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The magazine for library and information professionals

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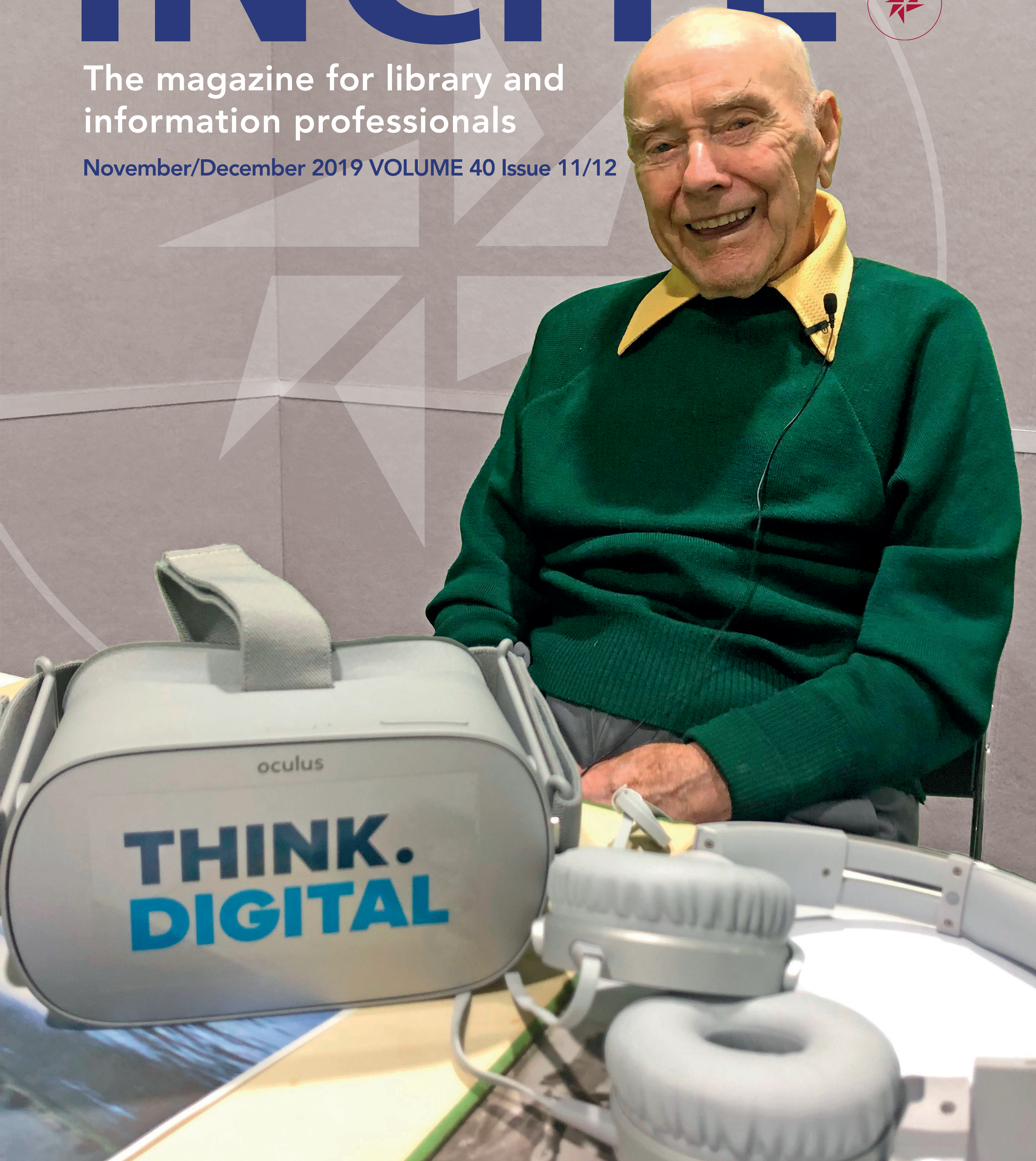
NATIONAL SIMULTANEOUS STORYTIME
Wednesday 27 May 2020

www.alia.org.au/nss   #NSS2020   #1MillionKidsReading

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WHITNEY and BRITNEY
CHICKEN DIVAS
Lucinda Gifford

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Cover: Kevin Harris, 94, being interviewed for the Immersive Storytelling Project. Photo by Danni Reade

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Libraries close the digital divide

The digital divide refers to the gap between people, demographics, communities and/or geographic areas that have access to modern information and communications technology, and those that have no access or restricted access.

The digital divide is the new measure of the haves and have nots in contemporary society – and interestingly, the contributing factors to digital disadvantage extend well beyond financial factors to include demographic issues including geographic location, digital literacy and age demographics.

Libraries play a significant role in helping to bridge the digital divide by promoting digital inclusion through public access to technology and connectivity, providing access to digital content, and offering education and support in technological access for their respective communities and cohorts.

Public libraries across Australia offer various technology educations courses in collaboration with public and private enterprise providers. These include Tech Savvy Seniors and Be Connected, both targeting the senior demographic and supported by government.

Whilst these training opportunities no doubt assist a number of senior Australians to increase their digital literacy and associated capacity to participate in the digital world, there remains a significant and unsustainable demand on libraries to support other community members who cannot access online services. With a burgeoning proportion of government and private enterprise services being offered online only, libraries are being overwhelmed by the implications of the associated cost-shifting. For example, an increasing volume of people need to pay accounts online; access Centrelink services where no local office is available; interact with internet service providers; seek online health or financial advice; and a myriad of other everyday requests that those of us who have higher levels of digital literacy and access to connectivity take for granted. In the absence of heightened awareness by government and private enterprise about the demand on libraries for online access support, more and more community members will fall onto the wrong side of the digital divide.

