

SPECIAL LIBRARIES

DIGITAL INCITE SUPPLEMENT

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SECRETARY OF THE DEPARTMENT
OF FOREIGN AFFAIRS AND TRADE
**WHY MY LIBRARY IS
SO IMPORTANT**

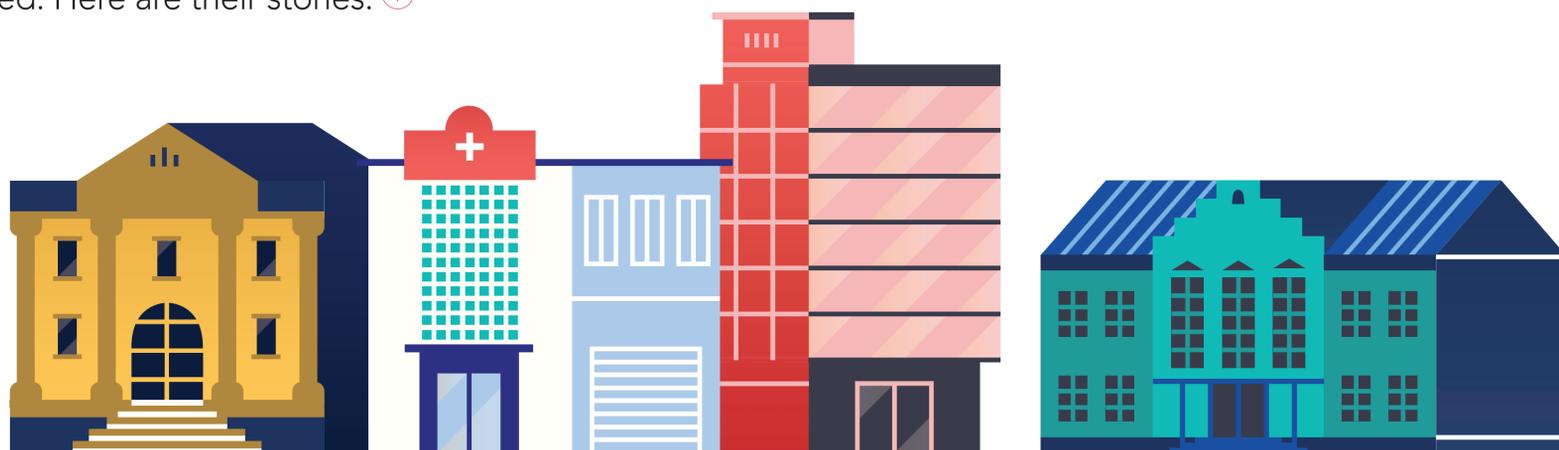


THE WORK OF SPECIAL LIBRARIES

Special libraries add value to their organisations in ways that are sometimes hard to quantify. While the invaluable work that library and information professionals do to aid research, store information, make knowledge accessible, and create sense from the mess is far too often overlooked. This work is done on a daily basis by special library staff to aid health professionals to make informed diagnoses, help researchers identify connections in their data sets, ensure governments have the information to make evidence-based decisions and so much more. Therefore, ALIA has decided to shine the spotlight on all the amazing work that special libraries do for their users in this *INCITE* supplement.

Across the next few pages you'll see stories of special library success in government, health, corporate, and research. You will hear personal stories from library and information staff and from their executive management who value their contribution. You'll hear how institutions are coming up with new ways of using library and information sciences and technology to create better outcomes for their workplace, and you'll learn how the return on investment of special libraries makes keeping and investing in them an easy decision.

Special libraries and those who work in them make a priceless contribution to their workplaces and deliver tangible results that should not be ignored. Here are their stories. 🌟



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EMILY BROWN SPECIAL LIBRARIES NEW GRADUATE

I graduated from university at the end of 2017 and was lucky enough to be hired at Arup as a Graduate Librarian, as a part of their region wide two-year graduate development program. I was pretty chuffed to be their first Graduate Librarian going through the program with engineers, designers, accountants, and ecologists who were all at the same career stage as myself. It has been a great way to ease into the industry and learn work-based skills that I will need throughout my career in an environment which encourages giving it a go and asking questions.

