

It has been a pleasure organising these workshops, especially when, after conversing by email, we get to meet the participants face-to-face and see how enthusiastic they are to participate in all the activities at hand. We all learn from each other while networking over morning tea and lunch, and it is a great thrill at the end of the day to see their determination to put into practice what they have learned.

We are now embarking on the next level by introducing Leadership 2 – a follow-up program. This is the result of numerous requests for more of the same from those attending our Leadership 1 workshops. We will be able to continue our liaison with these colleagues, not only to keep in contact, but also to follow up on their progress. At our Leadership 2 workshops we are encouraging participants to share their experiences since our last meeting and provide group suggestions on how they can further improve their leadership situations at their workplace, and, of course, great networking opportunities are always available. This will also give us feedback on how we can further improve our Leadership 1 workshops for future participants.

Those who are attending the upcoming ALIA 2009 National Library and Information Technicians Conference in Adelaide will be able to undertake one of these workshops when Kevin Dudeney and Jennifer Dyer present a full day Pre-Conference workshop on Monday 14 September 2009 (see <http://conferences.alia.org.au/libtec2009/programs.php>).

**Jennifer Dyer**  
**ALIA NSW Library Technicians Group**  
**Convener & National Treasurer**  
**[j.dyer@bigpond.net.au](mailto:j.dyer@bigpond.net.au)**

## Good advice? Depends what you do with it...

As a mature-aged student commencing library studies at TAFE, two pieces of advice were offered to my class: don't seek volunteer positions, as that is work for a paid employee, and don't join ALIA until you are employed, as there is no benefit for students.

Loving a challenge, and suspicious of what he was hiding, I applied to join ALIA and phoned the Gardiner Library Service at the John Hunter Hospital requesting volunteer work. The benefits of these actions were, I believe, immediate.

Joining ALIA provided access to services and opportunities I would not have otherwise known about, including delivery of the *inCite* magazine and an e-list email offering students free half-day access to a conference. For students or job seekers, the website, magazine, and e-lists provide a wealth of information relating to the types of libraries and roles available in the information sector, are a great networking forum allowing communication with peers nationwide, and advise of employment opportunities, events, workshops, and conferences.

Volunteering allowed me to assimilate theory with practice and I gained valuable experience for my résumé. While I operated small hospital branches independently, no doubt taking paid employment from someone, I was employed as a casual within 12 months and remained there for three years.

A senior librarian at the hospital library became my mentor, encouraging me to ask questions, generously sharing her knowledge and skills, and advising me to engage a mentor whenever possible throughout my career. I have since found mentoring to be the most effective method of ascertaining organisational history, culture, policies, and staff dynamics.

Upon graduating with my diploma, I held casual and contract employment in public, TAFE, and medical libraries, and I continued to seek permanent employment. Another ALIA e-list email offered a short-term contract at the University of NSW, and while this involved commuting daily from Newcastle to Sydney, I absolutely loved the academic environment and determined this to be my career goal. Contracts at NSW Health and the University of Sydney library preceded my current permanent position, Acquisitions Technician at Avondale College, a beautiful library among picturesque surroundings, just a short drive from home.

I am thankful I challenged that teacher's advice as it provided valuable work experience and awareness of our extensive library world. So, what is my advice to today's aspiring technicians?

Be pro-active and committed to your career goals, but, most importantly, be seen. Attend conferences, seminars, training courses, and workshops when possible. They provide networking and professional development opportunities, communication with industry representatives, and information on new trends, programs, and activities undertaken by other libraries. While attending Information Online in January, I was invited to join the ALIA accreditation panel for my local TAFE course recognition process, another valuable learning experience.

While OH&S regulations restrict volunteer options, it is valuable experience and provides a referee when job seeking. Subscribe to ALIA e-lists and track down local libraries. School and special libraries usually welcome unpaid assistance.

Join ALIA. Pursue training and networking opportunities and meet a range of library employees by attending local ALIA group meetings, workshops, and social events. I assist ALIA Hunter by organising events, attending meetings, and administrating the Facebook site.

# Library Solutions

For a complimentary copy of the new "Library Projects" catalogue  
**Call 1300 727 231 today!**






Library shelving & configurations



Comprehensive range of products



Custom furniture



Signage solutions



Effective displays



Audio visual solutions



Project services



Special consultations



# LIBRARY TECHNICIANS



When circumstances allow, accept any work available, even if it means commuting or involves tasks you dislike, as it demonstrates you are pro-active and career motivated.