The seemingly impossible dream of a world where digital inclusion is the norm and the digital divide is no more than a distant memory would appear to be well out of reach. Digital equality will require governments, private enterprise, educators and libraries (to name just a few key stakeholders) to acknowledge the issue and work together to create sustainable solutions. Whilst generational change will alleviate low digital literacy in older age groups, nothing except collaborative recognition, shared responsibility and coordinated action will enable the vast majority of people to equally participate in and benefit from our growing knowledge and information society. ✦

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TALKING ABOUT STANDARDS...

Standards are developed and disseminated across a global ecosystem. The International Federation of Library Associations and Institutions (IFLA) plays a critical role in library standards. Standards are established by IFLA professional units who work in collaboration and by consensus; their work ranges from conceptual models to rules for resource description, digital format codes, guidelines, and best practice for all types of libraries. IFLA's Committee on Standards takes a global view and provides oversight of all standards governed by IFLA, in support of quality library and information services worldwide.

Additionally, IFLA serves as a public forum to highlight the range of standards useful and relevant to libraries, and the IFLA World Library and Information Congress (WLIC) provides an annual opportunity for the library standards community to meet, conduct business, and review their work.

Standards need developers, practitioners, and leaders

We celebrate and thank our international network of colleagues involved in developing and maintaining standards that help guide our work – their work is done on a voluntary basis. But standards do not exist in a vacuum. Alongside the army of volunteers needed to develop and review standards, practitioners are needed to apply them and test them in real-life situations. Furthermore, the community of standards developers and the communities of practitioners need leaders to set expectations and pave the way for practitioners to learn about, engage in, test, adopt, explore, apply, and iterate standards in real life.

In the context of metadata standards, the need for strong leadership in metadata management has never been more critical as the sands of metadata management shift – new practitioner cohorts and communities are emerging to take their place to describe, provide access to, and enable discovery to connect people and information in an online world.

The contemporary metadata environment is evolving. Our practice is iterative and collegial, and in the 21st century needs to focus on enabling interoperability, translation, and discovery across different contexts and platforms. This was evident at the recent metadata IFLA satellite events held in Thessaloniki, Greece.

Metadata management – an international conversation

Prior to the IFLA WLIC 2019, members of the international metadata community gathered at the Aristotle University of Thessaloniki for two days of metadata and standards discussions at events organised by the European RDA Interest Group (EURIG), the IFLA Committee on Standards, and the IFLA Sections on Cataloguing, Subject Analysis and Access, Bibliography, and Information Technology.

RDA: Resource Description and Access 2019

The Resource Description and Access (RDA) satellite meeting started with a question to the audience 'who in the room identifies as Anglo-American?' This set the scene as the focus of the one-day meeting was on internationalisation of the RDA standard, translation and language issues, sharing different European local approaches to RDA and policy statements, updates to the RDA standard, and practical cataloguing. Highlights of the day were presentations from colleagues from Greece, Israel, Switzerland, and Sweden on the issues relating to internationalising the standard through translation and international application. Slides from the presentations are available on the RDA website.

Metadata specialists in the machine age

The second satellite meeting focussed on the evolution of metadata management, emerging activities and skills required for the future. Metadata specialists in the machine age was the title of the satellite meeting organised by the IFLA sections: Cataloguing, IT, Subject Analysis and Access, and Bibliography. This day highlighted the need for changing skills and shifting mindsets, and showcased opportunities to explore and apply artificial intelligence and machine processing to routine tasks to free up human intellectual capacity to tackle the difficult aspects of resource description and access.

Just released! Hot off the IFLA Standards press

Two new IFLA standards: *Guidelines on Public Internet Access in Libraries* and *Guidelines for setting up a Digital Unification Project* were endorsed during the IFLA WLIC 2019. The guidelines respectively offer practical guidance for libraries to support internet access and provide a checklist and recommendations for libraries planning and delivering projects that provide digital access to collections across distance.

This column highlights the intersection of standards and our information profession. Please get in touch to highlight, connect or promote standards activities. 🌀

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LIBRARIES **ARE** DIGITAL

A few weeks ago, I was talking to someone from one of the IT associations, who suggested that we could be much more efficient in libraries if we all merged our back office IT functions and outsourced them to a specialist IT company, leaving us free to get on with the day job.

A long time later, I think he regretted ever starting out on the conversation, but I believe I left him in no doubt that technology is very much part of our day job. Almost everything we do has a tech component, whether it's running a research repository in an academic library, connecting with students through a school learning management system, making electronic resources accessible to special library clients, self-checkout of print items or lending ebooks through a public library.

When we ran a digital dexterity survey of our ALIA Members in August, building on an investigation by the Council of Australian University Librarians, 100 percent of respondents said that their library work required tech skills – and 91 percent said they would be looking for ways to build their skills over the next 12 months. Digital dexterity is non-negotiable for today's library workforce and we know that individual Members and institutions invest significant time, money and resources in professional development to stay at the top of their game.

We have to be ahead of the tech curve for the efficient running of our own library organisations and so that we can continue to offer the services our clients need to survive and thrive in our connected society.

A focus for ALIA over the last few years has been on securing funding at a national level to support digital inclusion programs for those members of the public who are at risk of being left behind. It has been one of our advocacy success stories and is reflected in a number of initiatives, including eSmart Libraries, the cybersafety initiative created by the Alannah & Madeline Foundation, with funding from Telstra; the Tech Savvy Seniors program, again with Telstra; and the Be Connected program, run by the Office of the eSafety Commissioner and Department of Social Services, with Good Things Foundation as the network partner manager.

Earlier this year, ALIA was awarded a $1 million contract by the Australian Digital Health Agency to provide consumer health education training for library staff through public and health libraries, which we are in the process of rolling out with our Australian Public Library Alliance and Health Libraries Australia, and we are talking to the Australian Bureau of Statistics about a possible program through libraries to support the Census in 2021.

We know that digital dexterity is now the norm for anyone working in libraries, but it isn't easy to keep on top of every new advance in the tech world. We support our Members through professional development activities and training courses that help people stay abreast of what's happening and figure out how new developments can be applied in a library setting. We appreciate that it's an ongoing challenge for our Members and that is why it continues to be a priority area for the Association.

