

KAY POUSTIE
SCHOLARSHIP 2018
CONFERENCE REPORT

APLIC 2018: ASIA-PACIFIC
LIBRARY AND INFORMATION
CONFERENCE

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Introduction

The Asia-Pacific Library and Information Conference (APLIC) 2018 was jointly presented by the Australian Library and Information Association (ALIA), the Library and Information Association of New Zealand Aotearoa (LIANZA) and the Library Association of Singapore (LAS). Over five days – one day of pre-conference workshops, three days of conference presentations, workshops and networking opportunities, and one day of industry tours, delegates from across the globe demonstrated the collective impact on communities when individuals and organisations dare, leap and roar. APLIC had five keynote speakers and 111 presenters. Not all of these were drawn from the library and information profession, and this added depth to the program. Attendance at APLIC 2018 was supported by the receipt of a Kay Poustie Scholarship bursary of \$1,000. This paper will discuss the conference presentations attended.

The Kay Poustie Scholarship

The Kay Poustie Scholarship is a partnership between Public Libraries Western Australia (PLWA) and the State Library of Western Australia. It honours the memory of Kay Poustie OAM, former Chair of the Library Board of Western Australia, and dedicated librarian. Kay was an advocate for literacy and learning, and a dedicated public library professional who recognized the value of sharing knowledge and experience, both practically, as a role model and mentor, and academically, through scholarly research.

The Kay Poustie Scholarship is awarded to a library professional to attend an international conference, undertake research and apply that research to library services in Western Australia. In 2018 the professional library community within WA was fortunate to have two significant library and information conferences being held within the region. In July the Asia-Pacific Library and Information Conference was held in Queensland and in August the IFLA World Library Congress was held in Malaysia. With this in mind the Scholarship Committee awarded four \$1000 bursaries for library professionals to attend either of the conferences.

Feedback on the conferences was presented by a panel discussion held at Fremantle Library, supported by PLWA and ALIA West.

[Building an Impact Toolkit: How you can understand your customers, evaluate your programs and services and tell stories of your impact](#)

Conference delegates had the opportunity to attend one of four Pre-Conference workshops as part of the Toolkit Series. Kate Davis and Lyndelle Gunton, from the University of Southern Queensland and Kathleen Smeaton from the University of Queensland facilitated a practical workshop designed to provide library practitioners

with the skills and tools to develop strategies that enable the design, evaluation, analysis and reporting of services and programs.

The key take home messages from this workshop were to always have an overarching research question that aligns with the program or service being offered, and ultimately, evaluated. The use of research methodologies provides both structure and rigour to evaluation, and these methodologies are reliant on the evaluation being undertaken and the manner in which you need to report back on results. Convenience sampling is great for pilot studies, and social media can provide a wealth of information when used purposefully. Focus groups require facilitators to be flexible in their approach, while still asking all the necessary questions, and if a quick response to feedback is required a physical notes wall might suffice.

Similarly, the reporting mechanisms need to match the audience and the data collected. Effective reporting strategies include developing infographics to provide a visual representation of statistics and developing personas and vignettes to present evaluations in a narrative form that key stakeholders can identify with.

Keynote Address – Lucy Bloom

Change-maker Lucy Bloom opened the conference with the challenge to take calculated risks. “What’s the worst thing that will happen? Will anybody die?” is likely to become the mantra of library and information professionals across all sectors as the industry steps out of the shadows of its counterparts and demonstrates the social and economic impact of programs and service delivery. As an entrepreneur Bloom cautioned for the need to be aware of the economic costs of failure and success, but have the courage to overcome fears graciously. Being heard is crucial, as is focusing on what you are known for. For public libraries in Western Australia this translates to developing a brand and advocating for government, community and private

enterprise support. Public library professionals need to be able to articulate return on investment, for individual programs and library services, and as a collective.

[Celebrating success: integrating a flipped library instruction-class into the University curriculum – the case of the Run Shaw Library at the City University of Hong Kong](#)

Dr Teresa To from City University, Hong Kong reported on the trial of using a flipped classroom to teach university students the skills required to successfully navigate library resource to find the best information. In a flipped classroom course materials are provided outside of the classroom, while internal class work is dedicated to completing assigned tasks. In traditional modes of learning course material is covered in class and assignments completed outside of the classroom.

To be successful the project required collaboration between lecturers and librarians. The course was delivered during English classes, as these were the only compulsory classes that needed to be completed by students, providing maximum exposure. The face-to-face workshops were taught by Librarians, were assignment specific and included hands-on resources.