I had this picture that a corporate library would be this quiet room with endless labelled binders slowly boxing me in, but I have found the work to be fascinating and extremely varied. I work with many departments within Australasia, undertaking tailored reference and research that makes an impact. I help the bid teams win work through market research and project searches, the transport planners collect statistics and case studies, the ground engineers with geotechnical reports, the foresight team with industry outlooks, the buildings team with industry innovations and a myriad of other requests daily, which are having a real impact on real projects. It is challenging and can be frustrating, but I can honestly say I can't see myself anywhere else.

when I get an idea for something I want to do creatively; my team's response is 'do it'

The biggest challenge for me has been changing my mindset. The library is not just here to help with information access and engage or teach the users, but to add value to



I can't see myself anywhere else

the business as in helping Arup be successful. This is always in the back of my mind when it comes to our service offerings and prioritisation of reference requests. It means that the 3D printing competition that I ran last year not only taught staff members new skills but produced usable objects. Some of our prints are used with clients to tactilely show how part of a design works or used to visually represent design concepts. All these outcomes can in some way help the business through winning work and showcasing innovation to our clients.

One of the things I was told before I began at Arup is that it is very much a 'choose your own adventure' style of working. While I did not understand this at the time, I can see how my time as a graduate has been shaped by my own choices, when I look at the path I have travelled so far. My background is in the creative industries and I have been amazed that when I get an idea for something I want to do creatively; my team's response is 'do it'. I can walk through the office and see a sculpture that I made on the library shelves or a picture that I drew used for a campaign on the staff intranet. I can do things my way and be part of a company that spans the globe.

Overall, I think corporate libraries can get a bad wrap but my experience has been super challenging, continuously surprising and an absolute pleasure. 🌟

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THE DEPARTMENT OF FOREIGN AFFAIRS AND TRADE LIBRARY



A LIA was given the opportunity to talk to Secretary **FRANCES ADAMSON** from the Department of Foreign Affairs and Trade about the important work that her government library does and how it adds value to the department in many vital ways

Can you tell us about the department's library and the role it plays in your organisation?

Our library proudly bears the name of one of Australia's most prominent political figures, Dr H V Evatt. 'Doc' Evatt worked tirelessly to further Australia's national and international interests throughout his career, having served as a parliamentarian and High Court judge. He was instrumental in the negotiation of the UN Charter in 1945, and eventually went on to become the President of the UN General Assembly in 1948. Significantly, the H V Evatt Library now serves a new generation of internationalists working to promote Australia's values and interests on the world stage.

The library joined the Diplomatic Academy, the Department's learning and development hub, in December 2017. This is an appropriate home given the important role the library plays in helping us broaden our understanding of the global community. Our library – as with all of Australia's government libraries – is a trusted and important source of information. The library's skilled information professionals certainly save us a great deal of time in information gathering. The library's range of current and historical information is invaluable to our Department's work in the international sphere.

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the real strength of our library is in enhancing the capabilities of staff and supporting their role in providing accurate and timely information and advice to government

What role does the library play in government policy making?

I believe the real strength of our library is in enhancing the capabilities of staff and supporting their role in providing accurate and timely information and advice to government. In turn, this helps inform our foreign policy and development assistance program. The contribution of the library to educate, provide evidence and to generate thinking about issues is highly valued across all facets of the Department's work. And, of course, this is all driven and supported by experienced, professional librarians.

How has the service provided by government libraries changed over the years?

Of course the biggest change has been with the move to digital information resources. The Department library was once a large space filled with shelves of books, journals and magazines in boxes. However, given the nature of our Department, with officers spread across the world, it was not always possible physically to visit the library and look for information on the shelf. The library space is much smaller now but just as effective. Having desktop access to the library's digital information has been a real boon to staff across the Department, whether they be in Australia or abroad. The ability to access information from our desktops, irrespective of location, is very important.

How do you see the role of government libraries changing moving forward?

From my perspective, I think government libraries will always be a trusted source of information and research upon which we can rely. Libraries are drivers of thinking and reflection. Looking ahead, I see government libraries working more closely with different sections within a Department in a key partnership model. Government libraries are moving away from just being a repository of information to being an active participant across all facets of a Department's work. Government libraries can also act as a bridge to bring different parts of a Department together through shared research and policy interests. This collaborative brokering becomes more important the larger a Department becomes.