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INTERNATIONAL GAMES WEEK

START

3–9 NOVEMBER 2019

Australian Library and Information Association

ALA American Library Association

Open-access

The concept of 'open access' as we now understand it has its origins in the Budapest Open Access Initiative of 2002. The intent and aspirations of the initiative are worth reading as they recognise the convergence of an old tradition (scholarship) and new technologies (the internet) to create 'unprecedented public good'. This is at the heart of open access: public good. In the past 17 years progress towards fully realising the aspirations of the open access initiative have been slow and incremental and the tipping point towards 'open' has not been reached.

The quest for full open access confronts long-standing publication models that are built around a 'pay to read' business model: researchers write (and review) articles that are published in scholarly publications, libraries then subscribe to these publications for their communities to read.

There are a number of 'flavours' or 'colours' of open access and they sit on both sides of the legal fence: Green, where researchers self-archives into an open repository; Gold, where researchers pay a fee to a publisher to provide free immediate access for readers; Bronze, where articles are made freely available in journals; and Black, where research outputs have escaped their paywalls and are available freely (but illegally).

Libraries and librarians are champions for open access and actively support and identify open access initiatives to get true and accurate information into the hands of their readers. You can learn more and discover resources to openly accessible information in my full blog. ✷

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Collaboration

I'm sure we've all been to meetings, workshops and conferences that have encouraged collaboration. We're energised by the thought of working together, sharing ideas and delivering great outcomes. There's a spring in our step about what's possible, particularly if it enables us to work alongside people we respect, be part of a project or initiative that we are passionate about, or to have the opportunity to harnesses collective resources that are otherwise scarce.

The reality quickly unravels when returning to our desk, our library and our day-to-day job. It can often mean that the momentum is lost and quite often the collaboration goes nowhere or falls short with the great ideas quickly dissolving. I've certainly been there many times and others tell me this is often their reality too. It got me thinking about why and what we could be doing to try and contribute to making more of our collaborations a delight or meaningful success. You can find my full thoughts on collaboration in my blog on the ALIA FAIR website.

It is worth noting that ALIA is fertile ground for collaboration, underpinned by energetic Special Interest Groups, at the forefront of great events, initiatives and pushing our membership forward. The ALIA's Mentoring Scheme, this year with its biggest intake, is a great example of collaboration in action, with individuals supporting each other to learn and grow, something I'm personally very passionate about. The collaboration opportunities really are endless in our sector and I truly believe 'together we are stronger'. ✷

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YARRA PLENTY REGIONAL LIBRARY COMIC-CON 2019

I n 2019, Yarra Plenty Regional Library brought popular culture to the library through their very own Library Comic-Con, as JACK CHAN reports.

Yarra Plenty Regional Library (YPRL) is a library service comprising nine branch libraries located across the three member Councils of Banyule, Nillumbik and Whittlesea in Melbourne, Victoria. YPRL supports all three Councils in their aims for connected and resilient communities and supports these strategies through our curated collections, public programs and welcoming spaces.

Yarra Plenty Regional Library enjoys a reputation as an innovative, progressive and effective library service. There are nine branch libraries located at Greensborough; Eltham; Ivanhoe; Lalor; Mill Park; Rosanna; Thomastown; Watsonia; and Whittlesea, as well as two mobile libraries – the Mobile Library and Outreach Vehicle – and a home library service.

In May 2018, Mill Park Library developed and ran its very own comic-con, known as Mill Park Library Comic-Con. That day saw crowds
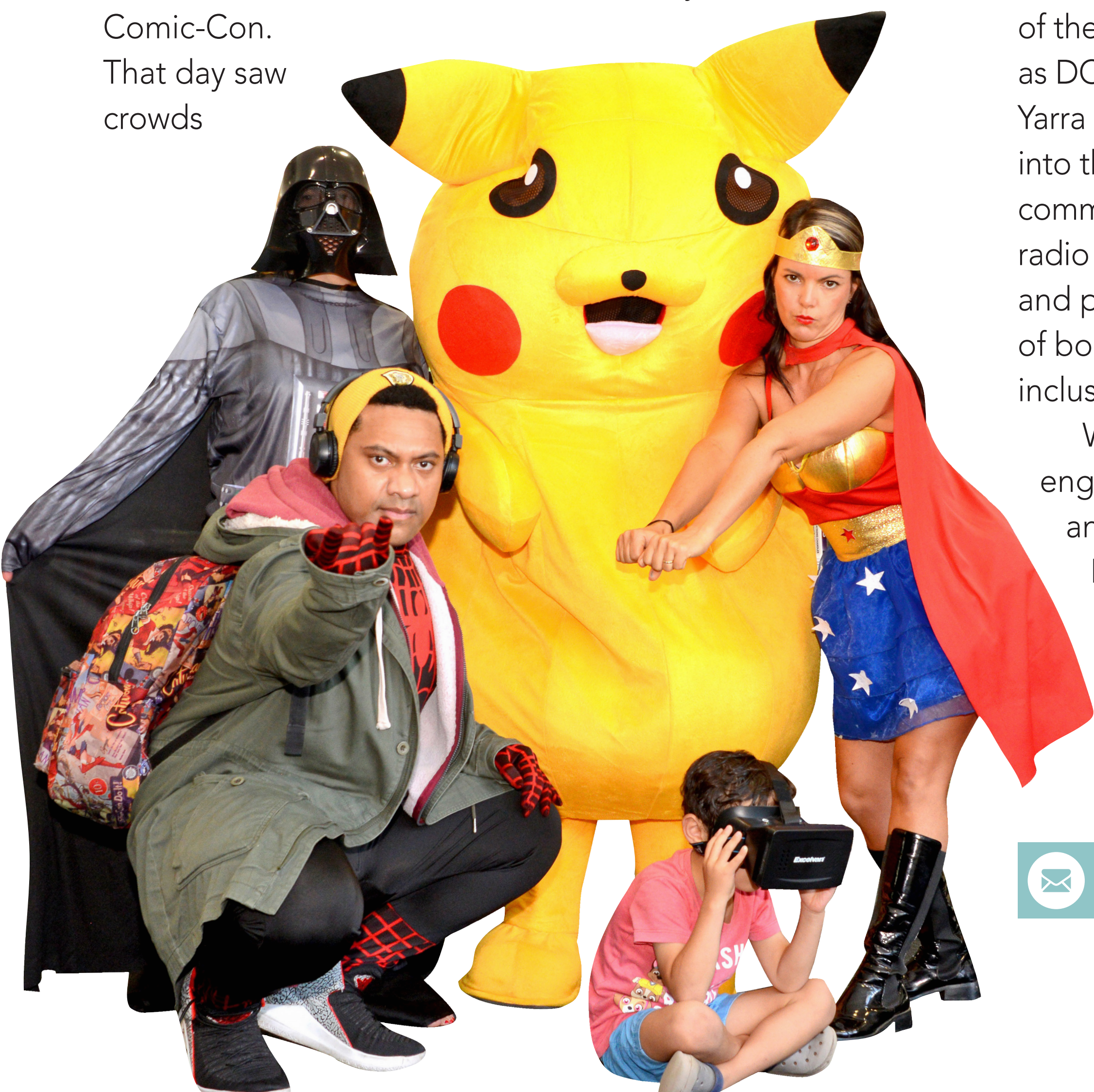
experiencing all that the major comic-cons offered but in the setting of a library. The program consisted of comic book sellers; roaming superheroes; virtual reality and video gaming; cosplay competitions; fan clubs; workshops; green screen; library technology demonstrations; and comic presentations. Yet the most exciting factor of all was the community coming along dressed up as their favourite superhero or popular culture character.

