

*Sunday 10 May 2009
City Hall, Brisbane City Council*

17.00 – 19.00 *Official welcome* by Cr Geraldine Knapp, Chairman
Families & Community Service, Brisbane City Council
City Hall, Windsor Room. Level 1

*Monday 11 May 2009
State Library of Queensland, Stanley Place, South Bank
auditorium 2, Level 2*

9.30-9.45 *Welcome and overview of the day*

Creativity and new media
Keynote speaker – Dan Hill
Making the invisible visible
Dan is a Senior Consultant with *Arup*, and is currently working with State Library of Queensland on the development of The Edge. Previous positions include Head of Interactive Technology and Design at the BBC and Director of Web and Broadcast at Monocle [London and Sydney].

10.45-11.15 *Morning tea*

Creativity and new media
Keynote speaker – Liz Slagus
Drawing new audiences through supporting creative practice
Liz was recently appointed Creative Innovator in Residence, through a fellowship arrangement with Arts Queensland and Queensland University of Technology. Liz will be contributing to the planning process to infuse creative use of arts and technology in programming for The Edge. Scheduled to open in late 2009, The Edge will be a new space for digital culture, ideas and innovation at the State Library of Queensland.

12.15 – 13.15 *Lunch*

13.20 – 13.50 *Paper 1- Creative community spaces*

Liv Saeteren. Oslo City Library – Norway
Design of the future library – the library of the future.

Twenty architects are competing to create a conceptual solution for the new main library in Oslo. The winners will be announced

	<p>on 27 March 2009.</p> <p>My thoughts for the contestants (in short):</p> <p>In developing the library of the future, the crucial parameter is not the building as such, but rather the interior design. The monumentalism of the existing library – and many other large libraries - works against and limits both contemporary and future library services.</p> <p>Libraries today and tomorrow are institutions for education, knowledge, and culture. This demands architecture for exciting and vibrant institutions, visually and physically, that can support the institutions’ ambitions of being “the third place”, an agora for reflection, a workshop for learning, and a place for inspiration and joy.</p> <p>Special challenges in library architecture:</p> <ul style="list-style-type: none"> • to create an institution that addresses “everyone” with services that are “everything”, but with a visual language that is not reduced to “nothing in particular” • to design a low-threshold institution while maintaining high quality • to eradicate the library archetype and create a new typology for libraries that harmonises with developments in ICT, and with new methods of learning and new patterns in social life and working processes. • to solve the dilemma concerning collections: both the effectiveness in maximum access to material, and keeping the responsibility of being a literary institution – and at the same time not allowing the collection to dominate the space. <p>The nominated and winning entries in the competition will be shown and commented upon.</p>
<p>13.50 -14.20</p>	<p><i>Paper 2 – Creative community spaces</i></p> <p>Johanna Hansson. Stockholm City Library – Sweden All tradition is change! reorganization and development while planning for a new city library in Stockholm</p> <p>This presentation is about what might happen on the journey from vision to reality, from words to action, and the importance of strong ideas as guidelines in everyday work</p>
<p>14.20 – 14.50</p>	<p><i>Paper 3 – Creative community spaces</i></p> <p>Christine Mackenzie. Yarra Plenty Regional Library – Australia</p>

	<p>Lessons from the Great Public Library Tour</p> <p>In October last year 15 librarians embarked on a wonderful adventure to visit some of the major public libraries in the world and to attend a conference in Copenhagen organised by the Copenhagen City Library, PLIN and the Urban Libraries Council. The tour started in Singapore, then went to Finland, Sweden, Denmark, the Netherlands, Hong Kong and home. Over 21 days we visited 23 libraries altogether. We learned that the reason for communities having libraries is the same all over the world. Libraries select, acquire, describe and make accessible to the communities who fund them, the information, culture and heritage of the community regardless of class, income or educational status.</p> <p>What we saw in our travels was that the key opportunity identified for the library of the future is connecting the community – providing connections to people, information, resources, events and programs. We heard very strongly that libraries are about people not about books, and librarians should look after people, not books. We found spaces that are identifiable community “hearts”; providing flexible spaces that enable the delivery of programs that are evolving and adapting as community needs and aspirations change. We saw libraries that are flexible community spaces that can be different things to different people. We were energised, enthused and inspired.</p> <p>This presentation will reflect on our learnings and show how libraries are evolving in an increasingly online world.</p>
<i>14.50 -15.00</i>	<i>Discussion on today's papers</i>
<i>15.00 -15.30</i>	<i>Afternoon tea</i>
<i>15.30 -16.00</i>	<i>State Library of Queensland – overview</i>
<i>16.00 - 17.00</i>	<i>Tour of State Library of Queensland</i>

Tuesday 12 May 2009
Brisbane City Council
Level 16, Brisbane Square, 266 George Street, Brisbane

9.30-9.45

Welcome and overview of the day

9.45 – 10.15

Paper 1 – Community

**Judith Hare. Halifax Public Libraries – Canada
Community let libraries**

“Working Together” was a 3 year project funded by the federal Human Resources Development Commission. Over the course of 3 years, Halifax, Regina, Vancouver and Toronto Public Libraries partnered in the “Working Together” project which challenged the concept that libraries are socially inclusive and serve the entire population.