Lastly, I think government libraries will play a much stronger role in a Department's learning and development. As I said before, enhancing staff capabilities is an important function for government libraries. The Department library, being part of the Diplomatic Academy, is already providing a range of valuable services to the training and learning initiatives provided to all Department staff, and indeed, to the broader public service. In this way, the library becomes an active player in the global work of the Department in helping make Australia stronger, safer and more prosperous by promoting and protecting our interests and contributing to global stability and growth. 🌐



Libraries are drivers of thinking and reflection



DIGITISATION PROJECTS IN THE PARLIAMENTARY LIBRARY

Back row (L to R): Daniel Simpson, David Faraker, Chris Sonneveld, Caroline Spencer, Shaun Fogarty, Brendon McKinley, Lizzie Smith, Leisa Stack, Victoria Brown, Sarah Nand. Front row (L to R): Charissa O'Sullivan, Grisoula Giopoulos, Alex Clarke, Rebecca Hudson, Michael Staltari, Melanie Smith, Jonathan Crooke, Ellen Weaver. Absent: Robin Bell, Peter Campbell, Andrew Dale, Amanda Lewis, Kathy Scott, Guy Woods.

The Parliamentary Library recognises the importance of preserving its unique collections and making them accessible to clients into the future. For these reasons, one of the library's key strategic priorities from 2015–2020 is to increase digital access and service. Our commitment to preservation and long-term accessibility has driven our focus on digital collections. We prefer to collect and manage digital material as it is accessible to clients at any time and in any location. Increasing the proportion of material digitised from the library's collection and fully digitising our historic physical archives by 2020 are goals we have identified to strengthen our digital position. Publications that are out of copyright will be made available to the public.

PROJECTS UNDERTAKEN

In recent years, the library has undertaken several major digitisation projects to enhance the accessibility and preservation of our physical collections.

In 2014–2015, we commenced a multi-year project to digitise our historic information files. This collection of newspaper clippings, press releases and journal articles covers Australian political and public policy history from the 1950s to the early 2000s. It contains approximately 11 million pages. We engaged a vendor, TIMG (formerly Lexdata), to scan the collection and supply metadata. A small library team was established to perform quality assurance and upload the digitised material to ParInfo Search, the Parliament's online data repository.

In 2015–2016, we embarked on a project to digitise the federal *Parliamentary Papers* series from 1901–2012. These bound volumes comprise significant documents tabled in Parliament that are subsequently ordered to be printed. TIMG was contracted to scan the nearly 25,000 papers in the bound volumes and provide basic metadata. The volumes contain a variety of materials including microfiche, maps, and other large foldouts. Another small library team was established to liaise

with the vendor to ensure the digitised files met the standards and formats specified in our digital preservation policy. The team has been quality assuring the files and enhancing the metadata before uploading them to ParInfo Search. Once the project is complete, the *Parliamentary Papers* will be publicly accessible online as a series for the first time.

Library staff have also been digitising our large collection of radio and television news and current affairs programs in-house. This collection consists of 55,000 hours of audio-visual tapes and 38,000 hours of audiocassette tapes, much of it unique.

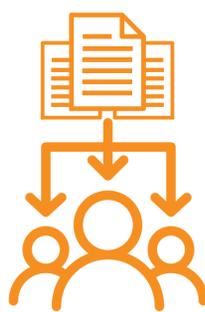
Other library collections are being identified for priority digitisation based on client need and age of physical material. For example, our *Parliamentary Authors* collection is being progressively digitised in-house. This special collection contains published works by current and former federal politicians.

ACHIEVEMENTS TO DATE

The library initiated a Digital Strategic Priorities working group to monitor the library's priorities for digital delivery of its products and services and has met many milestones and achievements with our digitisation projects. These include: *Parliamentary Papers* – uploading close to 25,000 digital documents that are publicly available; *Information Files* – an estimated 11 million pages digitised, with the metadata for over 2.5 million items quality checked prior to uploading; *Electronic Media Monitoring* (EMMU) digitisation – close to 23,000 hours of historic video and audio digitised; *Parliamentary Authors* collection – more than 100 collection items digitised; and approximately 11,000 microfiche images digitised across multiple projects.

