, annual reports etc. For the community it is much more effective if the officers can write for the social media channels or participate in the working groups and the results of this work is visible and useful for IFLA in general.

All the best for the new standing committee and thanks for the friendship of the former SC members. Let's see if you need my expertise as an advisory group member in the future. I would be really happy to stay in touch with this wonderful section.

Ray Pun



What an honor to have been a CPDWL SC member for 2019-2023. I had the opportunity to be a corresponding member (2017-2019), the information coordinator (2019-2021), and served in different roles coordinating social media engagement and digital projects (such as podcast conversations and Global Kitchen) across our section and promoting our efforts. I've participated in organizing webinars and volunteering or leading sessions at WLIC and even helped chair the programme committee for the CPDWL Satellite Meeting in 2019 in Zagreb, Croatia. It's been a great learning experience and I am thankful to have connected with so many wonderful members and learned a lot. I felt that I have grown as a librarian, and what I would have liked to do more is to expand our work in deeply connecting with our local groups. However, I am looking forward to supporting CPDWL as an advisor going forward! Best wishes to the upcoming CPDWL SC members!

Gill Hallam

As the end of my second term as a member of the CPDWL Standing Committee arrives, I have been invited to reflect on my involvement with the Section and what it has meant to me over the years. I recall that almost 20 years have past since I was initially introduced to CPDWL, as a delegate attending the CPDWL Satellite Meeting 2005, held in Oslo, Norway, ahead of the WLIC. The theme of that Satellite Meeting was *Preparing for New Roles in Libraries: A Voyage of Discovery*. What an apt theme that truly aligned with my own career journey...

Back then, I was a relatively new member of staff in the postgraduate LIS programme at Queensland University of Technology (QUT) in Brisbane, Australia. After working for many years in special libraries in the corporate sector, I had to quickly learn how to navigate the idiosyncrasies of the academic world, with a keen focus on the importance of international research collaborations. The Satellite Meeting in Oslo represented my inaugural international collaboration – and it was just the first of many exciting initiatives. In addition, my election to the position of President of the Australian Library and Information Association (ALIA) in 2005 also meant

that I was in Oslo to represent the Australian library profession on the international stage of the WLIC, with the opportunity to attend the CPDWL meetings as an observer and learn more about the Section's work.

While my initial IFLA committee responsibilities were as ALIA's nominee for the Standing Committee of the Section of Education and Training (SET), the CPDWL Satellite Meetings were always important events in my calendar. I valued the more relaxed and interactive environment where the discussion of professional issues, the sharing of ideas and the opportunity for professional networking could capture the essence of continuing professional development for those working in the LIS field.

My first term as a member of the Standing Committee commenced in 2015 and I immediately felt that I had found 'my happy place' within the IFLA community. A warm atmosphere of collegiality and friendship underpinned the shared aspirations for the Section's work. I acknowledge that the open and trusting communication between the SC members has been a critical factor in encouraging individuals to work to their strengths in a highly collaborative environment. I found it really productive and rewarding to share the executive responsibilities as co-chair from 2017-2021, although I do have to admit that our efforts to coordinate the work of the SC became extremely challenging during the pandemic. With the cancellation of the WLIC in 2020 and the move to a fully online event in 2021, we lost the chance for the SC members to meet in person. I regret that these unfortunate circumstances resulted, sadly but unavoidably, in a dip of motivation and cohesion amongst the group for a while. However, those days are past, and I have no doubt that all the members of the next iteration of the SC will bring fresh enthusiasm and a wealth of bright ideas to the Section.

Looking back over the past eight years, a couple of great highlights stand out for me. Firstly, the development of the *CPDWL Guidelines* poster which we launched in Wroclaw, Poland... This was a very simple idea that saw the engagement of many, many LIS professionals across the globe. It was truly impressive to see the poster translated into

36 different languages – this achievement, in itself, clearly articulates IFLA's mission to inspire, engage, enable and connect the global library field. An updated poster has recently been created to highlight best practices when delivering CPD activities in the online environment, but as yet there has not been the same momentum for translating the poster into other languages.

Secondly, there was the international collaboration that culminated in the successful CPDWL Satellite Meeting that was held in Zagreb, Croatia, in 2019. It was such a privilege for CPDWL to work closely with the Croatian Library Association, the National and University Library in Zagreb and the Zagreb City Libraries network to plan and deliver an conference that brought together 160 participants from around the world to explore the challenges of digital transformation in contemporary society. The professional activities undertaken in Zagreb have brought many new people into the CPDWL fold, while some of the personal connections have blossoming into strong friendships.

Beyond this, I have loved being involved in the Coaching programme, both face-to-face and online. It has been wonderful to work with the highly committed organisers of the coaching activities and to meet and support the participants in some small way as they build their careers.

And last, but certainly not least, there's the Knowledge Café. This has long been a regular session at the IFLA conferences and is a simple, yet incredibly effective, way to bring people together to explore professional topics and to debate the similarities and differences in their experiences across the world.