The goals of the project were:

- Through establishing ongoing relationships with socially excluded people, work collaboratively with communities to articulate and respond to their library service needs and wants;
- To identify and examine systemic barriers to library use for socially excluded people and propose policy and procedural change; and
- To develop an inclusive service planning model that can be applied across Canada.

10.15 – 10.45

Paper 2 – Community

**Patti Manolis. Geelong Regional Library Corporation -
Australia
Libraries Building Communities in Timor-Leste**

Once upon a time a woman named Patti attended a National Community Development Conference in Townsville, Australia, to present a paper about a subject dear to her heart and central to her professional reason for being – Libraries Building Communities (see www.slv.vic.gov.au).

Major inspiration came in the human form of Kirsty Sword Gusmao, the keynote speaker. Kirsty talked about Timor-Leste, the country’s amazing victory against colonial indifference, neglect and violent oppression, and the work required ahead to rebuild the nation that she now calls home. Patti was particularly moved by the stories of the women and the incredible sacrifices they have made, the violence they have endured, the hardships they still face today, and the work Kirsty’s ALOLA Foundation is doing to support women and

	<p>children across Timor-Leste.</p> <p>Kirsty then went on to talk about the Xanana Gusmao Reading Room, Timor-Leste's first public library to open post independence and at that moment an idea for a project was born. "I want to go to Timor-Leste and take a look at libraries and their current and potential community building role" she thought. She applied for a State Library of Victoria Scholarship.</p> <p>The Library Board of Victoria saw something special in Patti's application and awarded her the Margery C Ramsay Scholarship for 2003. Patti traveled to Timor-Leste for six weeks over May/June 2004 and visited 30 libraries across the country including, public, school, university, special and community centres.</p> <p>It was a time of incredible personal and professional growth for her. She met many wonderful people and her opinion that community libraries can have a profound effect on people's lives was further strengthened. She found that there is great hunger for knowledge and desire for education but that human, financial and physical resources required for the establishment and operation of public libraries are few and far between.</p> <p>Despite this fact, libraries are springing up everywhere. In fact Patti found some libraries that were previously unknown even to people who were setting up Timor-Leste's first ever Library Association. She felt like an explorer and documented her discoveries.</p> <p>Patti's presentation will focus on the important role of libraries in the future of Timor-Leste and will feature specific case studies.</p>
10.45 – 11.15	Morning tea
11.15 – 11.45	<p>Paper 3 – Community</p> <p>Antony Chiwaka. The Heritage School. Harare – Zimbabwe Public library services in the Harare metropolitan area – a case study</p> <p><i>Antony is the recipient of the Stuart Brewer Scholarship</i></p> <p>This purpose of this paper is to outline library services offered in the greater Harare metropolitan city by two different authorities, the Harare City libraries and City of Harare library networks. Although they share the name Harare, they operate in different areas of the city, with their roles different as outlined in the paper. The paper also highlights their successes and challenges in their quest to offer library facilities to all citizens of the city.</p>

11.45 – 12.15	<p><i>Paper 4 – Community</i></p> <p>Shu-hsien TSENG. Taipei Public Library – Taiwan Building a Vigorous Metropolitan City Imbued with Happy Reading and Enthusiastic Learning</p> <p>The aim of presentation is to introduce Taipei Public Library. The presentation will address 5 areas:</p> <ol style="list-style-type: none"> 1) A bridge across different generations in the community, 2) Knowledge navigation through diverse collections, 3) Comfort, convenience and infinite possibilities, 4) International connections for resource integration, 5) The pursuit of excellence: An unchanging commitment
12.15 – 13.15	Lunch
13.15 – 13.45	Brisbane City Council Library Service – Overview Sharan Harvey
13.45 – 14.30	Tour of Brisbane Square Library
14.30- 15.00	Sharan Harvey. Brisbane City Council Library Service - Australia. Collections: what do people want?
15.00 – 15.30	Afternoon tea
15.30 – 16.15	<i>Discussion on today's papers</i>
17.30 – 18.00	Gathering on River Decks, State Library of Queensland
18.00 – 19.45	BBQ at kuril dhagun, State Library of Queensland

Wednesday 13 May 2009
Tour to Gold Coast

Visit to the Gold Coast – bus transport is included in the Conference Registration

Each visit will include an introduction by library staff and a tour of facilities.