Such was the popularity of Mill Park Library Comic-Con 2018, that Yarra Plenty Regional Library Comic-Con was developed and run during May/June 2019. The three libraries involved were: Thomastown Library on 18 May, Diamond Valley Library on 25 May and Watsonia Library on 1 June. Three fabulous weeks of popular culture saw more than 4,500 people attending this ground-breaking series of festivals.

The purpose of bringing these comic-cons to the library was to promote literacy in a way that was fun, exciting, and different, while highlighting that great things can come out of the simple joy of reading. Popular culture institutions such as DC or Marvel, started from the simple love of comic books. Yarra Plenty Regional Library Comic-Con brought new people into the libraries; developed new partnerships with local community organisations such as cosplay groups, fan clubs, radio stations, and special interest groups; attracted teens; and promoted the library as being much more than a place of books. Most of all, the event celebrated social inclusiveness for all ages and abilities.

We are looking to further develop this program by engaging other partners such as universities, schools and local Council. You can see our video of Mill Park Library Comic-Con 2018. 🎌

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Passionate reading as a Serious Leisure

R eading does not have to be a serious leisure for everyone. However, for some people it has the potential to become a lifelong practice and form a central role in their life. It provides a great opportunity for libraries in general, and public libraries in particular, to promote the practice of reading in society more efficiently. Initiating and running various reading programs such as reading events, book clubs, or writers talks are among a long list of ideas that can serve this purpose. *YAZDAN MANSOURIAN explains.*

People have diverse motivations for reading and they do it in various forms and levels. There is a really broad scale ranging from shallow and infrequent reading to deep and continuous practice. Moreover, reading can serve a wide range of needs. Some people may read on their leisure time just to enjoy the pleasure of reading and enjoy escapism and release from life stresses. Nonetheless, for committed readers the functionality of reading is broader than these common themes. For example, they not only enjoy reading, but also evaluate what they read and reflect on what they learn through it. Furthermore, they normally share their reflections with friends and colleagues via social media or other grounds such as book clubs. Also, reading for them is much more than a temporary distraction from here and now or an escape from the dullness of daily routine. For dedicated readers it is an opportunity to embracing emancipation, authenticity and liberty. They read to develop a meaningful experience and transform their life. At the same time, they enjoy intellectual and aesthetic pleasures of understanding and achieving new levels of insight and awareness. This is the time that reading has the potential to become a serious leisure.

Serious leisure (SL) is a sociological term initially coined by Robert Stebbins in 1982 and it includes a wide range of hobbies and activities which are sufficiently substantial and adequately challenging. SL participants often engage in different kinds of collecting (eg antiquing, book collecting); making (eg origami, quilling); tinkering (eg car restoration, repairing); performing (eg dancing, cycling); competitive hobbies (eg speed cubing, chess); outdoor hobbies (eg hiking, rock climbing); observing (eg whale watching, amateur astronomy); or learning (eg liberal arts, genealogy).

Reading as a SL means a deep devotion to reading over a long period of time. This means that passionate readers know a lot about their favourite topics and actively seek, save and share information on these topics. They know well-known writers and enthusiastically follow current trends and issues in the book market. They regularly visit bookshops and public libraries and attend book events such as author talks in public libraries.

When reading becomes a SL practice for someone, it also becomes a central part of life for them. Reading can entail a systematic and long term seeking of knowledge about various topics and provides the reader with a profound and pleasurable experience. These concepts are the main features of any SL. Reading as a SL is a lifestyle in which reading is the core activity. For engaged readers reading is an exciting and enjoyable action with significant and meaningful purposes.

Regarding the key role of information acquisition, reading as a SL is quite similar to a liberal arts hobby where hobbyists usually focus on one or two specific topics (eg astronomy, music) but in the case of reading for SL, the main fascination is the consumption of a topic and the reader may follow a wide variety of subjects. The issues might be similar in terms of context however, the reader continues reading about various themes and follow their interests enthusiastically. After a while, because of a long-term interaction with relevant information, they will learn to evaluate the values of resources and critically assess the contents. Gradually, a network of topics, authors and publishers will be formed in their minds and they will make links between topics and generate new ideas. This is a kind of lifelong learning journey with the centrality of reading as SL.