I have concluded that the best thing about CPDWL is undoubtedly 'the people factor'. I have met so many lovely people, worked with so many good colleagues and made so many wonderful friends – I can't actually imagine how my life might have turned out without the relationships that have evolved and lasted. I appreciate the qualities that each and every one of you have brought to make CPDWL the most amazing section of IFLA. Thank you, everyone: I will miss you all. But many, many fond memories of our times together will be the legacy you leave with me...

Let's Library

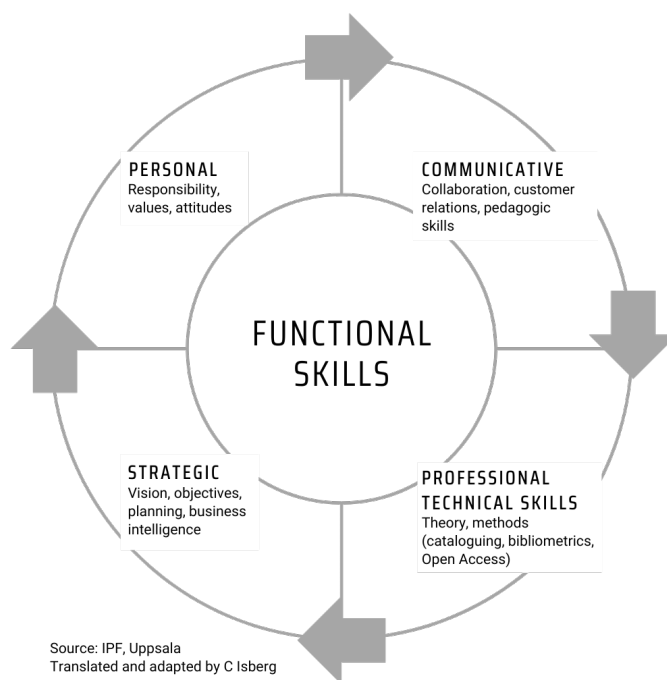
Continuing Professional Development for all!

In October 2022 I started a new job as library director of Lund Public Libraries. This made me reflect additionally on continuing professional development in my new context. Continuing professional development is essential for all libraries to keep up with the ongoing changes in our surrounding world. We need to change within the library business to keep our services in line with the needs of our users. Our surrounding world becomes more and more dynamic and increasingly complex with many different needs, from many different groups, often at the same time. In this more complex working environment, no one has all the answers. From a management perspective this means that we need to empower our staff and our users so that everyone can support the work using their full potential. To do this we all need to let go of control and power.

In our work we need functional competencies/skills to perform our work on both a short-term and long-term level. In my work I have, during the last 15 years, used the competence wheel which I first learned from IPF (<https://ipf.se>). According to this there are four different kinds of functional skills; personal, social, strategic and professional skills (see picture). All of these are needed, however in some circumstances we tend to focus mostly on the professional skills. In my work as a manager, I ensure that we focus on and strengthen our abilities in all four. This is done in the recruitment process, introduction/onboarding of new employees, our professional development and workplace learning.

To use our full potential, I believe it is important to work together and include everyone with a high level of transparency, openness and involvement. In this it does not matter who you are, your background, your gender, gender identity or expression, ethnicity, religion or other beliefs, functional impairment, sexual orientation or age (the Swedish discrimination act).

When joining my new workplace in Lund I was happy to learn about all great initiatives and activities the



library does and offers, and some things got my attention a little bit more. Among these the work on inclusiveness and how the library worked for all different user groups. I was delighted to find out about the LGBTQ+ work which truly make us a library for all. This has been part of the work since 2017 when a decision was made to make the library LGBTQ certified on a national level.

All the staff have joined courses to increase their knowledge in LGBTQ+ matters, and the knowledge is deepened and updated on a yearly basis. When you start work at Lund library you also take a mandatory course followed by a group discussion. Of course, this is mandatory for me as the library director as well. When I joined this course and discussion, I really learned what great work is done by all library staff to ensure that the library is welcoming and inclusive. Some success factors in this are that it should be strategic as well as structured, that it has support of the management, and it is crucial to include and get support of all staff in the work.