BENEFITS FOR THE LIBRARY

The library is on track to achieve its 2020 vision of fully digitising our historic physical archives, and library clients and staff are already benefiting from the increased access to collection items. Apart from preserving access to fragile collection items (newsprint or analogue tape), digitisation has reduced the need for offsite storage. The projects have also increased capabilities of library staff in digitisation and project management, and helped to build and strengthen relationships with external agencies. The library's innovative work in this space has also helped the library meet its strategic priority of being a leader in digital collection management and promote the use of standardisation and metadata creation for the Australian Parliament. 🌐



25,000
digital documents
publicly available



11 million
pages digitised



2.5 million
items with metadata
quality checked



23,000
hours of historic video
and audio digitised



100+
collection items digitised



11,000
microfiche images digitised
across multiple projects

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THE RISE OF THE DATA LIBRARIAN

A NNE STEVENSON works as a Data Librarian at the CSIRO in a team of five dedicated Data Librarians; another two librarians work across more traditional library roles as well as research data management. Her role is a mix of day to day tasks and special projects. ALIA spoke to Anne about the 'rise of the data librarian'.

How has the role of the data librarian emerged?

I think of it as an evolution. If you go back 10–15 years, a lot of our work involved managing collections and providing researchers with access to the resources that they needed which were normally print resources. That has definitely changed. The focus is very much on material in a digital format now and the seamless way in which the CSIRO makes that content available.

Data librarianship is simply a new specialisation in our profession. As a data librarian, whenever we start to think 'how do we deal with this?' we go back to basic information management principles, including the reference interview. It's that skillset that allows us to support different types of objects and workflows; a book is an object, a data set is an object, software is an object. It's about shifting your viewpoint, allowing it to evolve, and understanding what's required. I believe that what we will see in the future is better connectivity between the publications that researchers write and the resources (data, software) that underpin those publications.

What are the tools that you use to do your work?

The Research Data Support team works with two repositories: [Research Publications Repository](#) (RPR) and Data Access Portal (DAP). There's a dichotomy about our work. We have our day to day work, where we're assisting researchers who want or need to share their data and software, and our special projects.

In the course of their work, researchers produce a lot of data; mountains, streams of data really. Petabytes. And it's really important that that data is well managed, curated, able to be found and able to be reused. One of my team members completed a program last year to gain an international [certification of the DAP](#) with CoreTrustSeal, which confirms the durability, reliability and best practice approach of the DAP.



How do data librarians help the end user?

Data librarians can help someone who needs to find some data. We help those who want to share or archive their data. The DAP makes CSIRO's data findable, and part of the data deposit process involves adding some metadata (I've just said the M word); because good metadata makes everything easier to find.

There are three levels of access in the database, including publicly available data. A digital object identifier (DOI) is minted for publicly available collections, and the records are fed to [Research Data Australia](#), and to researchers' records in [ORCID](#).

One of the projects that we've recently completed is the integration of ORCID within CSIRO. So a researcher with an ORCID account can authorise their connection with the CSIRO; their publications from RPR and data/software in the DAP is fed to their ORCID. It's quite a holistic approach.

What is something that data librarians do that doesn't get talked about enough?

I think that with the move to digital content, the visibility of librarians has changed somewhat. I would like to raise the visibility of all librarians and I would like to raise the visibility of data librarians in particular, because it is such a cultural change to be thinking about how you present your data, how that data can be found, how that data can be accessed, how somebody can use it in other ways, and so on. So, in all that we're talking about the [FAIR principles](#), findable, accessible, interoperable, reusable.

What have been some of the best outcomes that you've seen?

Helping an Honorary Fellow involved with data collection of bird counts from a property in Western Australia. This has been coming in on an annual basis and is now publicly available on the DAP. The fact that this particular researcher became very keen to add other data to the DAP was very exciting. It's exciting when researchers deposit data the first time and come back and deposit again, and again. That means that the cultural shift towards better managed data is happening. The data is securely archived and easily findable when needed.

We also get requests from people outside of CSIRO trying to find data. If it's in the data access portal that's easy; if it's not in the DAP but its associated with CSIRO research then we contact the research project and offer assistance to release via the DAP. 🌟



INVESTING IN HEALTH LIBRARIES IS WELL WORTH IT

H *Health Libraries Australia (HLA) is both an ALIA Group and an ALIA Board Advisory Committee. Over the last five years, it has broken new ground, providing an excellent example for other specials about how to position libraries around value and impact.*

EVIDENCE BASE

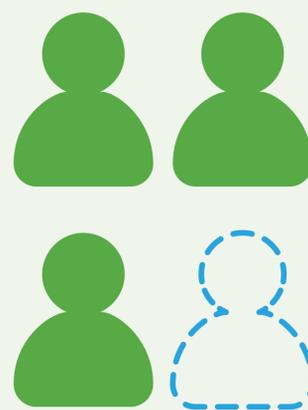
HLA's starting point was to map health libraries and health librarians in Australia. HLA presents the Anne Harrison Award every two years for a research project to advance the cause of health librarianship. In 2012, the award was given to Melanie Kammermann, who produced a [census](#) of Australian health library and information practitioners and services, published in 2015. The data showed that for every two health librarians intending to retire from the profession there was only one person in the early years of their career, and there was a 10% vacancy rate compared with the national average of 1.2%. This clearly showed the need for more health librarians.