Overall, the feedback from students was positive. “Very informative and ideal for students just entering university” and “the most helpful workshop I’ve attended” indicated the found they found the flipped classroom experience useful. It was, however, identified that having the resources available longer would be beneficial. Similarly, feedback from the lecturers was also positive, skewing towards the face-to face workshops over online classes.

The Librarians delivering the workshops also felt that the flipped classroom model was a success, with interesting interactive exercises crucial to maintaining

engagement with the students, and a collaborative partnership with librarians and instructors being vital.

Connecting with the LGBT+ community: Diversity and inclusion at the City of Gold Coast Libraries

“This is why we do what we do. We have books so we can have people.”

Amy Walduck, from City of Gold Coast Libraries shared how the development of a carefully curated collection for, and of, lesbian, gay, bisexual, trans, intersex, queer, asexual, pansexual and other identities (LGBTIQAP+) community members was based on demographics identifying two Gold Coast suburbs as being in the top ten suburbs for gay people to reside in Queensland.

The collection, identified by a rainbow coloured spine-label is housed at Southport Library, with multiple copies of the resources being inter-shelved within the wider collection at all other Gold Coast library branches. This collection development strategy enables members of the community to access items within their own comfort framework.

Developing the collection was only part of the project to engage with the LGBT+ community. To truly engage, the community needed to feel safe and welcome within the library space and this was achieved through identifying champions within each branch and providing sensitivity and awareness training for team members. The LGBT+ collection was launched with a community celebration that included a drag queen storytime, complete with costume changes and a bubble machine.

Two recommended books for any library considering an LGBT+ collection are *Not Quite Narwhal* by Jessie Sima and *Finding Nevo* by Nevo Zisin.

Refugees, racism and us: acting on library values in the face of passivity, politics and pepper spray

Caroline Beatty from Librarians for Refugees ended the morning Lightning Talks with an impassioned plea for library professionals to reflect on whether the policies in place at each of our institutions constitute passive racism. Does the need for library services to sight minimum levels of identification restrict the rights of refugees to free access to library and information services? Are professional library practitioners challenging the status quo? As individuals our values and ethics define who we are. Library professionals should be able to take those values and ethics into the workplace, and use them as the catalyst to impact change on policies, processes and procedures.

Collaborate and advocate for diverse communities: Advocating for a change in the Australian Classification scheme to enable acquisition and lending of Films in languages other than English by Public Libraries for our diverse communities.

Mare Maticevski from Public Libraries Victoria Network and Oriana Acevedo from the State Library of New South Wales shared the challenges public libraries encounter in delivering films in languages other than English, to community members that are most comfortable with those languages. The challenge lay in the ability of public libraries to purchase films without a classification, despite having the rights to lend the films to their clients. Some of the reasons for this are economic. It is cost prohibitive to purchase the small number of each title from small production companies and pay the fee required to have the film classified according to Australian standards.

A proposed solution is to have public libraries identified as cultural institutions which alleviates the need for individual film classification. Unfortunately, this solution was

unsuccessful. The dedication to providing equitable services to all members of the community, however, has not diminished, with an expanded advocacy campaign gathering momentum.

The library as 3rd Space: how our rural library is leaping into this concept – and daring to roar about it

Elisabeth Marrow, from South Taranaki District Council demonstrated the role of the public library in alleviating isolation and building community cohesion. Drawing on Odenberg's concept of the third space, characterized as being free or inexpensive; providing food and drink; being accessible; having regular, familiar members; being welcoming and comfortable; and a meeting place for old and new friends the rural community Eltham Library embarked on a program of community engagement. Programs including Crafty Sessions, Community Conversations, Casual Cuppa, Gardening Corners and English Conversation were introduced. These programs created a sense of community and a network of friends and neighbours who monitored the welfare, health and safety of each other. Marrow challenged delegates to reflect on what were the great good places in their community and to ensure their library was one of them.

Telling our story: developing a public library marketing plan

Karen Siegmann, from Bayside Library Service outlined her seven learnings from developing a Strategic Marketing Development Plan and a Marketing Action Plan. These learnings include setting your market targets; consulting the experts; bring on the A Team; embrace the art of compromise; show me the money; you can't see something too many times; and Lies, damned lies and statistics.