Guide for Working with LGBTQ+ Issues in the Library



Collaborations are important in all our work and especially in continuing professional development. One of the important networks Lund Library is part of is the Swedish Library Association's network for LGBTQ+. As part of this, one of our staff was a co-writer of a guide for LGBTQ+ in libraries. Giving and sharing advice,

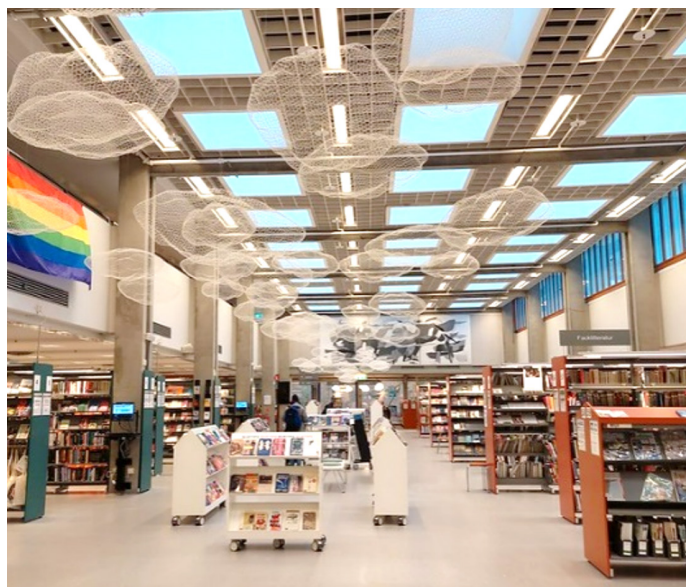
thoughts and experiences, the purpose of the guide was to serve as inspiration for everyone active in the library sector. The guide importantly points out that LGBTQ+ is something we should all be working on and can be used at different libraries regardless of how far you have developed this work. <https://www.biblioteksforeningen.se/rappporter/guide-for-working-with-lgbtq-issues-in-the-library>.

When the IFLA LGBTQ SIG and Management & Marketing Section sent out a call for papers to the WLIC Satellite in August 2023, I suggested that the Lund library LGBTQ working group send in a paper. For me it is important that we share the insights and knowledge we gained through the work during the last few years to hopefully improve the possibilities to ensure free access to information and freedom of expression to everyone in the global arena. Libraries are for all and we should give equal opportunities to everyone, as in accordance with IFLA's core values (<https://www.ifla.org/vision-mission/>) *"the commitment to promote and value diversity and inclusion, notably as regards age, citizenship, disability, ethnicity, gender-identity, geographical location, language, political philosophy,*

race, religious beliefs, sex, sexual orientation or socioeconomic status, and actively pursue relevant policies and practices".

The IFLA WLIC Satellite: *"The Library Is Open – Explore challenges and opportunities faced by the LGBTQ+ communities in the workplace and strategies for improving diversity and inclusion"* is organized by IFLA LGBTQ and M&M. All papers will be available in the IFLA library, among these the presentation *"Let's library - Lund Public Library for all!"* by Catharina Isberg, Emma Karlsson, Karin Morwing, Eleonor Pavlov, Queenie Van, Hanna Zander, Sweden.

We will continue to do our best to keep Lund Libraries open, inclusive, and welcoming for everyone – and to be a safe working space for our colleagues. Throughout this work, the library continues to be a strategically important part of the city's development work providing great libraries for today's and tomorrow's residents.



Further reading:

Web information, LGBTQ+ work at Lund Public Libraries: <https://folkbiblioteken.lund.se/hbtq-certifiering>
Action Plan LGBTQ+ Lund Public Libraries (in Swedish: ["Handlingsplan HBTQI Folkbibli-oteken i Lund"](#))

Catharina Isberg

Library Director Lund Public Library (former Library Director, Helsingborg Public Library), Sweden
Swedish Library Association Board member 2022-
IFLA Europe Regional Division member 2023-
IFLA Management & Marketing SC member 2019-2023
IFLA Governing Board member, Division Chair,
PC member, Congress Advisory Committee Member 2019-2021
IFLA CPDWL chair/secretary/information coordinator 2011-2019



Continuing Professional Development (CPD) News from Finland/the far north

By Anne Lehto

Library director, Tritonia Academic Library, University of Vaasa, Finland. Chair of the Finnish Research Library Association 2022

Email: anne.lehto@uwasa.fi

Finland: a country of high-tech development, home to the happiest people in the world. What skills does this success story require of science library staff to meet the needs of today and especially the future?

National and international development goals such as open science, sustainable development and national Digivision 2030 challenge research librarians to continuously develop their competences for the benefit of their customers. In this short review, I will concentrate on the development of open science from the perspective of the director of the [Tritonia Academic Library](#), a joint academic library in Vaasa, Finland, and the current chair of the [Finnish Research Library Association](#) (STKS).

Open Science development in Finland

In Finland, The National Open Science and Research Coordination operates in the Federation of Finnish Learned Societies with funding from the Ministry of Education and Culture. (See <https://avointiede.fi/en>) The coordination model is based on collaboration between the steering group, expert panels and working groups. Academic and research librarians are active members in various groups and are also represented in the steering group. All research institutions in Finland have signed [Declaration for Open Science and Research 2020–2025](#) and have thus committed to the working groups which provide a multiprofessional arena for development.

