

## PRESENTER BIOGRAPHIES & ABSTRACTS

### SESSION 1 – PAPERS

#### ***First 5 Forever: identifying new opportunities through market research***

**Michelle Swales, Coordinator, Young People & Families, State Library of Queensland.**

**BIOGRAPHY:** Michelle Swales is a qualified librarian with experience in academic, special and public libraries. Within State Library of Queensland, Michelle has been working directly with public libraries over many years in various roles. Currently she is working as part of the Young People and Families team. In this role Michelle is supporting the delivery of the First 5 Forever initiative, and working in partnership with public libraries to improve access to public library programs and early literacy outcomes for young children and their families throughout Queensland.

**ABSTRACT:** First 5 Forever is a Queensland government funded family literacy initiative supporting Queensland libraries and Indigenous Knowledge Centres (IKCs) to inform families of the importance of the first 5 years in early literacy for children and to support their literacy development through library resources and programming. In 2014 State Library identified the potential for public libraries to play a significant role in the early literacy space and proposed a collective impact model. This need was identified through the Australian Early Development Census in 2012 revealing that Queensland children were underperforming compared to other states with a significant number of children starting school weaker in the language and cognitive domain. There was also a growing body of evidence that the foundations of literacy start from birth and that the important role that parents and caregivers have in informal learning was not well understood. Through the delivery of high quality, interactive sessions by library staff parents and caregivers are encouraged and empowered to see themselves as their child's first and most important educator. Highlighting that 90% of brain development that occurs in the first 3 years' of a child's life, First 5 Forever key messaging is a call to action prior to the formal learning that occurs at school.

Recent market research findings regarding the awareness of families of this program and its value are now available through an independent evaluator contracted by State Library of Queensland. These findings are providing a platform to inform future planning and programming to reach families. The research has identified key successes and importantly, limitations of the initial four year, grant funded program. Sharing these learnings with Public Library and Indigenous Knowledge Centre staff, State Library of Queensland is encouraging continuous learning through critical reflection and ongoing action planning. Utilising feedback obtained through focus groups and surveys is providing an enhanced advocacy platform highlighting the importance of consistent quality in terms of program delivery, key messaging and promotional materials. This in turn can be used to inform longer term strategic approaches to staff professional development, program facilitation and outreach programming.

#### ***Recognition of Australian Indigenous Culture through TAFE Queensland Library's Aboriginal and Torres Strait Islander Referencing Guide*** **Marjorie Jeffers & Lisa Watson, Learning Services Librarian and Client Services Librarian, TAFE Queensland.**

**BIOGRAPHY:** Marjorie Jeffers is a Learning Services Librarian from the TAFE Queensland Library Network. Until recently she worked in the Southwest region delivering Client services to Ipswich, Springfield and Inala campuses. TAFE Queensland teachers and students are a diverse group in age, academic background, regional location and cultural background. As a result of her work in the Southwest, Marjorie wanted to explore real ways library practice impacts inclusivity. The presentation is the result of a project that came out of those efforts. Lisa Watson is an Aboriginal and her Country is Waanyi in North West Queensland. Lisa currently lives in Townsville and her current role is as a Client Services Librarian for TAFE Queensland Library Network. While she has worked with TAFE Queensland library services for a number of years, more recently she took the opportunity to work as an Indigenous Support Officer and part time librarian in a local high school. Connections with the students and local Aboriginal and Torres Strait Islander community were invaluable and she has been able to draw upon these experiences in her work with the TAFE Queensland community.

**ABSTRACT:** In 2019 University of Technology UTS identified a gap in the way Aboriginal and Torres Strait Islander materials are referenced and subsequently researched and launched an Indigenous Reference guide. The guide was a new way of referencing Aboriginal and Torres Strait Islander materials that recognises Country and colonial processes. At the same time TAFE Queensland launched an inaugural Reconciliation Action Plan RAP and positive representation and protocols were being discussed. The library team saw an opportunity to include positive representation in its referencing materials and open up future possibilities that will see Aboriginal and Torres Strait Islander knowledge and culture as part of everyday library business. The team saw an opportunity to move beyond visual representation via annual promotions and collection purchases. In fact the team had reached out to Indigenous Support officers and managers about how to improve the library service. This action did not give the expected results. Much of what the library team does is invisible to our clients. Asking other staff outside the library to brainstorm inclusive practice was met with, 'Thanks but I have nothing at the moment'. A small working group sponsored by a Senior Librarian was formed. The idea of an Aboriginal and Torres Strait Islander referencing guide was adapted and expanded for use in TAFE and launched in July 2019. The positives were many. Librarians that work within a state wide team got to know each other. Connections with Indigenous Support staff were expanded and a future role for the library in RAP business was identified. The ALIA work on Indigenous matters was used extensively and has brought language codes, Intellectual Property IP and collection building into our future plans. We tried; we failed; we learnt; we borrowed ideas; learnt some more; and we continue to grow. This is our journey.