Non-users and how to attract them to library services are consistently identified as a target audience in marketing plans, and the non-users identified by Bayside Library Service were men over the age of 55. This became the target audience. The Council's marketing team

was consulted, which resulted in narrowing down the target audience and developing the research methodology to gather data to determine why men aged 55 and over did not use the library services. Focus groups were used to drill down into the reasons, which could be broadly summarized as not knowing what the library service does or offers. This identified the need for the library service to develop marketing collateral that was relevant to the target audience.

According to Siegmann's seven steps the evaluation of the impact of marketing would be the final step. Once that was undertaken the marketing plan would have been implemented. It is, however, more meaningful to consider the marketing plan a loop, with opportunities for continuous feedback, as opposed to a single line.

Back to basics within a school library: Discover and enhance student engagement and voice

The school library holds the potential to be so much – a safe haven, a resource centre, a classroom. Sophie Strong, from Brighton Beach Primary School suggests that educators and schools are not making the most of the valuable resource that is the school library, and set about to change that through collaboratively engaging students in the planning, delivery and assessing of library services at Brighton Beach Primary School. This was achieved by gaining support from management by developing KPI's, based on researched programs, and promoting the plan.

Students were engaged through a discussion wall, seeking responses to four key questions:

- What would you like to see in the library?
- What books do you like?
- What are your hobbies?
- What do you do outside of school?

The responses to these questions formed the base of the program, which included developing a book club program, introducing a guest reader from the community, a library

blog, and a library mascot. Student skills were developed through speech writing, presentations, public speaking, developing displays and selecting Book of the Week.

The outcome of the collaboration between librarian and students was increased usage of library resources and visitation, and increased capacity for students to make considered choices in their reading material. This translates into increased capacity to think critically about their world.

Data speaks volumes: Evidence based delivery of library services in a user-centred library

Libraries are great at gathering data, all kinds of data, but when it comes to gathering the right kind of data, statistics that are meaningful, library services don't always get it right. Caitlin Mackenzie Mannion, from New York University in Shanghai presented READ – a six point measure based on the time spent with a client, the level of difficulty and the frequency of the enquiry in relation to reference enquiries received by library staff at the University libraries. This measure was derived from a content analysis to determine the needs of clients. The content analysis also revealed that the language used in measuring enquiries and gathering statistics did not always match the platform used for the enquiries, particularly given the rise in the use of social media as an engagement tool.

With this in mind, the language used to categorise enquiries was developed to empower staff to identify the complexity of the question at the start of the question and provide adequate resources to answer the question. Similarly, the new measure for recording statistics valued quality over quantity, providing the opportunity for staff to record and reflect on the librarian's skills and expertise used in the transactions. Most importantly, the new measures did not further impact on limited staff time, and the data collected was meaningful and productive.

Keynote Address – Opeta Alefaio

Colonisation of Fiji undermined traditional knowledge systems and devalued oral history, resulting in low awareness and low appreciation of documented heritage. Opeta Alefaio, Director of the National Archives of Fiji, faced with having to close the archives, chose to return the heritage and history of Fiji to the people. This was achieved by partnering with other government agencies that were already holding events in community, delivering a unique service and adding value to the event. By identifying and researching specific locations, reproducing relevant archive files and footage, the National Archives were able to show that everyone has a place, and everyone has a history. Through the National Archives facebook page, the community started writing their own history, the owners of the history were claiming their history.

Key Note Address – Dave Snowden

Professor Dave Snowden, knowledge manager, consultant and researcher, expanded on the notion of shared stories and the role of narrative in understanding “the era of inherent uncertainty” that is the world today. The complex nature in which everything is connected can be understood through the lens of cognitive activation, which, at the foremost of each individual’s mind, is the application of available data in comparison to recent experiences. Using narrative forms - oral traditions, street stories, ethnography of the child – and language, society has the capacity to manage the emergence of adaptive catalysts and serendipitous exaptation. It’s the novelty in the journey that leads to innovation. Embedded in this journey is the need to embrace differences, empower people, and encourage intergenerational learning.

These three goals are also embedded in the delivery of services through WA public libraries.

[Author Panel Discussion featuring Rachael Johns, Kristina Olsen, Caroline Overington and Hannah Richell](#)

At the heart of humanity is the need to tell and listen to stories, and in our modern world this is made possible by authors, publishers, booksellers and libraries who are interconnected in the sharing of stories. Rachel Johns, Kristina Olsen, Caroline Overington and Hannah Richell shared some of their stories with delegates in the first Author Panel discussion.