Research libraries become open science service centers and still take care of traditional tasks as well. It is necessary to discuss the goals and developments of Open science and research in the context of research libraries as well. How does Open science affect the work of the research library? Is open science a new separate task in the library or does it challenge all other more traditional library functions? (For example the concept of collection is not as clear as it used to be when the library purchased physical and licensed digital information resources). The library now works as much for the support of the dissemination of information as for the purchasing of information (resources) (see Dempsey, Malpas & Lavoie 2014). Still, traditional library tasks have not yet disappeared; printed literature is still bought and borrowed. These functions must be organised even if the volume is lower than before. A significant proportion of electronic materials are still behind the paywall and are acquired through licensing agreements. The ambitious national and international goals for open science bring new tasks for the research libraries to accomplish. These tasks are both an asset and a challenge for research libraries: using their expertise more widely, for

example in attributing metadata, will strengthen the whole organisation. On the other hand, the diversity of tasks is a challenge.



This is why networks and joint development are needed. Another challenge for research and academic libraries is how to keep up to date with all aspects of open science to be able to provide expert services (open publishing, open data, open research methods, open learning materials) while doing everything else. Best practices and solutions need to be shared for how to organise services and arrange training in a small organisation if they are rarely requested and the resources are limited.

The cost of Open access publishing is still relevant along with the so called transformative agreements. It is unclear where this path of transformation will lead. So far, all that has been certain is that costs will continue to rise, leading to an unsustainable situation. [Finnish University Libraries Network FUN](#) has been an active actor in the promoting of the role of University libraries in advancing Open Science in Finland. (Lehto et al. 2021).

CPD and the new normal

The Finnish Research Library Association (STKS), founded in 1929 has traditionally been the main organiser of continuing professional development for the staff of scientific libraries. About 400 members of the Association work in University libraries, University of Applied sciences libraries and libraries or information services of other research institutions.

During the Covid 19-pandemic, Academic libraries had to develop health-safe services to ensure access to physical collections for students and researchers, within the limits set by the authorities. Developments in the information sector did not stop during the pandemic, on the contrary, digitalisation and remote meetings and training became more common, but the skills needs increased. After the Covid-19 pandemic, the impatient need for development and training is reflected in the acceleration of development. STKS had traditionally organised on-site events, usually in Helsinki. Only a few remote training sessions had been held before the pandemic. Now it was time to rethink the processes.

(Which trainings should be held on-site, i.e. for trainings where a face-to-face meeting would add the most value. Distance training achieved a wider geographical spread of participants, but members also miss the face-to-face meeting.)

STKS focuses on different themes including Open Science from the perspective of scientific libraries, providing training, a common platform for debate and contributing to developments in the field.

The uniqueness of the Association's training comes from the fact that there's no organisation providing topical continuing professional development training for the needs of the research library staff in Finland. The secret of the relevance of STKS training is that it is designed and delivered by teams of thematic experts i.e. the members of Association's working groups. They themselves know best what skills are needed in scientific libraries. Recent training has been organized this year on topics such as a face-to face training day on Copyright, and a full day webinar with interactive tasks on artificial intelligence.

Since 1968, [Signum](#), now the Open Access journal of the Finnish Research Library Association, has been an important platform for sharing both research-based and more practical development ideas and experiences of research library operations. Articles in Signum are mostly in Finnish, but manuscripts to the journal are also welcome in Swedish or English.

Planning for the future and future skill needs

New phenomena, such as generative artificial intelligence, are challenging research libraries to think about the future of information work and the role of Open science and research as the raw material for artificial intelligence based on scientific knowledge. A future workshop that was freely open to all interested was organised in the autumn of 2022 by STKS. Libraries develop and design facilities and services to meet the current and future needs of the customers. Future planning methods and skills are important in all organisations, but especially in academic libraries, where future makers are trained.

Conclusion

Competence development and continuous learning is of utmost importance to research libraries. Networks and library associations play a vital role in organising accurate training. New forms of learning evolve and new networks and projects emerge. In order to use the resources of the associations wisely, the focus of the training needs to be accurately aligned to the participants' needs. New methods of participation by distance are evolving and balancing between individual registration fees and opportunities for collaborative participation need to be matched in a sustainable way. In a registered association, such as the Finnish Research Library Association, the members must be listened to.

Finally, it is certain that new things to learn and new phenomena encountered are constantly emerging in our dynamic field. Fluent information seeking skills help us to embrace the new and stay one step ahead for the benefit of our clients. At its best, learning new skills is very rewarding and it is important for library managers and supervisors to bear in mind that up-to-date skills required for the job are an important part of the well-being of library staff.

References

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Lehto, A., Abrahamsson-Sipponen, M., Harju, T., Parikka, S. & Södergård, P. (2021). Three Strategic Pillars: Finnish University Libraries' Network Fuelling Open Science and Access to Research-Based Information. 2021 IATUL Proceedings Proceedings of the IATUL Conferences, 5. <https://docs.lib.purdue.edu/iatul/2021/thursday/5>.