VALUE AND IMPACT

In 2013, ALIA carried out research into the return on investment of health libraries and found that for every \$1 invested, there was \$9-worth of value to organisations, medical professionals, and patients.

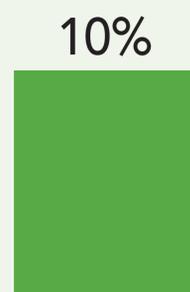
COMPETENCY-BASED PROFESSIONAL DEVELOPMENT

Health librarians work in an environment where medical professionals are required to carry out professional development in order to retain their registration and continue to practice. HLA realised that in order to keep librarians in the professional stream, rather than the administration stream, a national system of structured PD would be essential. In 2013, working with the ALIA Learning team, HLA launched its health library competency-based specialisation. This became the model for further ALIA specialisations and now there are 39 Certified Professionals with a specialisation (Health, Schools, Government, Research/Academic, Public Library) and four Distinguished Certified Professionals (Health).



For every **two health librarians** intending to retire from the profession,

there is only one person in the early years of their career.



10%

Health libraries

Employment vacancy rate

VS



1.2%

National average

For **every \$1** invested, there is

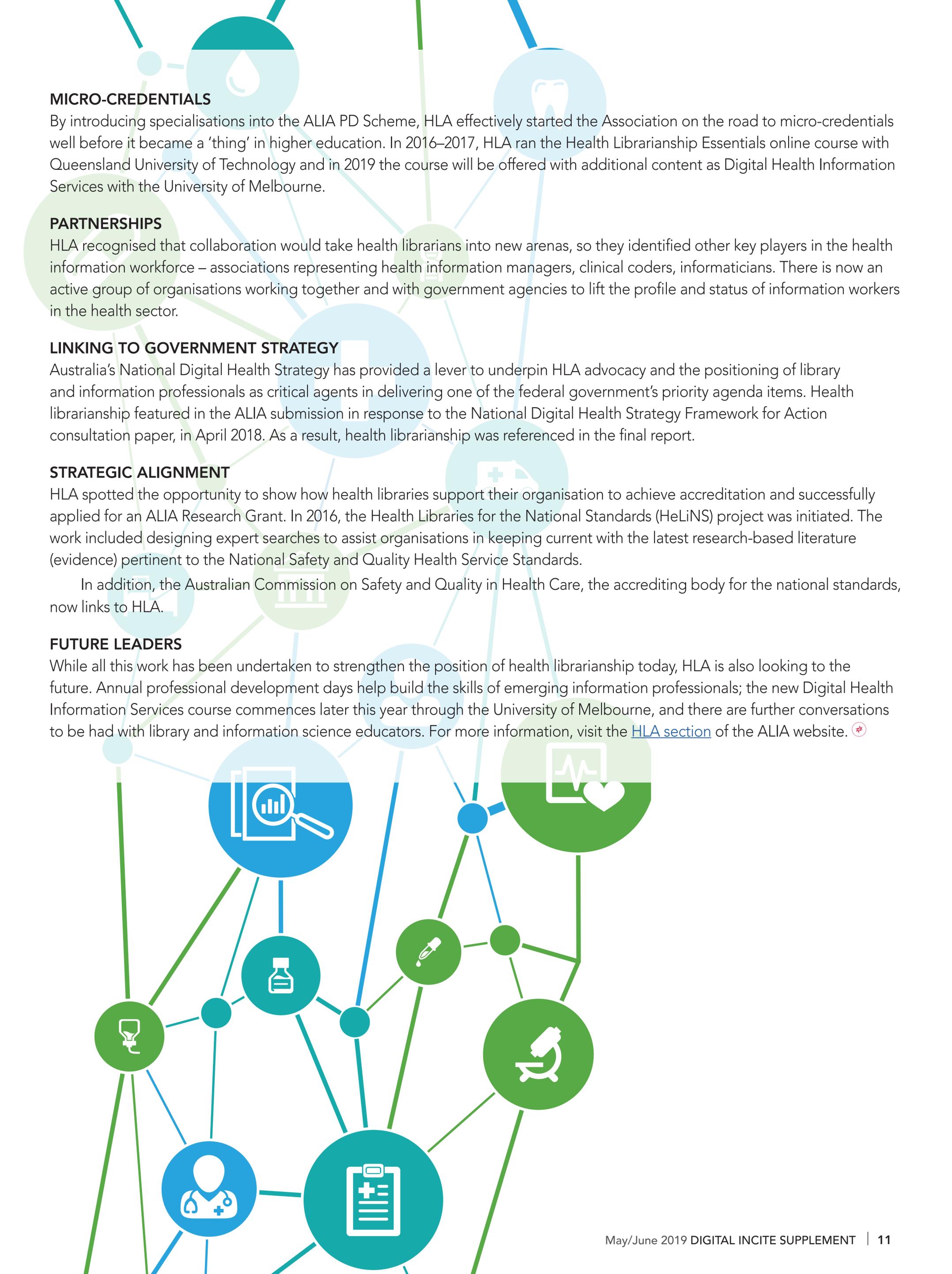


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\$9-worth of value to organisations, medical professionals, and patients





MICRO-CREDENTIALS

By introducing specialisations into the ALIA PD Scheme, HLA effectively started the Association on the road to micro-credentials well before it became a 'thing' in higher education. In 2016–2017, HLA ran the Health Librarianship Essentials online course with Queensland University of Technology and in 2019 the course will be offered with additional content as Digital Health Information Services with the University of Melbourne.

PARTNERSHIPS

HLA recognised that collaboration would take health librarians into new arenas, so they identified other key players in the health information workforce – associations representing health information managers, clinical coders, informaticians. There is now an active group of organisations working together and with government agencies to lift the profile and status of information workers in the health sector.

LINKING TO GOVERNMENT STRATEGY

Australia's National Digital Health Strategy has provided a lever to underpin HLA advocacy and the positioning of library and information professionals as critical agents in delivering one of the federal government's priority agenda items. Health librarianship featured in the ALIA submission in response to the National Digital Health Strategy Framework for Action consultation paper, in April 2018. As a result, health librarianship was referenced in the final report.