Reading as a SL includes various forms such as reading for pleasure and recreational purpose but it also moves beyond these. In terms of frequency, SL readers will habitually read almost every day and develop a sort of reading identity. Finally, there is convincing evidence in reading studies that reading can transform a person's life and it seems devoted readers have more chances to achieve this goal.

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THE

Australian Reading Hour

2019

Ambassador Sally Rippon celebrating Australian Reading Hour with students at Tenison Woods College Junior School

In 2019, the Australian Reading Hour (ARH) was again a huge success. There were thousands of participants across the nation who read for an hour on 19 September. The event was officially launched on 17 September at a Parliamentary Friends of Australian Books and Writers event by Senator Hollie Hughes and the Hon Tanya Plibersek MP. The same event saw the launch of the inaugural book for the Parliamentary Book Club, *Dark Emu* by Bruce Pascoe, (Magabala Books).

ARH is an annual cross-industry campaign, supported by libraries, publishers, authors, and booksellers across Australia to promote the benefits of reading. There were several ways in which participants could engage with the campaign including making a pledge to read for an hour; signing up for the Australian Reading Challenge; and hosting or attending a special ARH event.

As with previous years, ARH had Ambassadors. Rachael Johns and Benjamin Law were Ambassadors for adult books. Mick Elliott; Anthony Field; Karen Manbulloo; Sally Rippin; and Matt Stanton were the Ambassadors for children's books.

For the first time, each of the children's Ambassadors wrote a book specially for the campaign. These books were *Squidge Dibley Destroys History* by Mick Elliott; *Moli det bigibigi (Molly the pig)* by Karen Manbulloo; *Billie B Brown and Hey Jack! The Book Buddies* by Sally Rippin; *Funny Kid: Next Level* by Matt Stanton; and *The Wiggles Love Books!* by The Wiggles. Each of these books was enormously popular, with *Moli det bigibigi (Molly the pig)* being the largest print run ever of a book in an Australian Indigenous language.

More than 1,500 readers engaged in the Australian Reading Hour Challenge, which encouraged participants to expand their current reading choices by reading more books, different books or by reading aloud to their children. There were also more than 240 ARH themed events held around the nation, with a mix of author talks, and events such as silent reading parties. Additionally, more than 2,000 books were given out on trains in Brisbane, delighting those on their daily commute, and advertising went out across trains and trams in Melbourne and Sydney.

You can catch up on some of the media highlights which included Ambassador Matt Stanton at the Sydney Opera House; Ambassador Sally Rippin on *ABC Me TV*; and Ambassador Karen Manbulloo in the *Sydney Morning Herald.*

Australian Reading Hour 2019 is made possible by its supporters:

The ALIA Australian Public Library Alliance; Australia Post; the Australian Booksellers Association; the Australian Library and Information Association; the Australian Literary Agents' Association; the Australian Publishers Association; the Australian Society of Authors; Better Reading; The Copyright Agency; and the Department of Communications and the Arts.

Australian Reading Hour Ambassadors Mick Elliot and Sally Rippin with federal politicians at the launch of the Australian Reading Hour at Parliament House.

BOOKS CREATE AUSTRALIA

At a meeting at ALIA House on 18 September, Books Create Australia, which is made up of the Australian Booksellers Association; Australian Library and Information Association; Australian Publishers Association; and Australian Society of Authors, announced the launch of the new Books Create Australia website and unveiled two new industry agreements which will benefit libraries across the nation.

The first, known as the Jolly Postman agreement after the 1986 book *The Jolly Postman or Other People's Letters* by Janet and Allan Ahlberg, enables libraries to photocopy the removable inserts of children's activity picture books so lost items can be easily replaced.

The second agreement is the storytime agreement which addresses the grey area of copyright law around whether libraries can host storytime events outside the library premises, without needing to seek permission from the copyright holder.

'The launch of the Books Create Australia website and the announcement of these two industry copyright agreements shows how closely libraries are working with publishers, authors and booksellers. Together we can champion Australian books and writing. It's a vital part of Australia being a reading nation,' ALIA President Robert Knight OAM said.

These agreements follow on from an earlier industry breakthrough about the use of book covers by libraries to promote programs and collections. Books Create Australia will continue to meet and work on promoting reading across Australia. ✐

Robbie Egan (Australian Booksellers Association); Robert Knight OAM (ALIA); Sarah Runcie (Australian Publishers Association); Michael Gordon-Smith (Australian Publishers Association); Alex Christopher (Australian Publishers Association); Juliet Rogers (Australian Society of Authors); and Sue McKerracher (ALIA)

CELEBRATING
25 YEARS OF FOLA

On 5 December 2019, Friends of Libraries Australia (FOLA) will celebrate a major milestone – 25 years since its founding. Friends groups have changed during this time and so have libraries and their relationship with their communities. New structures and activities for friend groups are a pattern worldwide. And so FOLA is developing new directions of engagement with communities and ways of supporting libraries.

FOLA is moving to engage a new audience, with programs such as Book Feasts, which features authors and readers in new ways of coming together to support libraries. The program has been successfully developed and led by Queensland author Taryn Bashford and libraries on the Sunshine Coast and Brisbane have now hosted six Book Feasts events.

The landscape of Friends of Library groups has changed over the past 25 years as well, since FOLA's launch at the State Library of Victoria on 5 December 1994, by the Hon Justice Michael Kirby AC CMG. Today, some highly successful groups are displaying leadership for groups around the country, including Balmain (NSW), National Library of Australia (ACT), and Stirling (SA). Friends groups today worldwide number around 4,000 and while Australia's percentage is small, at 3 percent, FOLA continues to offer leadership and new directions.