Their first memories of libraries varied, with Johns vividly remembering the Magic Bed in her school library, while Ollson remembered the smell of books. For Overington the library evoked a sense of the outside world, and Richell had a similar memory, of discovering the world through a new conversation with people.

Their inspiration to become writers was equally varied. Johns claims it was heartbreak, while Ollson felt a compulsion to map the world around her. Overington felt it was a natural progression as she was always making things up, and during pregnancy, and feeling nostalgic, Richell used writing as a form of self-expression.

When asked why reading matters the responses, again, varied. For Overington it was the capacity to lose oneself in a bubble, a view supported by Richell, who saw reading as a comfort and an escape. Johns continued with this theme, likening reading to a sneaky pleasure, especially when one switches off and completely immerses themselves in a book. While acknowledging the pleasure of reading, Ollson also pointed out that reading was important because the right books can open up ones understanding of the other.

All agreed, however, that librarians are a writer's best friend.

Operations remake: optimising operational efficiency, productivity and convenience to users through innovation and process changes

Service delivery models in libraries are changing as a result of changes in technology, client demands and organizational priorities. The National Library of Singapore identified which pain points were the impetus for innovation and, as Lo Win Ni, stated, this was captured as the need to be future ready, with the added motivation of doing more with less.

Underlying the project was the creation of value through outcomes, processes, enablers and indicators. A five step action plan was developed: Identify pain points; Pitch; Ideate; Experiment; and Manage Change. As a result of this action plan a number of innovations were introduced, benefitting both the user and the staff.

These included:

- Reducing the barriers to entry through an automated membership process
- Introducing crowd sensing technology to monitor visitor numbers and provide seating options
- Roving staff using mobile devices, resulting in staff being able to assist clients within the library space
- Collection shelving optimization through the introduction of a robot to move books from one service point to another

Leaping into the unknown: adapting to a multi-storey seven day a week, 'destination' library

The Perth City Library opened in March 2016. The move from a single level library service hidden amongst government buildings to an iconic, award winning seven level library service operating seven days a week required a change in thinking to ensure clients received the same level of service regardless of when they visited the library, and with whom they interacted within the building. Joanna Andrews highlighted the need for staff to be adaptable to change and engaged in the process, drawing on their skills and experience in investigating technologies to improve communication and customer service.

The software package When I Work was introduced to assist with rostering and scheduling while Slack was adopted as the communication tool for staff. Room bookings are facilitated through Skedda and procedures, documents and guidelines are accessible via Confluence. All staff have mobile phones and access the various software on these phones.

While the implemented software packages were considered the most appropriate at the time, City of Perth Library is constantly evaluating and assessing whether they continue to meet the needs of the clients and the staff, and are open to adapting and changing technologies and processes as required. This level of flexibility and appetite for innovation is refreshing within a public library.

[Job redesign: Building staff capabilities for libraries of the future](#)

The theme of changing service delivery models continued with Zubaidah Mohsen, from the National Library Board of Singapore discussing the changing roles of library staff and what skills are required for staff to fulfil their roles.

The impetus for the project were declining loans and visitor statistics from 2011 on. This led to the creation of a Libraries of the Future Masterplan to be implemented between 2016 and 2021. The Masterplan identified that there was a change in the

skill mix required to complete roles within the library service, and the scope of the job had both widened and deepened. A total job redesign was required.

The change management process undertaken included communicating the change and why change was needed to staff; engaging staff to be part of the change process; reviewing incremental changes; and full implementation.

Some of the tools adopted to engage staff in the change included a Battle of the Book Lovers staff challenge, where teams of five were encouraged to read and reflect on books from 100 Must Read Titles; and Librarians mentoring staff. BLAST – Bold Little Acts of Training newsletter was established for the sharing of knowledge. Throughout the process transferable skills were highlighted and emphasized.

The Masterplan is still being delivered but feedback is generally positive. Where challenges have been identified the change process has been reviewed.

[Yolnu Rom Napum Dhukarr: A Living Room Project in Galiwin ku Community Library, North East Arnhem Land](#)

Maeva Masterson and Carol Stableford, Northern Territory Library, demonstrated how adapting services to the needs of the community provides a more engaging space. Partnering with the East Arnhem Regional Council, and working with community library officers, the Living Room Project in Galawin'ku replaced the Dewy Decimal classification system with one more aligned to the community, using colours, simple numbers and traditional language.