IFLA CPDWL PODCAST PROJECT SEASON 4 (2023)

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



Kate Dohe, Celia Emmelhainz, Erin Pappas, & Maura Seale
Episode 1, USA



Lessa Kanani'opua Pelayo-Lozada
Episode 2, USA



Carmen Lei
Episode 3 (in Chinese)
Macau, China



Peter Bae & Yujin Hong
Episode 4 (in Korean)
USA & South Korea



Heba Ismail & Essraa Nawar
Episode 5 (in Arabic)
Egypt & USA



Reysa Alenzuela, Joseph Yap, & Elvira Lapuz
Episode 6 (in Filipino)
The Philippines & Europe

Stay Tuned for Season 5 in 2024!



IFLA Section
Continuing Professional Development
and Workplace Learning

Podcast Project: anchor.fm/ifla-cpdwl

S5:E1: [Vicki McDonald](#), IFLA President-elect 2022–2023

S4:E6: [Elvira Lapuz](#), [Joseph Yap](#), and [Dr. Reysa Alenzuela](#) (in Filipino/Wikang Filipino)

S4:E5: [Essraa Nawar](#) with [Dr. Heba Ismail](#) (in Arabic)

S4:E4: [Peter Bae](#) and [Yujin Hong](#) (in Korean)

S4:E3: [Carmen Lei](#), CPDWL Standing Committee Member (in Cantonese-Chinese)

S4:E2: [Lessa Kanani opua Pelayo-Lozada](#), ALA President 2022-23

CIS Libraries in the Global Context: how to make the dialogue effective

By Svetlana A. Gorokhva

Chair, Russian Library Association section on international cooperation;
Academic Secretary, V. Mayakovsky Central City Public Library;
Advisor to Director General, M. Rudomino, All Russia State Library for Foreign Literature;
IFLA CPDWL SC member.

The complex CPD programme “**Library Dialogue of the CIS Countries**” took place on 17-21 April 2023 in St. Petersburg and Moscow (Russia).

The authors and organizers of the programme were M. Rudomino (All Russia State Library for Foreign Literature, Moscow); V. Mayakovsky (Central City Public Library, St. Petersburg), with information support from the Russian Library Association and financial support from the Intergovernmental Foundation for Educational, Scientific and Cultural Cooperation of the CIS states (IFESCO).

There were 30 library specialists (up to 35 years old) participants from 8 CIS countries, (Armenia, Azerbaijan, Belarus, Kazakhstan, Kyrgyzstan, Russia, Tajikistan, Uzbekistan) along with 14 Russian regions.

The goals of the programme were to provide a learning space for effective communication of the emerging CIS library leaders, to ensure the active exchange of information and to form a professional network and to analyse the current situation and enjoy joint forward looking sessions.

The methodology was made from the blending of the following components: lectures, discussions, round tables, literary local heritage competition, library site visits, group work, literary museums site visits, public readings and an international professional forum entitled “Shaping the Future of Libraries – ALMA meeting”.

The resulting outcomes were an impressive corpus of educational materials (in Russian) available to the library specialists of the CIS countries and a final document based on the discussion of the “IFLA Trend Report 2022” (available in English and Russian). (see references)

The programme started from a call for participation disseminated through the system of national libraries of the CIS countries and regional libraries of Russia. The organizers invited participation from library specialists meeting the following criteria: had higher education; were up to 35 years of age; a free Russian; were team workers with good communication and presentation skills; would actively participate in project activities and had good acquaintance with social media. The participants-to-be were also asked to compose an essay on a local heritage object or tradition both in Russian and in their native language.

The educational activities were planned to cover the best practices of two unique library communities of Russia. The team of 30 library specialists selected for participation spent two working days in St Petersburg and three working days in Moscow taking part in 20 professional and cultural events.

In St. Petersburg the program was organized and implemented by the team of the key public library of the city – Vladimir Mayakovsky Central city Public Library. The institution is not only the largest and but has the most varied collection of information resources and also acts as HQ for the Corporate System of Public Libraries of St. Petersburg and is the HQ of Petersburg Library Society. Mayakovsky library is a respected national leader of library training presenting various CPD Russian language products for the CIS region. It was designed to present the main directions of St. Petersburg libraries activities, among them: corporate library networking and resource sharing; the CPDWL programmes of the Mayakovsky library; the library and information services to the multicultural population of the megapolis; concepts of cultural activities in modern libraries; library partnerships with other cultural institutions; libraries as creative industry clusters;

project activities in the library; and communication for libraries with decision-makers.