Our 25th celebrations take place at the State Library of South Australia on Thursday 5 December 2019, with special guests, author Mem Fox, and the Hon Connie Bonaros MLC. If you would like to attend the event – which is free – please contact us. ✐

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FRIENDS OF LIBRARIES AUSTRALIA

PEOPLE PLACES

Oran Park Library

People Places is one of the guidelines that the State Library of New South Wales (SLNSW) produces to help New South Wales (NSW) councils run their public library services. It is a key resource for councils and library staff when planning a new library building and includes information on library trends and tools to help plan a library. The SLNSW has provided information and advice on library buildings for many years. Access to this information was broadened with the first publication of *People Places* in 2000. The latest edition was published in 2012, now there is a new online version.

Feedback from libraries identified the need for easier access to the information via the website rather than an update to the physical publication. The updated web version will make it easier to 'dip into' the information. People Places provides high level discussion of what a contemporary public library should be and tools to help plan library building details. The tools help determine size, layout, services and location.

The location tool helps councils look at potential library locations and rate them using criteria such as main street location, access, parking and public transport. Councils can modify criteria and weighting relevant to their community needs. The most used tool is the library building calculator. It provides a recommended library size based on a range of data and comes in three parts.

The starting point is the population calculator, which gives a recommended minimum size based on population

Woollahra Library

that the library will serve. The minimum size that the SLNSW recommends for a public library is 190 square metres. This is only considered suitable for a population of 2,750 or under.

We always recommend that a building is planned using the service calculator as well. The service calculator is more sophisticated. It starts with population and collection size and considers other factors. It allocates space for collections, recommends the number of seats and PCs and allows for library staff to allocate space for additional uses.

The renovation calculator is a new feature. It starts with an existing area and gives guidance on allocating spaces based on population and services. It is very useful for those who have been given an existing building to refurbish or a defined footprint.

The evaluating your library building and spaces tool assists with determining a library building's performance at any stage in its lifecycle. The results can be used to inform a brief for a new or upgraded library. An associated section provides strategies for surveying the community about the library building.

The library building briefs have been updated in consultation with architects who specialise in planning libraries. The briefs are templates to help outline the requirements for a library building.

The final part of the *People Places* update is the library trends and information on layout, design features and service areas. *People Places* is referenced by national and international library planning websites and publications. We are pleased that ALIA endorsed *People Places* as national standards as of 30 July 2019. ↗

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LIBRARY
LOVERS' DAY 2020

Library Lovers' Day is coming up again, on 14 February 2020, and the theme this year is 'uncover something new'. The theme recognises the ability of libraries to expose users to new people; ideas; organisations; fanbases; and interests.

The new people library users meet, could be an author whose work they've never read before; a new program that your library runs; or even allow you to build rapport by providing the opportunity to introduce library staff and programs to library users.

ALIA has created printable wrapping paper designs and tags which library staff can use to create a 'blind date with a book experience' for their patrons. Simply wrap whatever items from your collection you would like, in the paper and then encourage library users to borrow the items. It is a fun way to introduce your patrons to new books and challenge their expectations.

We have also created a template poster which you can use to advertise your library and introduce the community to your library programs; recommended books; or your library staff. The template can also be filled out with details of local authors, or even fictional characters.

Some of the suggested activities to celebrate the day and the theme include hosting a competition where users guess what the wrapped book is from clues; a mystery-themed library-based scavenger hunt; or organising a murder mystery night.

On the day you can also give out free heart shaped chocolates; host a themed trivia night; or invite a local author to speak about their work. For more suggested ideas see the ALIA website.

As always, ALIA has created free downloadable collateral to help libraries to celebrate and promote the day. ALIA has created posters; bookmarks; flyers; letterheads; social media images; sticker templates and much more. You can also encourage your users, and yourselves, to engage with the day by having a competition for the best social media using #LibraryLoversDay.