[Keeping up with the Librarians: Staying relevant in the age of social media](#)

The Invercargill Library Service engages the community through contemporary cultural reference points, using social media as a connection between staff and the

community. Bonnie Mager and Andrew Eng reflected on the journey the library service embarked on in developing a social media marketing strategy and provided practical tips for library practitioners to develop their own social media marketing, and for engaging with stakeholders and marketing teams who often prefer a more corporate approach to marketing.

The steps to developing the strategy are no different to those of any other strategy, however, in social media marketing it is essential to be authentic and to tell *your* story.

Defining the target audience will help chose which platform to use, and while it is tempting to dive in to all platforms this has the capacity to dilute the message, impact on staff time and deliver mediocre marketing.

Creating a social media marketing team is the key to ensuring a consistent message is conveyed, by reducing dependence on one or two team members. Identifying goals early, and reviewing them regularly, is also important. Plan, implement, measure and repeat.

Practical tips include treating digital and print media differently; utilizing facebook events when appropriate; take extra time to ensure the post conveys the intended message in the most engaging way; keep videos short and sweet; and make use of the analytics that are available on each platform to analyze often.

[Using social media to create digital cultural collections: work smarter not harder](#)

The University of Newcastle hosts the Living Histories platform, which aims to engage the community with digital cultural collections, and has embarked on an investigation into which platforms deliver the best engagement results.

In an audit of social media platforms, Paige Wright identified that nine out of ten Australians who are using the internet are on social media sites. To capitalize on this reach cultural organisations need to have a strategy, plan and set goals, and a starting point for this is to assess what your social media universe looks like.

Cultural collections lend themselves to visual marketing, using photos and images to catch the eye. This is complemented by a call to action, asking users to do something with the image or provide more information about the image. This is always more successful when effort has been put into identifying what users are interested in. The use of hashtags, essentially a tool to sort images by subject, increases engagement.

In addition to an overarching social media strategy, it was found useful to have a Distribution Strategy and a Monitoring Strategy.

[Keynote Address – Christine Mackenzie and Allison Dobbie](#)

Christine Mackenzie, IFLA President-elect and Allison Dobbie, INELI Oceania chair spoke about the Pacific Library Summit and how it was developed to assist public libraries to overcome some of their barriers, including a lack of infrastructure and finance. The Pacific Island nations are unique and have an important voice. It is imperative that these voices are heard.

Central to all library and information services is the commitment to the United Nations (UN) Sustainable Development Goals, particularly Goals 4, 11 and 16 as articulated through the Pacific Library Summit. Goal 4 is “to ensure inclusive and equitable quality education and promote lifelong learning and opportunities for all”.ⁱ Goal 11 is to “make cities and human settlements inclusive, safe, resilient and sustainable”.ⁱⁱ Goal 16 is to “promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and

inclusive institutions at all levels”.ⁱⁱⁱ Through these goals, and with support the voice of the Pacific Island Nations can be heard.

The biggest needs identified through the Summit were leadership development, capacity building, advocacy and professional development. The three library innovators identified, with the most opportunities to support these needs were Australia, Fiji and New Zealand.

The Market Place: How retail therapy can boost collection performance

In terms of enhancing collection performance, Ipswich Libraries have adopted a market place approach, adopting retail practices and integrating them into library services. Matt Pascoe described how the market place approach aims to improve the experience of the client visiting the physical library, emphasising a general and universal expectation as opposed to traditional precise discovery requirements. In simpler terms, delivering an experiential rather than transactional library experience. Some of the tools used to achieve this include Top Ten, merchandising, visual displays and purchasing multiple copies of books to reduce wait time.

Marketing and promotion of special libraries and collections: methods, vehicles and activities

Visual platforms – Instagram and facebook – are ideal tools to promote collection items that can be represented visually and provide opportunities to engage in communication with the community around the content. This is the approach taken by Gemma Steele, from Museums Victoria. Steele recognized that most of the museum’s collection is locked away and not on display and needed a platform to communicate the value of the collection, particularly in a climate where it was important to be visible or perish. Steele partnered with the marketing team,

recognizing they had skills she did not, to develop a marketing plan based around visual social media platforms. She used her skills to develop a wiki for the museum collection, inviting contributions from the community and peers. Not only does this showcase the collection, it creates a shared knowledge, adding value on a number of levels.