The programme was built as a balanced combination of theory and practical visits and workshops. The first day included the round table "Library in the everyday schedule of a modern person". Then participants broke into 5 groups to generate library project ideas and present them to other groups using a framework of an ideas' laboratory entitled "Vector of Commonwealth". The second half of the day was devoted to onsite visits to the Russian National Library and to the Nevsky Art filial of Mayakovsky Library to discuss how these very different libraries attract new audiences and develop users' creative skills. The second day in St Petersburg included an onsite visit to one of the city library systems – an outstanding Krasnogvardeysky district and its famous "SHAKF" library and art residence. This library, being located in one of the "sleeping" districts of the city has managed to form an amazing creative space to attract local communities and provide the necessary atmosphere for artistic development. The second part of the day was devoted to a working meeting in the literary museums of St. Petersburg – Anna Ahmatova Museum in Fontanny Dom and Fyodor Dostoyevsky's Museum Flat, where participants and museum specialists could talk about possible ways to collaborate between libraries and literary museums in the space of a multicultural megapolis.

In Moscow the programme was delivered by the Margarita Rudomino All Russia State Library for Foreign Literature (LFL), a federal level world renowned institution, a leader and a key player in international cooperation of libraries. The Library for Foreign Literature was responsible not only for the Moscow part of the programme, but also for the overall supervision and financial support for the project, being in touch with the Intergovernmental Foundation for Educational, Scientific and Cultural Cooperation of the CIS states (IFESCO).

The Library for Foreign Literature has prepared a special series of educational events called "Librarians as Ambassadors of Culture" which included several components: lectures "Great Diplomats" (based on the history of sculpture portraits located in the Atrium of the LFL); "LFL Projects to Ensure Inter



Cultural Dialogue"; and "Cultural Diplomacy: Digital International Projects of LFL and Diplomatic Corps".

The delegates were especially touched by the interactive workshop "History is being made by People" devoted to the open resource "Libraries as Witnesses of the Great Victory". The resource includes interactive stories of the people from CIS countries who fought fascism during World War II and their emotions at the Victory day. Delegates were reading letters and other documents of their compatriots and it allowed them to connect to their joint past.

The participants of the programme were lucky to participate in an annual international forum held by the Library for Foreign Literature and which is traditionally devoted to the IFLA agenda. In 2023 100 librarians from the CIS countries discussed the document "IFLA trend Report Update 2022". The discussion took place as part of the VI International Forum "Shaping the Future of Libraries" (see references) with the topic of the year being 'CIS Libraries in the Global Context'. Apart from expert panel discussions the participants worked in groups to focus on four directions outlined in the mission of IFLA: inspire, engage, enable, and connect. During the group work, 11 recommendations for the professional community, proposed in the IFLA document, and their relevance to the national library landscapes were thoroughly discussed. The goal of these group discussions was to: discuss possibilities for implementing IFLA recommendations within their country's professional community; propose concrete measures to implement IFLA recommendations within their country's professional community; suggest additional recommendations for the professional community of their country, the Eurasian region, or the world. The final document (see



references) with CIS countries recommendations was composed and sent to various professional channels for broad publication.

The final day of the programme was devoted to various summing up events that included the ceremony of “Rudomino All-Russia Award for the Best International Library Project” celebration; “Thread of Culture” competition results where the essays of the CIS participants on the local heritage topics were rated and marked with prizes; at the closing ceremony all the delegated received official certificates of completion of the programme.

In their feedback library specialists from the CIS countries indicated that this very intensive programme, packed with events and information and communication and acting and listening to each other over 5 days changed them forever and made them actively think about further cooperation. The media coverage of the programme was impressive and resulted in numerous publications, video materials and posts.

In summary this CPD programme:

- Introduced the selection of participants by a certain set of criteria (age, knowledge of Russian, essay on cultural heritage)
- Enjoyed one language of professional communication for all the participating countries (Russian)
- Used blended techniques in designing the curriculum: theory and practice; traditional and participatory approaches
- Mixed participants in various group arrangements providing maximum exposure
- Introducing the global library agenda to the participants involving them in discussions of IFLA trend documents
- Provided space for creativity in assessment of local cultural heritage and in designing library projects

- Explored new ways of library partnering with other cultural institutions
- Bridged generational gaps both in public and professional spheres through working with historical documents and communicating with the earlier generation of professionals.

All the participants stay in touch and exchange information, meeting each other at various professional events and recognize the fact that they belong to an outstanding international network. The organizers of the programme would be pleased to answer any questions or requests related to the replication of these CPD activities or in using the materials. Please contact Svetlana A. Gorokhova, Chair, Russian Library Association section on international cooperation; Academic Secretary, V. Mayakovsky Library; Advisor to Director General, Library for Foreign Literature; IFLA CPDWL SC member by svetagorokhova@gmail.com or Daria A. Beliakova, Head, Center for Library Science and Professional Interaction, Library for Foreign Literature, IFLA CPDWL SC Member by daria.a.beliakova@libfl.ru.