Australian Library and Information Association

Library Lovers' Day 2020 • 14 February 2020

uncover something new

alia.org.au/libraryloversday #LibraryLoversDay
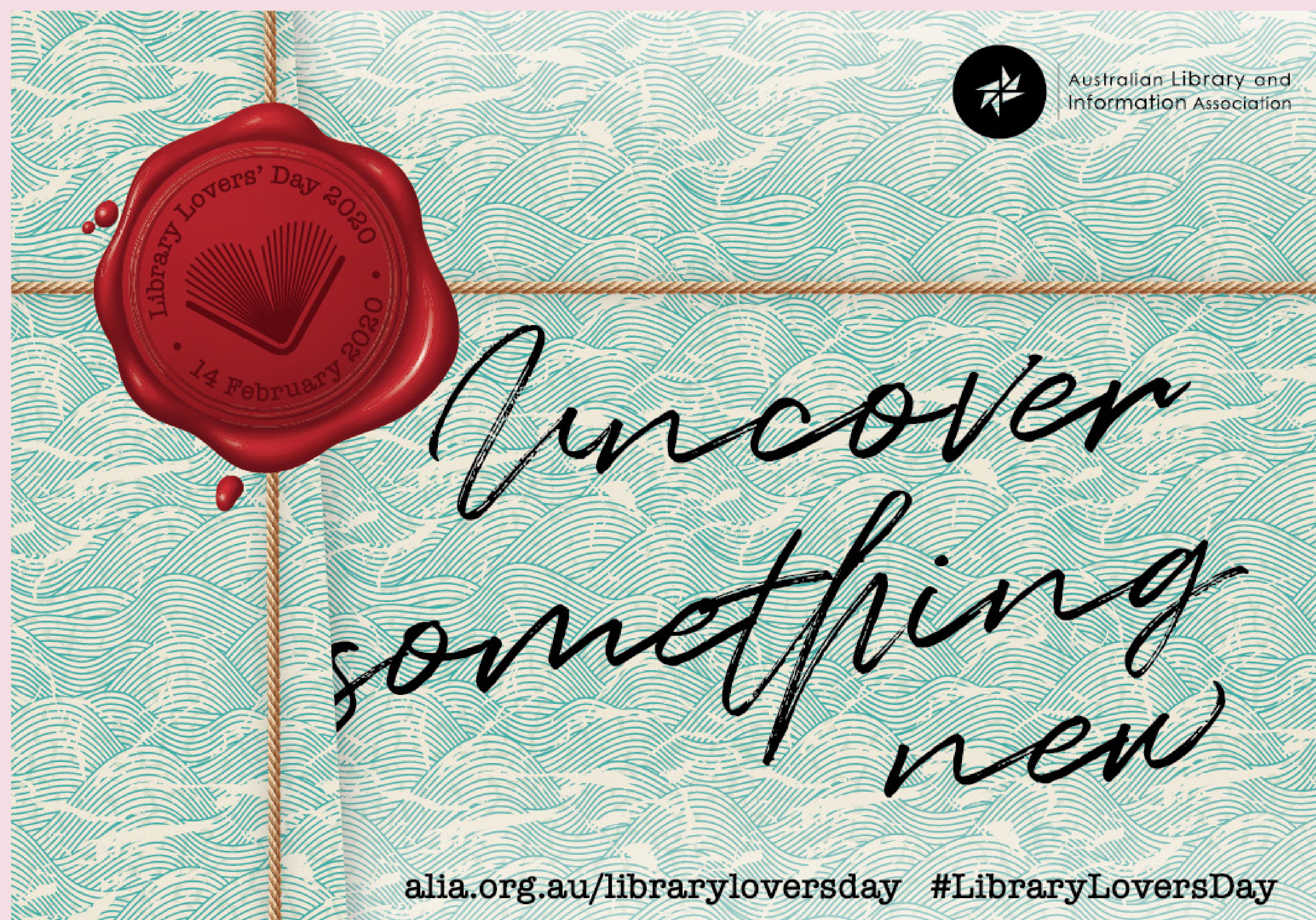
The Alice Spring Public Library team, Back row: Alice Woods, Clare Fisher, Meret MacDonald, Jayshree Mamtora (ALIA Awards Coordinator), Carl Mirtschin. Front row: Felicity Thorne, Ben Matthews, Enya Darragh, Emily Ros.

ALIA NT RECOGNITION AWARD

The ALIA NT Recognition Award this year has been won jointly by the Youth Team of the Alice Springs Public Library and the Northern Territory Library for its exhibition, A Territory Story. Having joint winners for this award is a first, as is an institution winning the award for the second year running, which Alice Springs Public Library has now done, as reported by CLARE FISHER and JAYSHREE MAMTORA.

Alice Springs Public Library (ASPL) is a unique facility in Central Australia with more than 12,000 average monthly visitors in 2017. Clientele who visit the library are diverse in age, gender, ethnicity, abilities, and needs. Many of these customers are disadvantaged Indigenous youth between the ages of eight and 18.

ASPL looked for an innovative solution outside of the library industry for professionals who possessed the skills and knowledge needed to keep the ASPL vital, resilient and relevant while supporting and positively engaging local disadvantaged Indigenous young people. Enter the Geek in Residence (GIR) program. GIR offered young people the opportunity to create digital art and music in the library space.

The summer school holiday program saw a huge increase in numbers, thanks to partnerships with the Gap Youth and Community Centre; and the Tangentyere Youth Drop-in Centre, providing young people transport to local services. More than 2,500 engagements have been recorded since October 2018, with 98% of the young people attending identifying as Aboriginal.

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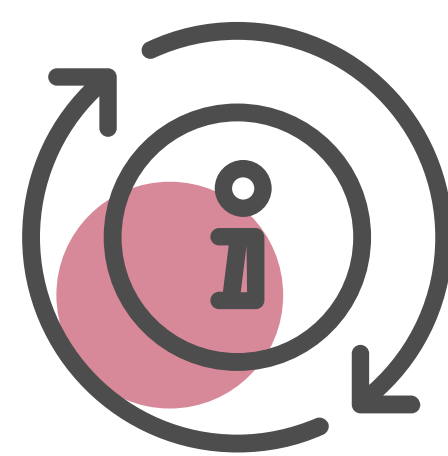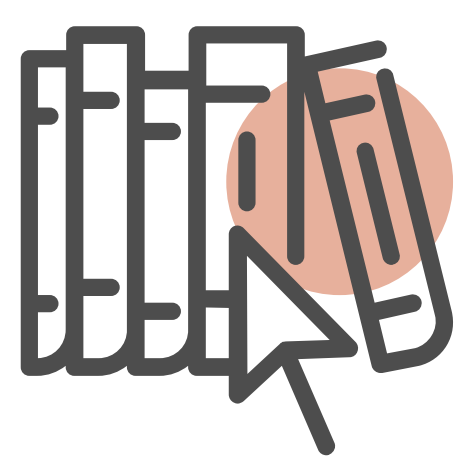
DIGITAL INCLUSION

Libraries have always been early adopters of technology and are often the first port of call for Australians who encounter a digital barrier. When we asked ALIA Members how they have responded to the calls from their communities to bridge the digital divide, we received stories explaining how libraries have made collections accessible; created new community collections in virtual reality; and supported the Australian book industry to be accessible to all Australians, just to name a few.

Most of all we heard about how, with digital becoming the norm in most aspects of modern life, there is a danger that some members of our communities will get left behind. In the following pages you'll see how libraries across Australia work to close the digital divide and ensure all Australians have the skills and opportunities to access the information that they need. In fact, there are so many examples of how libraries bring down digital barriers, support digital inclusion, and help narrow the digital divide, that we have also developed the *Digital Inclusion in Libraries* report, which we have released as a digital supplement to this issue of *INCITE*. If you haven't downloaded the report and read the examples, you can do so now. ↻

indyreads™
the public library
as content aggregator

The State Library of New South Wales (SLNSW) is embarking on an innovative project which will provide the New South Wales Public Library Network (NSWPLN) with the technological infrastructure and legal framework to enable libraries to become local aggregators of important community content. The initiative is referred to as indyreads™ and reflects an emphasis on supporting local independent publishing and the best examples of self-published content.