[A daring challenge: How to reinvent a library service](#)

Bernadette Cassidy from the New Zealand Spinal Trust articulated the value that the special library provided to spinal care clients by providing hope and inspiration. When building damage necessitated a move from a traditional library to a more transient library service, Cassidy adopted a series of programs and services to ensure that spinal care clients could access resources. These included a Welcome Backpack with information about the key services available through the library to all new clients arriving at the hospital and Words to Wards, providing information to patients in their pre-admission pack.

Ideally the library service could rebuild, relocate and reinvent itself, however this was deemed too expensive. In order to be close to clients a Pop-Up Library in the spinal unit lounge was created. There were tables with laptops and free wifi available, two bookshelves and a team member on hand to provide customer service. Most importantly, it was comfortable and safe, both a neutral and a social space.

[The Heart of Librarianship: Finding Balance in Challenging Times](#)

Dr Michael Stephens, Associate Professor, School of Information, San Jose University closed APLIC with his presentation “The Heart of Librarianship: Finding Balance in Challenging Times”. Stephens reinforces the role of library and information professionals in storytelling – keeping stories, sharing stories and making

stories. He introduces the librarian superpowers – curiosity, creativity, confidence, empathy and understanding – and balances this out with reflective practice that is embedded in responsibility, open-mindedness, whole-heartedness and continual learning. Most astutely, however, he articulates that libraries are for people, not books.

Poster Presentations

Conferences provide a series of platforms through which information can be delivered. The poster presentations at APLIC included “*Shandong and South Australia: the power of connection – the State Library of South Australia and the Shandong Provincial Library, China*” presented by Andrew Piper from the State Library of South Australia. In this presentation Piper highlights the professional development opportunities that emerge through sister-state partnerships, in particular the exchange of people, skills and ideas. In “*From fieldwork to immersion: a trans-continental personal account of transformation and what it means to be an information professional*” Jigger Nicholas articulates the professional development achieved through student fieldwork placements. “*You’re going to hear me roar! How the ALIA PD Scheme helped me develop my leadership skills and travel the world*” illustrates how Anne Reddacliff, from the State Library of NSW, used the ALIA Professional Development Scheme Tracker Tool to identify opportunities for engagement with the industry, providing personal and professional growth including leadership and strategic thinking skills.

Implications for Public Libraries in Western Australia

Many of the learnings from APLIC can be applied to public libraries across Western Australia. An overarching theme has been the need to tell the story, to celebrate the

successes, and to demonstrate value. Utilising the Research Strategy Design Template, made available through the Building an Engagement Toolkit, public libraries, as individual services, and collectively could identify the research strategy needed to allow the stories to be told.

Social media also featured strongly across a number of presentations, as both a marketing and promotions tool, and a means of sharing and building collections. In terms of using social media as a marketing and promotions tool, Bonnie Mager and Andrew Eng from Invercargill City Libraries and Archives provided a practical guide to implementing a social media strategy that included choosing a platform, identifying a target audience, creating a team (ensuring that at least one of your team members uses social media in their personal life), and deciding on the voice (the tone and emotion) that will be used for the platform. Public libraries across Western Australia, as individual library services and as a collective, could use these guidelines to develop a consistent social media strategy that builds on the story the Engagement Toolkit is telling.

A similar approach is adopted when using social media to share and build collections. Visual platforms – Instagram and facebook – are ideal tools to promote collection items that can be represented visually and provide opportunities to engage in communication with the community around the content. This is the approach taken by Opeta Alefaio, Director of the National Archives of Fiji, Paige Wright with the University of Newcastle's Living History Project, and Gemma Steele, from Museums Victoria.

Similarly, library services across Western Australia could embrace intergenerational learning and knowledge sharing opportunities. This can be achieved through formal programming, including intergenerational storytimes, volunteering opportunities and

community lead activities. In an environment where people are living longer, the occurrence of dementia is increasing, extended family support networks are not always present, and parents are time-poor, intergenerational learning can positively impact on social, emotional and intellectual development.

References

ⁱ <https://unstats.un.org/sdgs/files/report/2018/TheSustainableDevelopmentGoalsReport2018-EN.pdf>

ⁱⁱ <https://unstats.un.org/sdgs/files/report/2018/TheSustainableDevelopmentGoalsReport2018-EN.pdf>

ⁱⁱⁱ <https://unstats.un.org/sdgs/files/report/2018/TheSustainableDevelopmentGoalsReport2018-EN.pdf>