#### ***A pie in the sky idea can become reality!***

**Peter Main, Regional Librarian, Logan City Council.**

**BIOGRAPHY:** I have worked in libraries for over 20 years. I originally started my career in Sydney and have recently moved to Beenleigh Library (Logan). I have worked in pretty much every area of the library industry (Reference, Children's & Youth Librarian) and have worked at many council libraries in Sydney, including Bankstown, Marrickville, Inner West & Camden. My presentation is about how you can transform an old physical library into a modern one by using graffiti art mural and make it relevant again in the local community. When I worked @ Stanmore Library (NSW) I concluded that lots of people did not realise that the library was in fact a library. It was heavily tagged with graffiti, giant bars on the windows. I wanted to make it more aesthetically pleasing to the eye with a new paint job and to remove the iron grills from the windows. I wanted to have new signage so that it could be seen from the busy intersection of Douglas and Percival roads. I wanted more people to utilise their local library.

**ABSTRACT:** A pie in the sky idea can become reality! #ProjectManagement #Partnerships #Ideas #Marketing&promotingyourlibraryservice #anythingispossible #Public Library Association Award Winner for Marketing

In my presentation I will talk about: \* A bit about me \* Coming up with the idea of an Art Mural \* Process involved \* Partnership opportunities \* Grant & tender process \* Community Consultation \* End Result \* Winning an Award \* What I learned

### SESSION 2 – PAPERS

#### ***Revise and Resubmit: The peer-review process***

**James Nicholson, ALIA QLD State Manager / Scholarly Publishing Officer, University of Queensland.**

**BIOGRAPHY:** James' current role is in the University of Queensland scholarly publishing team as a Scholarly Communications Officer. In addition to this, James is also the ALIA State Manager for Queensland. His professional and research interests lie in library and information science (LIS), library advocacy, scholarly publishing and communication, and the research lifecycle.

**ABSTRACT:** Providing strategic publishing advice for researchers across the institution I often speak with academics who have had their manuscript rejected from a journal and feel disheartened, or worse, dump the idea altogether. This is only amplified with students, new professionals or researcher/practitioners outside of academia as they may not be aware of the publishing process or have access to the necessary support mechanisms. Rejection is a natural course of academic publishing, so I will use this talk to candidly show my own manuscripts reviewer comments and the process I took to pick myself up, dust myself off, and work on my manuscript until it had successfully been through the peer-review process. By no means am I a fully-fledged academic researcher, however, I have been through the peer review process and I do support researchers in this space every day. Through this talk, I want to inspire those contemplating publishing an article to go out and try it, understand the process, and know that quality content and a good amount of 'stickiness' will see you through to the other side. I want to dispel myths and make the publishing process clearer for those attending this talk so that they may leave with the knowledge and resilience needed to get an academic article published.

#### ***Model makeover: lessons learnt implementing a new teaching team approach***

**Jenny Hall & Emma Nelms, Research Skills Program Coordinator & Liaison Librarian, Queensland University of Technology.**

**BIOGRAPHY:** Jenny Hall is the Research Skills Program Coordinator, responsible research skills training of HDR students and researchers and coordination of IFN001 including curriculum design and management of day to day resourcing of the unit.

Emma Nelms is a Business liaison librarian at QUT, acted in Jenny's role.

**ABSTRACT:** Model makeover: lessons learnt implementing a new teaching team approach. QUT Library's IFN001 unit is unique – a compulsory subject in advanced information research skills for all higher degree research students. The content includes defining the research question, developing effective research strategies, evaluating databases, data management principles, identifying a suitable journal for publication and using publication metrics. There are about 600 enrolments a year and students complete within three or six months of enrolment – either online or via face to face workshops. The Research Skills Program Coordinator together with a team of liaison librarians mark the assessment, develop the website and facilitate the workshops. In 2019, the role of "AIRS Librarian" shifted to the new role of Research Skills Program Coordinator, encompassing the additional management and delivery of a set of a generic program of events and workshops and the implication of moving beyond the day to day teaching and coordination of the unit.