Engage a mentor if possible as this facilitates the induction process and increases organisational knowledge.

Good advice? That depends what you do with it...

**Lynette Frazer**  
Acquisitions Technician, Avondale College, NSW  
lynette.frazer@avondale.edu.au

## Training library technicians

Library and Information Studies courses have been delivered at TAFE NSW – Sydney Institute, Ultimo College since the early 1970s. We are now the largest training provider of para-professional courses in Australia. Currently both the Diploma of Library and Information Services and the Certificate III in Library and Information Services are offered.

### New facilities

In October 2008 the Library and Information Studies section relocated to new premises in Building G of the Sydney Institute. These were showcased in our recent ALIA course accreditation visit.



Library and Information students in one of our classrooms

There are more classrooms available for teaching, each with 16 computers and access to a wide range of other learning technologies. All student workstations have access to an extensive range of library software applications and internet resources from all discipline areas in Library Science. These applications are an integral part of our library technician training.

All subjects taught are continually reviewed and updated with a mentoring program. Each unit is monitored by a subject expert who ensures consistency across the unit for content and assessment. Most units in both courses offered include a workbook. This is provided to students as a CD-ROM from which they can then print.

Students also have online access through an e-learning portal called Moodle, providing access to subject topic outlines, assessment guidelines, class notes and exercises, links to websites, and other resources. It is also possible to access recognition of prior learning documentation through this portal.

Students are also able to view timetables and undertake their enrolment class selections electronically.

### New simulated library for training future library technicians

As part of the new resources available, a simulated library has been developed. This has provided a great environment for students to undertake circulation activities, reference queries, and interviews and presentations to clients in a 'real' library. The simulated library has a customised circulation desk area built by Raeco and extra library shelving has just been installed to house a wide range of books and other resources for students to access.

### Industry Placement Program

Another strength of our course is our Industry Placement Program where students are placed and assessed in libraries and

information agencies for a set period of time for work experience. We have a database of over 270 libraries willing to host students for placement within their organisations. These include a wide range of libraries including public libraries, special libraries, school libraries, and academic libraries, and the State Library of NSW: An excellent liaison with the library industry ensures that all students receive a quality work-based experience.

### Conclusion

Never before have libraries been faced with the challenge of providing services and resources to such a diverse community.

While it is important to provide traditional services, libraries, and therefore library workers, need to be able to comfortably and competently move between formats and embrace the ever-changing technologies both in the provision of resources and information and as a way to market and promote access.

The structure of the Certificate III and the Diploma at Ultimo College reflects this and prepares our students for working in 21st century libraries and information services.

**Jo-Ann Bathurst**  
Teacher, LIS  
TAFE NSW - Sydney Institute, Ultimo College  
jo-ann.bathurst@tafensw.edu.au

**Julie Barkman**  
Teacher, LIS  
TAFE NSW - Sydney Institute, Ultimo College  
julie.barkman@tafensw.edu.au

## Around the TAFEs in 80 days

As the principal education standards body for the library and information services (LIS) sector, one of ALIA's key roles is to monitor the quality of the education programs offered at both the professional (librarian) and paraprofessional (library technician) levels. In the vocational education and training (VET) sector, major changes in library technician education were made when the Museums and Library and Information Services training package was introduced nationally about ten years ago, with considerable industry input into its development. While quality assurance of VET programs is achieved through the *Australian Quality Teaching Framework (AQTF)*, the ALIA Education and Professional Development Standing Committee has remained concerned that there should still be appropriate professional scrutiny of the programs. In 2009, a course recognition panel is undertaking a review of the various library technician courses across Australia.

The course recognition process has two goals: to ensure that the programs offered by providers, ie colleges of Technical and Further Education (TAFE) and registered training organisations (RTOs), meet the appropriate standards of quality and integrity, and to maintain the quality of education these institutions offer to ensure that students and graduates meet the workforce needs of the sector. Over the past four years, the Education and Professional Development Standing Committee, represented by Paul Genoni and Gill Hallam, has convened an annual professional development workshop for library technician educators to collaborate on the course recognition process.

Each institution is required to provide documentation about the course by completing a detailed questionnaire and provide supporting evidence in the form of teaching and learning resources and sample student work. A site visit is then arranged for the course recognition panel to meet with the teaching staff, institution management, students and graduates, and employers and workplace supervisors, in order to develop a full picture of the program as it is delivered.