References

Final report based on the discussion of the «IFLA Trend Report 2022» As part of the VI International Forum «Shaping the Future of Libraries» Topic of the year: «CIS Libraries in the Global Context» Moscow, Library for Foreign Literature 20th of April 2023 <https://libfl.ru/attachments/attachment/original/64b943d385ed892ef5417f27-original.pdf>
IFLA Trend Report Update 2022. <https://trends.ifla.org/update-2022>
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Libraries as witnesses of the Great Victory. <https://victory.libfl.ru/home>



Some of the working group members travel issues this year. So unfortunately we were not able to plan and organize an additional programme for future coaches outside the official IFLA programme (as announced in the last edition of this newsletter).



Supporting new leaders globally through coaching . The IFLA Coaching Initiative run by CPDWL and M&M section

Date: Wednesday, August 23,
Time: 10.00 – 11.30
Room: Rotterdam A

Again there will be an in-person coaching session at the WLIC 2023 in Rotterdam. Last year at WLIC Dublin some participants expected a lecture about coaching. This year we have more fully described the face-to-face coaching this year thus:

“Challenging work environments in difficult times or being ready for next steps in the career might need new solutions. Coaching can help to find these solutions. CPDWL and M&M section will provide again experienced coaches for face-to-face coaching sessions. These 30 minutes coaching will be available in all or most of the official IFLA languages and more. Since 2018 we provide these in-person coaching session during the WLIC for registered delegates only and every evaluation showed that colleagues really appreciated the participation, especially those who don't have the chance to get access to coaching in their home institutions because of lack of money or lack of culture.”

You don't have to register before the conference and it is of course free of charge.

Unfortunately we are not able to organize online coaching sessions this year and the new coaching working group will need to decide how they want to continue in the coming years.

As we had such a small number of participants in 2022, the working group asked participants through this newsletter why they didn't participate. Sadly no feedback has been received.

Due to the legislative period of standing committee membership some members will leave the Coaching working group. A special thank you goes to Almuth Gastinger, outgoing Secretary of CPDWL who has been part of the group since it began in 2018. Your knowledge and passion was always essential and very much appreciated. The collaboration is also ending for me. I have really enjoyed working with all colleagues and supporting others. We look forward and hope there will be a future coaching programme because all participants really enjoy this sharing of knowledge.

Finally thanks to all members of the Coaching Work Group: Almuth Gastinger, Tina Haglund, Ulrike Lang and Carmen Lei as CPDWL members, Vera Keown as member of the CPDWL Advisory Group, Anya Feltreuter and Nie Hua as M&M members.

Ulrike Lang

Convenor of the Coaching Initiative of IFLA
ulrike@lang-site.de.

The Knowledge Management with a knowledge café with the Knowledge Management Section

Date: Tuesday, August 22,
Time: 8.30 – 9.45
Room: Rotterdam B

The Knowledge Café will emphasize the value and power of sharing our collective knowledge to support one another and improve our services. By coming together in a Knowledge Café consisting of twelve tables on different topics we will use the power of working together as a community of learners. It is a very participatory format which depends on the experiences and ideas of its participants.

Each table will have a facilitator who will keep the discussion running and present some questions to introduce the topic and a rapporteur, who will summarize the main subjects and ideas raised.

The roundups from all tables will be published after the conference on our social media platforms, but the best experience will be if you participate live in the discussions. You will have the time to participate in at least two rounds of discussions, so please check the tables in advance. They are:

1. The role of librarians in OpenAI/ChatGPT.

Artificial intelligence is changing our world through smart applications and software capabilities. ChatGPT has received much attention for its ability to create documents and reports which might be used by students for papers, employees for reports, and journalists for news stories.

2. Diversity, Equity and Inclusion (DEI) in libraries.

Librarians and library workers are committed to serving their entire community through diverse collections, equality of service, and representation in staffing. However, our profession has yet to reach our vision and libraries are being criticized for providing materials with diverse perspectives (U.S.).

3. Optimizing collaboration between libraries, organizations, social agencies and different sectors.

Cooperation is a form of collaboration that is characterized by a deliberate and planned approach, as well as processes of mutual coordination for precise goals. These organizations cooperate in various areas of economic or social coexistence. Cooperation includes the basic idea of reciprocity.

4. Improving performance through mentoring and coaching.

Coaching and mentoring are an important part of managing your library staff. Research has shown that mentoring and coaching improve performance.

5. Developing library leaders of the future.

With an aging profession and post pandemic employment challenges, we need to consider how we develop library leaders for tomorrow. These new leaders will face many challenges including declining public funding, competition for employees, generational differences, and a perception that libraries are irrelevant.

6. Shift to digital libraries and delivery

The digital shift requires libraries to look, operate, and organize themselves differently. Collections are increasingly digital with patrons using e-resources. Library staff must manage complex licensing agreements with limited circulation and interlibrary loan rights. Library staff must also manage access and metadata that is more



complicated than traditional print processing. Automation is also changing our workflows and our patron interactions.