To facilitate this change in responsibilities a new teaching model was developed – IFN001 was now the responsibility of all liaison librarians, rather than a select team of interested staff. The model introduced team teaching, a peer review culture, and the librarians divided into teaching and marking teams with the onus upon them to shoulder more of the work and responsibility of IFN001. These changes were met with some vocal pushback and souring of the relationship between the unit team and the body of librarians it had to work with. Yet in order to develop the unit and the coordinator role, the relationship had to be strong and resilient. The interesting part of this journey is that innovation sometimes comes at an initial cost. Our lessons learnt are that collaboration and a growth mindset enables meaningful and authentic responses to criticism and adaptation of the initial model and deepen relationships. We will use an example of a project that we recently undertook and although it didn't fail completely we needed to adjust and be open to criticism so we could move on, adapt to the criticism, nurture growth mindset, preserve relationships, collaborate and connect authentically and innovate for customer experience.

#### ***Removing barriers and enhancing user experience***

**Nicole Hunt, Coordinator Library Programs, Systems & Collections, Mackay Regional Council Libraries.**

**BIOGRAPHY:** Nicole Hunt is currently Coordinator Library Programs Systems & Collections at Mackay Regional Council Libraries, however she has held many diverse roles within public, health and TAFE libraries. Her focus is to work collaboratively, to be innovative and forward thinking in exploring new ideas and technologies, as well as helping people make the most of the opportunities and resources available to them. She is committed to collection development and accessibility for public library collections through utilisation of technology as a driver to enable services and improve user experience. She is particularly interested in developing strategies for reducing barriers and increasing access to library collections for the wider community.

**ABSTRACT:** Mackay Regional Council Libraries have transformed user experience through removal of barriers which impacted on user experience, as well as prevented access by new users, impacted by the increased community expectation and technology changes. There were challenges to transforming Mackay Regional Council Libraries' approach to improving user experience whilst maintaining business as usual, all of which were addressed along the way. This paper will discuss how we have embraced the technology in our library to provide enhanced user experience, bringing the public and library staff on that journey to create an accessible, community centric library of the future.

### **SESSION 3 – PAPERS & PANEL DISCUSSION**

#### ***Prepare to fail: Counter-intuitive project management***

**Rebecca Heath, Library Campus Coordinator- Nathan and Logan, Griffith University.**

**BIOGRAPHY:** Rebecca Heath is one of the Library Campus Coordinators at Griffith University. 10 years experience in leadership/ 20 years experience in libraries- has countless projects and even more 'nearlings' under her belt. The idea for the presentation came from 'Super Thinking': The big book of mental models (Gabriel Weinberg & Lauren McCann), 'Inversion thinking' initially sounded fun.. and then it started to make a lot of sense for project management.

**ABSTRACT:** Marie Kondo rocked the world by asking us to declutter our homes (and lives!) by deciding what to keep, rather than deciding what to throw away. This counter-intuitive thinking can be used in our workplace.. Before we start to throw 'things' out (meetings, working groups, emails, projects) because they don't 'spark joy', we can consider the thought process 'Inversion' and translate it to our projects. 'Inversion thinking' in the workplace encourages us to consider the opposite of what we want. To start with, 'imagining failures is more effective than imagining the goal'- truly thinking backwards, rather than relying on processes and experience (for example the old way of decluttering- storing items for 3 months, and if you hadn't needed them you can donate to charity) to either come up with a new way of approaching a goal (Marie Kondo- decide only what items to keep), or at the very least, reduce the failures while still achieving the goal. This way of thinking means that a project can be successful, based on up-ending assumptions and planning to reduce mistakes- it can also inspire creative ideas and bring people with different skills and experience together. This can be done as a fifteen-minute presentation, with examples; A deselection project, Hosting an event and Writing a proposal

#### ***From smug bundts to the moral high grounds: Everything we've learned about library leadership from Chat10Looks3***

**Clare Thorpe & Lyndelle Gunton, Associate Direct & Manager, University of Southern Queensland.**

**BIOGRAPHY:** Clare Thorpe and Lyndelle Gunton are self-described "Chatters" - fans of the Chat10Looks3 podcast. Clare and Lyndelle both work for USQ Library where they used evidence-based practice approaches to make a difference to the lived experiences of USQ's students and staff. Both Clare and Lyndelle are long time ALIA members.