STRATEGIC ALIGNMENT

HLA spotted the opportunity to show how health libraries support their organisation to achieve accreditation and successfully applied for an ALIA Research Grant. In 2016, the Health Libraries for the National Standards (HeLiNS) project was initiated. The work included designing expert searches to assist organisations in keeping current with the latest research-based literature (evidence) pertinent to the National Safety and Quality Health Service Standards.

In addition, the Australian Commission on Safety and Quality in Health Care, the accrediting body for the national standards, now links to HLA.

FUTURE LEADERS

While all this work has been undertaken to strengthen the position of health librarianship today, HLA is also looking to the future. Annual professional development days help build the skills of emerging information professionals; the new Digital Health Information Services course commences later this year through the University of Melbourne, and there are further conversations to be had with library and information science educators. For more information, visit the [HLA section](#) of the ALIA website. 



Wang Wang the panda. Photograph by Adrian Mann, Zoos SA

THE DIVERSE ROLES AND ACHIEVEMENTS OF SOUTH AUSTRALIA'S SPECIAL LIBRARIES

Special libraries contribute so much to their organisations that it is often difficult to describe their function in a brief statement. These four snapshots illustrate the kind of added-value services that often go unreported and unrecognised.

DIGITAL ACCESS TO COLLECTIONS

The library and archive at Adelaide Zoo contain a significant collection of valuable items unique to the history of Adelaide and the zoo including documents, maps, diaries and photographs, of which 80% require sorting and cataloguing. Over the past two years, the challenge has been to build up a supportive team of volunteers and to gain momentum in digitisation and other projects. The library service now has a team of 14 dedicated volunteers who regularly sort, preserve, catalogue and digitise the archival materials.

With the recent launch of the online library catalogue and a pilot project to catalogue incoming born-digital images, the library aims to gain more support for the growing breadth and depth of projects. These include a small in-house indexing project and development of a specialised thesaurus. As the library service continues to grow, staff and volunteers are engaged and enthusiastic about the projects and what the library has to offer.