7. Changing landscape for librarian education

Libraries are changing and library education must reflect those changes to prepare students for this new world. Remote learning, digital collaboration, changing needs of library patrons, new sources of information etc. are having an impact on the more traditional ways of providing library services

8. Library staffing challenges

Libraries and information centers are experiencing a number of challenges in terms of library staffing. Hiring freezes result in over-worked staff. The demand for more technical skills can affect the ability to provide relevant services. After several years of remote working, staff may be unwilling to come to the physical library space. And it is difficult to find appropriate rewards and recognition to keep staff motivated.

9. Finding the motivation for your own professional development and well being

Sometimes you are the hunter and sometimes you are hunted. An important driver of our work is motivation. In the debates about work-life balance, well-being is given greater weight.

10. Creative use of social media in libraries

Social media has provided new ways for libraries to communicate with their users. It is also a new way to connect with staff. Social media provides the ability to keep patrons and library staff engaged and can cultivate new readers and learners in your community.

11. Post pandemic remote work in libraries

With Covid waning across the world, people are starting to come back to the physical workplace. After two+ years of working remotely, it can be a challenge for staff and directors to adjust to this post-pandemic world. In addition, library and information center patrons have adjusted to the use of library and information services in a different way than in the past.

12. Internal library communication

A strong, internal library communication plan is crucial to the success of your library or information center. Without it, staff can feel

disconnected and removed from the larger library mission and goals. Staff need to understand their role and work in relation to the overall organization in order to do their job effectively. Staff also need ways to communicate with management and each other so communication is flowing throughout the organization. The lack of such a plan can lead to frustration, turnover, and the inability to work together as a cohesive team.

Look forward to seeing you in Rotterdam.
Ulrike Lang, Chair of CPDWL

Toxic Librarianship and Leadership?: Strategies and Methods in Addressing Difficult Workplace Environments

Session ID: 079

Type: Congress Programme

Room: Rotterdam A

Organizers: Continuing Professional Development and Workplace Section, Management and Marketing Section, New Professionals SIG

Date: Monday, 21 August, 12:45 PM – 02:00 PM

Chair: Raymond Pun, Continuing Professional Development and Workplace Learning (CPDWL), United States

Library workers (educators, librarians and library assistants) of all library types including library associations have and could potentially experience difficulties in the workplace. These challenges include increasing burnout, toxic leadership, workplace abuse, and all of these factors can negatively impact employee's performance, retention, and job satisfaction. What is toxic leadership and how does that impact librarianship? How do we consider resilience or other methods to cope in times of difficulties? This interactive session will have two components: a panel of speakers addressing these issues and there will be round table discussions for all attendees to participate to openly share their responses, thoughts, and concerns with these topics.

Keywords: Diversity and Equity in the Workplace, Multicultural Perceptions, Intergenerational/Cultural Challenges, Leadership

Programme:

Intro by CPDWL organizer Ray Pun - acknowledging CPDWL, M&M, and NPSIG Partnership and speakers and facilitators and this topic.

Speakers: Carmen Lei, Moon Kim, Tamar Evangelestia-Dougherty, and Catharina Isberg
Round Table Discussions with Facilitators
Q&A & Closing

Carmen Lei: Head librarian at Macao Institute for Tourism Studies, Carmen is a member of IFLA CPDWL Standing Committee.

Moon Kim: As the Head of Collections Services at the University of British Columbia Libraries, Moon Kim develops efficient and effective practices to support the evolving environment of collection development and acquisitions. Moon leads the business processes for acquiring library resources for general collections, international studies, and special collections. She previously held acquisitions positions at the California State University Fullerton, University of Washington, and the Getty Research Institute. Moon holds a Master of Library and Information Science, Graduate Certificate in Digital Humanities, and BA in Greek and Latin, all from UCLA.

Tamar Evangelestia-Dougherty: is the director of the Smithsonian Libraries and Archives. The recently integrated Smithsonian Libraries and Archives contains nearly 3 million library volumes and over 44,000 cubic feet of archival materials chronicling the history of the Smithsonian. Evangelestia-Dougherty oversees 137 employees, a national advisory board of 15 members, an annual budget of over \$16 million and 22 library branches and reading rooms located in Washington, D.C., New York City, Maryland, Virginia and the Republic of Panama.

Catharina Isberg: As Library Director at Lund Public Libraries, Catharina is actively working on developing the library services to best meet the needs of the community on both local, regional, national and international level. Important in this work is to continuously work on the work environment and staff resilience and sustainability. As former Library Director in Helsingborg City, Catharina has during the last 10 years been running two projects in collaboration with a researcher from the Psychological Department, Lund University. The first project was on the healthy workplace and the other on the sustainable/resilient workplace. Since 2011 Catharina has been active in IFLA in different sections (CPDWL and Management & Marketing). During 2019-2021, she served as Division Chair and on IFLA Governing Board, IFLA Congress Advisory Committee and Professional Committee. Nationally she is a member of the Swedish Library Association Governing Board. She has also a past in both a pharmaceutical industry library and a university library.

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Join us! IFLA CPDWL

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.