**ABSTRACT:** From smug bundts to the moral high grounds: Everything we've learned about library leadership from Chat10Looks3. The award winning

podcast Chat10Looks3 from Australian journalists Leigh Sales and Annabelle Crabb might seem like an unusual source of inspiration for leading a library. We argue that it is more than just a great readers' advisory tool for the latest must-read, must-watch, must-listen, and must-cook lists. Rather this peripatetic, shambolic collaboration provides insight into how we, as leaders in the library profession, can use our experience, transferable skills and knowledge to build positive and energising communities (and have fun while we do it). Using podcast episodes as examples we'll explain how you can thrive, survive and experiment with creativity to fail forward. Plus we'll explain why knowing your smug bundts from your moral high grounds can make you a better library professional and leader. By stepping out of our comfort zone and into the danger zone, we plan to discover, grow, bang on about our favourite Chat10Looks3 episodes and generally fangirl it up. Whatever we present and share, there will be cake!

***"This is the worst Masters Thesis that I have read in 30 years of teaching" (Lightning Talk)***  
**Nicholas Charlton, Learning Adviser, Griffith University.**

**BIOGRAPHY:** Nicholas Charlton is a Learning Adviser, for Library and Learning Services at Griffith University. Learning Advisers deliver sessions in mixed mode (face to face and online) to assist students to develop their academic skills, at the request of academics, either in a series or individual sessions. Nicholas' research interests include assessment design, planning and implementation, academic practices, program-level planning and academic skills. He has completed a Master of Professional Studies Education Research titled: "A Perception of Factors that Influence Academics' Assessment Practices." He has worked previously as a Secondary teacher in South Australia and Queensland.

**ABSTRACT:** The feedback I received after submitting a course work Master thesis in the early 2000's was '*...the worst I have read in 30 years of teaching*'. I had also been offered three PhD scholarships on the provision of a High achievement, suffice to say I did not progress to a PhD. At this time, I was also tutoring and decided to enter the career of education. I relocated interstate and pursued a career in secondary education. I relocated back to Queensland and then transitioned into the university sector. After a couple of years as a Learning Adviser I realised that there were some challenges for students with assessment and this led me to wanting to uncover why there were issues for students with their assessments. This renewed my interest in research where I explored the influences in academics assessment practises. This allowed me to discover and improve my information literacy skills. During this process I was supported by my librarian colleagues who helped me set up an Endnote library, search relevant databases and set up alerts to my preferred journals and key search terms. The processes I developed and refined throughout my Master of Research in Education, resulted in successful completion. I have now commenced my PhD journey and am ready to grow and flourish.

***Making Plastics Precious (Lightning Talk)***  
**Dr Peter Musk, Program Officer (Science Catalyst), State Library of Queensland.**

**BIOGRAPHY:** I am a research biochemist and science educator employed at The Edge, State Library of Queensland. My role as Science Catalyst is to combine creativity, instructional design and emerging technologies to imagine, develop, facilitate and document public engagement activities. This presentation describes a project introducing domestic-scale plastic recycling and remanufacturing to build skills and community.

**ABSTRACT:** As libraries continue to find new ways to fulfil their role as community knowledge centres, it is necessary to see this as a two way process – libraries need to be responsive to their communities in the way they store and share information, both in the formats held, and the knowledge contained. At The Edge, SLQ embarked on a bold initiative to meet a growing community concern about the role of plastics in modern life – their effect on the environment and the stark need to develop alternatives for their use and disposal. Following the International grass-roots movement that is Precious Plastics, we set about building, commissioning and deploying domestic scale plastic recycling technologies that could be a part of a library's offer. Technical challenges were met, and overcome, community interest has been strong and growing, and benefits in growing the library community have been noted. The journey continues, and by attending this talk, you can decide if your community could be a part of a better future.

***PANEL DISCUSSION: "I'm a bit of a perfectionist", moving beyond a fear of failure***  
**Panelists Stacey Larner, Clare Thorpe, James Nicholson**

**PANEL DISCUSSION ABSTRACT:** Librarianship as a profession seems to attract more than its fair share of perfectionists. Chat to a few people at conferences, library students, and colleagues, and you'll hear "I'm a bit of a perfectionist" enough for it to become a cliché. And it's a phenomenon not limited to individuals. Our professional literature is full of positive spins and success stories but few admissions of failure—even when we know an initiative didn't go as planned, we don't like to admit it. If there is a correlation between perfectionism and fear of failure, how do perfectionists learn to love failure? How do we as individuals lead by example so our workplaces can become more "failure-friendly", and our professional literature reflect our mistakes as well as our triumphs?