Zoos SA is a non-government conservation charity, with the aim of connecting people with nature and saving species at risk of extinction. Volunteers are already a big part of the workforce and the library volunteers are now an integral part of the library service, which aims to support all staff and volunteers in their duties by providing effective and timely access to information and resources.

'We have the opportunity to engage in some very innovative and exciting projects,' explains Amanda Ward, the Librarian at Adelaide Zoo. 'All of this is made possible by the support we receive from staff, our IT team, senior management support and the huge contribution of our volunteers.'



From the back of the library: Mollie McNeill, Jane Oliver, Sylvia Muscardin, Mary Broadhurst, and Amanda Ward (on the left)

EVIDENCE-BASED POLICY

Some years ago, staff at Domiciliary Care SA requested information about the optimum period of intensive rehabilitation for older patients returning home after hospital treatment. What was the most cost effective time period in which a person could be expected to have regained sufficient independence to continue living at home? (And if they were still not capable at that point it was a good indicator that they could not remain at home.)

The librarian in the government special library service searched several relevant and reputable online databases. They found a very recent UK evaluation study which had established the effectiveness of a six-week rehabilitation program. Follow up data showed that people's skills at the end of the six-week program were a reliable indicator of whether they could remain at home or not.

Until this time Domiciliary Care had been using a shorter rehabilitation program. This new information enabled the development of an improved six-week rehabilitation program. In this example, the search skills and specialist knowledge of library staff assisted in developing a more effective system, enabled people to remain independent in their own homes and saved government money in the long-term by reducing hospital readmissions.

RESEARCH DATA

Hayley Morton is the Library Services Coordinator at SA Water Corporation. In her three-day-a-week role, she provides library and information services to staff, assists with workshops and tours, helps create resources for students, runs school and community programs, and looks after the heritage objects collection. This comprises nearly 1,000 items ranging from 19th century surveying and measurement tools to 1970s lab analysis equipment.

Hayley often rescues heritage items. For example, you can listen to her tell the story of a ledger she found in a shed, which is believed to be the first example of water quality testing in South Australia. It features the work of George Francis, who has been the subject of a research project in the UK. Hayley was able to supply valuable data dating back to 1878 to the researchers, and the find led to her co-authoring a paper about George Francis in the journal *Transactions of the Royal Society of South Australia*.

COMMUNITY HEALTH

Over the years, [Hepatitis SA](#) has built its library of hepatitis related resources creating a unique service, with an online collection of free and easily accessed publications, videos, podcasts, journal articles and infographics. Librarian Joy Sims said, 'Other Australian hepatitis organisations link to our library as a resource from their website and their staff subscribe to our library alerts. Our user group has expanded to include both national and international stakeholders from government, health, education, correctional services, community and multicultural groups.'

The library sends out a monthly email alert highlighting the new additions to the collection, which is used as a resource by related organisations. The team also responds to stakeholder requests for specific 'packages' of information for training, treatment updates, and resources in languages other than English. These special alerts have been well received by consumers and carers, as well as by workers in many relevant professions.

Joy again, 'We're proud of our library and believe that in providing an accessible evidence base we're supporting our communities in the ultimate goal of eradicating hepatitis.' 🌟



Snapshots from the Hepatitis SA library webpage





Professional Development Scheme

Record, reflect and
be recognised.

ALIA PD Scheme
for ALIA personal
Members.



ABOUT THE PD SCHEME

The ALIA PD Scheme supports you as an autonomous professional Associate, Library Technician or Allied Field Member to identify the ongoing learning that suits your own particular professional practice and gain ALIA Certified Professional membership.

PD SCHEME SPECIALISATIONS

ALIA has introduced subject specialisations as an extension to the ALIA PD Scheme. Members will be able to demonstrate their specialised knowledge by focusing their learning using subject-related competencies. You are able to join a specialisation at any time – new and existing PD Scheme members are all eligible. Focus on the competencies of your chosen specialisation in your PD Activities.

The Government Specialisation is based on nine competencies which address the unique challenges and opportunities within government libraries and information services at both national and state levels.

The Health Specialisation provides health information specialists with a verifiable pathway to achieving Certified Professional status in all health organisations and in the health professional workforce. It is based on a framework of eight competency areas.

The Data Specialisation is based on ten competencies which address the unique opportunities and challenges faced by library and information professionals in all library sectors.

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