Bond University

Bond University is a private university located on the Gold Coast – 1 hour from Brisbane. It is intended to visit both the Library and the Multimedia Learning Centre.

The Multimedia Learning Centre functions as an environment for extended learning experiences for all Bond students, as well as a digital gallery for the projection of multimedia high art and the use of computer gaming technology. It is managed and staffed centrally by Information Services (Library and ICT) and this is one of its key distinguishing factors

Gold Coast City Council Library Service – Broadbeach Branch Library

The new Broadbeach Branch Library opened on 26 August 2008 and along with all the branch libraries across the Coast already enjoys an enviable level of community participation and ownership.

http://www.goldcoast.qld.gov.au/libraries/t_library.aspx?pid=7723

Gold Coast City Council Library Service – Southport Branch Library

Southport Branch Library opened on 22 July 2002 and was the first GCCC branch library to be developed in line with the Future Directions framework. Southport Library houses the Gold Coast Local Studies Library with an extensive and valuable local history collection.

http://www.goldcoast.qld.gov.au/libraries/t_library.aspx?pid=7737

Thursday 14 May 2009
State Library of Queensland, Stanley Place, South Bank
auditorium 2, Level 2

9.30 – 9.45

Welcome and overview of the day

9.45 – 10.15

Paper 1 – Collections

**Sharon Thien. National Library Board – Singapore
Re-framing the reference collection for the Singapore
Public Library**

With changing customers' information searching needs and seeming preference for online or electronic sources, the role of reference service and the rationale for maintaining large public library reference collections is increasingly being questioned and challenged especially during 'value of money' audits. This short presentation will highlight the National Library Board Singapore's efforts in reviewing and revamping its public library reference collection with the aim to improve the efficient and effective use of its physical library spaces and collections so as to achieve better customer satisfaction through providing a responsive reference service at the public libraries. The lessons learnt and challenges faced during this work-in-progress journey will be shared in this presentation.

10.15 – 10.45

Paper 2 – Collections

**Wang Shiwei. Shanghai Library – China
Special libraries development in Shanghai**

Since 1930s, Shanghai has witnessed the appearance of some special libraries, including science & technology library, historical literature library, newspaper and periodical library, etc., which lay the cornerstone of Shanghai special libraries development.

By the end of the 20th century and from the beginning of the 21st century, vigorous efforts have been taken by the Shanghai municipal and district government in the construction of public libraries and in the establishment of the layout of central libraries which boosted new special libraries' development and blossomed into maturity.

Among those special libraries, Bibliotheca Xujiahui builds the bridge of East-west cultural exchange; Cultural celebrities Manuscript Museum boasts a collection of contemporary cultural celebrities' original manuscripts; Confucian classics Exhibition Hall, in Huangpu District reflects the Chinese ancient culture; Modern Literature Museum, in Yangpu District exhibits the modern municipal industry; Life Science Library is at the top-end of modern high technology; Changning Hongqiao

	<p>International Library aims to cater for foreign inhabitants; Film literature finds its expression in the Film Library, in Hongkou District; so does visual arts in the Visual Arts Library in Fudan University. Additionally, special libraries are under construction in some about-to-be-completed district libraries.</p> <p>With the establishment and the layout of these special libraries, the service of Shanghai city public library will be raised to a higher level.</p>
10.45 – 11.15	<i>Morning tea</i>
11.15- 11.45	<p><i>Paper 1 - Capability and careers</i> Davorka Bastic and Spomenka Petrovic. Zagreb City Libraries – Republic of Croatia Project lifelong learning in Croatia</p> <p>Zagreb City Libraries provide library services to around 800 000 residents of the city of Zagreb, capital of the Republic of Croatia. The Libraries employ around 420 qualified library staff out of which 270 have a university degree. In line with the Libraries Act, library staff must be graduated librarians. Formal education is no longer sufficient for the performance of increasing tasks of librarians in public libraries. Therefore, Zagreb City Libraries organize a number of additional workshops, lectures, seminars and meetings that make librarians familiar with the new knowledge and skills in librarianship, literature and culture, and facilitate their professional work and work with library users.</p> <p>In 2001, Zagreb City Libraries helped establish, in cooperation with the National and University Library of Zagreb, Department of Information Sciences, University of Zagreb and Croatian Library Association, the <i>Training Centre for Continuing Education of Librarians</i>, and in 2008 initiated the project <i>Lifelong Learning of Librarians in Croatia</i>.</p> <p>This paper shall summarize the program of courses, the aims of the <i>Centre</i> and the new project that is intended to develop a program for lifelong learning of librarians based on learning outcomes.</p>
11.45 – 12.15	<p><i>Paper 2 - Capability and careers</i></p> <p>Barbara Clubb. Ottawa Public Library - Canada Vicki Whitmell Ontario Legislative Library, (Toronto, Ontario) Ottawa Public Library’s Talent Plan: Succession and Leadership Planning</p> <p>The presentation is based on a 2009 report entitled <i>Ottawa</i></p>

	<p><i>Public Library's Talent Plan: Succession and Leadership Planning.</i> The report contains a labour force analysis and recommendations for:</p> <ul style="list-style-type: none"> ✓ Developing the leadership and management skills of current and future management staff ✓ Developing the knowledge and abilities of key supervisors, team leaders and skilled professionals ✓ Ensuring that the whole staff complement is well trained, multi-skilled, flexible, knowledgeable and adaptable and that the library's organizational structure supports innovation, cross-training, knowledge transfer and communication among teams, groups, and departments. <p>The report's recommendations support the Library Board's Strategic Directions and Priorities 2008-2011, specifically to be an accountable and innovative organization by "Developing our People". It also responds to the City of Ottawa's focus on engaging employees and prepares the library organization to transition through the coming waves of baby-boomer retirements. The report also responds to a recent report of the City of Ottawa's Auditor General which recommended that the Library develop a formal succession plan.</p>
<p>12.15 – 12.45</p>	<p><i>Paper 3 - Capability and careers</i></p> <p>Debra Rosenfeldt. State Library of Victoria – Australia. Workforce Sustainability and Leadership in Public Libraries: an Australian study</p> <p>In recent years the library industry workforce has been described as being in a state of crisis. The workforce is ageing rapidly. Many libraries report difficulty in attracting new staff, especially younger staff and staff of a high professional standard. The same libraries say they have trouble holding onto talented staff. Numerous studies of these workforce issues have been undertaken around the world. In Australia, the State Library of Victoria and the Victorian public library network published in 2008 a report on their study of the issues, <i>Workforce Sustainability and Leadership: survey, analysis and planning for Victorian public libraries</i>. Using qualitative and quantitative methods the study investigated:</p> <ul style="list-style-type: none"> • the current skill level of the Victorian public library workforce; • current training levels and training needs; • recruitment and retention issues; and • development opportunities. <p>It also developed recommendations for strategies aimed at increasing sustainability and leadership in the Victorian public library workforce over the next fifteen years. This paper will</p>

	provide an overview of the study and present some of the key findings and recommendations.
<i>12.45 – 13.15</i>	<i>Lunch</i>
<i>13.15 – 13.45</i>	<i>Discussion on today's papers</i>
<i>13.45 – 14.45</i>	Visit to GOMA [Gallery of Modern Art] http://qag.qld.gov.au/
<i>15.00 – 16.30</i>	IFLA Metropolitan Libraries Section – Mid –Term Business meeting
<i>18.30</i>	<i>Conference Dinner. Boardroom, State Library of Queensland. Sponsored by Gold Coast City Council</i>

Friday 15 May 2009

Visit to Brisbane North Region

Visit to the Brisbane North Region– bus transport is included in the Conference Registration.

Each visit will include an introduction by library staff and a tour of facilities.

Chermside Library – Brisbane City Council

The Chermside Library is a destination location in the northern suburbs of Brisbane. It opens 7 days per week and provides facilities and spaces for learning, meeting and connection through innovative community programs. It features an imaginatively designed children's area.

It is one of the busiest libraries in Brisbane and is located in the heart of the Chermside Community Hub: a precinct which also features a Swimming Pool, Services Club and sports fields. The library is also collocated with a Council Customer Service Centre. Through a Hub approach the library integrates with and supports a range of other compatible community services.

University of Sunshine Coast Library

Constructed in 1997, the University of the Sunshine Coast Library is an award winning building located in the centre of the University campus. The striking 4,000 square metre, three-level building takes advantage of the natural light to provide a

comfortable learning environment with views to the Mooloolah National Park and resident kangaroos. The building has won a number of design awards, including the Royal Australian Institute of Architects Sir Zelman Cowen Award for Public Buildings, and has been featured in publications such as Monumental Australian Architecture and The Phaidon Atlas of Contemporary World Architecture.

<http://www.usc.edu.au/University/Library/>