Public library members will benefit from access to a state-wide collection of independent Australian and international titles, classic literature and modern award-winning titles. With the Australian small press sector playing an increasingly vital role in publishing new literary fiction and some genre authors moving to non-traditional publishing option there is a risk that this content may not be readily available via traditional library distribution channels. indyreads™ aims to ensure that public libraries can continue to offer their communities a quality and representative collection of local content regardless of a title's pathway to publication.

The platform will also contain a collection of material in languages other than English (LOTE) to help support migrant communities across New South Wales (NSW). The SLNSW will be working with multi-cultural staff from across the NSWPLN to build the LOTE collection.

The indyreads™ platform is currently being configured with the various library management systems in use across the state. The platform can host EPUB, PDF, MP3 and MP4 files and digital rights management (DRM) can be applied in accordance with the terms and conditions of the NSW Public Library Agreement for the Purchase of Electronic content. This agreement was developed by SLNSW to assist libraries to license content directly from local authors and community publishers. Once the content is acquired by the library, staff can easily upload the files onto the platform, apply DRM and make it readily accessible to readers via the dedicated indyreads™ Apple and Android apps or via a browser portal.

It is anticipated that libraries will also take advantage of the platform to upload digitised local studies content specifically, manuscripts, books, journals, ephemera as well as oral histories and transcripts. During the indyreads™ pilot the participating libraries were thrilled to have a platform which could host and distribute local studies digitised content, particularly the oral history files. The high usage statistics for the oral history content demonstrated the community appetite for this important cultural material.

The indyreads™ platform will also provide public libraries with a new way to engage with and support local publishers and community authors. As it is, many NSW public libraries are already involved with local writers' festivals, in which case the indyreads™ platform will provide additional scope for collaboration. Successful initiatives in North America such as SELF-e, the Soon to be Famous Illinois Author Project, and Vancouver's Indie Authors project demonstrate the opportunities for public libraries to support their local author community. ✍

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FLEX«

A flexible solution for compiling course materials

Just over 12 months ago, Middlesex University's copyright officer, Kate Vasili, told a gathering of Australian librarians that almost 100 educational institutions in the UK were using a new cloud-based solution to help compile reading materials.

"Librarians and academics are very time poor and creating course reading lists with digital course readings is admin intensive," Kate told the Asia-Pacific Library and Information Conference on the Gold Coast.

"With more than 33,500 students at Middlesex Uni's campuses, it is an enormous undertaking for librarians, academics and copyright officers to ensure that all students are supplied with high-quality, copyright-compliant course materials."

"The UK 'Digital Content Store' has streamlined the process of providing more digital readings to students as well as helping staff provide copyright-compliant material from a central repository, saving considerable time and money when compiling course Reading Lists and online reading materials via the learning management system," Kate said.

Since Kate's visit, the Copyright Agency has developed and trialled a similar product for Australian librarians, called **Flex**.

Flex is now an inclusion with the Statutory Education Licence at medium to large private education providers around Australia. Eleven publishers, including Cengage, McGraw-Hill, OUP and Pearson, are providing e-textbooks for the platform.

National Library Manager at the Australian College of Applied Psychology, Ian Drummond, is enthusiastic about the change, saying Flex has delivered on its promise.

"Flex provides a robust system for managing copyright compliance; compiling course material without reinventing the wheel; and has the added benefit of a central repository for storing and accessing content. Flex has made our jobs easier so we can spend more time on adding value."

To find out more about Flex and the leading publishers involved, visit **copyright.com.au/flex**.

FLEX«

WE DID IT OUR WAY

The New Library Symposium 9 Committee.

When looking back at the experience of the New Librarians' Symposium 2019 (NLS9) the song 'My Way' (Frank Sinatra version) comes to mind. The lyrics form a rather apt summary of the highs and lows of putting on a conference. Lyrics that focus on having few regrets, careful steps and maybe biting off more than we could chew spring to mind but mostly it relates to the vision that the committee had when we first started.

You may have read in a previous issue of *INCITE* about the sustainability focus, but what you may not know is the amount of work that went into the NLS9 program. The program was made possible thanks to the efforts of the committee, presenters and keynotes, and joy of joys this content has not merely been contained to the conference weekend.

Recordapalooza: We recorded our sessions and keynotes to allow them to be watched later. This served several purposes. It allowed attendees to watch sessions they missed or re-watch their favourite sessions, gave presenters a way to show their workplaces what they had presented and for those who were unable to attend a way to still have access to this content. Our venue was chosen to accommodate this as each room was able to individually record sessions. Blocks of sessions were recorded then split up into their individual session. You can find a link to the videos under each session on our program pages or view them all here.

Twittergedden: As we all know library Twitter is incredible. It was important to keep that Twitter frenzy going through NLS9. The social media team focused on monitoring the absurd number of tweets that were going around. Custom hashtags were developed for each session to make it easy for the team to monitor but also again it served as a way for people to easily return to the conversations post NLS9. Wakelet was used to collate them and you can find them under each session on our program pages.

Blogariffic: Blogs are a great way to digest your experience after a conference and we were pleased to see that attendees took to writing after NLS9. In our 'Blogs, Vlogs and so Much More' post we have tried to bring these all together. This includes blogs from our bursary winners Fallon, Lisa, Jacqui and Carl.

In keeping with our theme, it was great to see how innovative our keynotes and presenters were in providing resources to our attendees. Whether it was a website created specifically for NLS9, a zine or a list of resources. Our NLS9 blog tried to capture all these resources in one location.

Conferences are a great place to start conversations, bring people together and to share ideas. To keep those ideas going it was important to make the resources that NLS9 has given us, accessible for all. We faced it all and we stood tall and did it our way. 🌀

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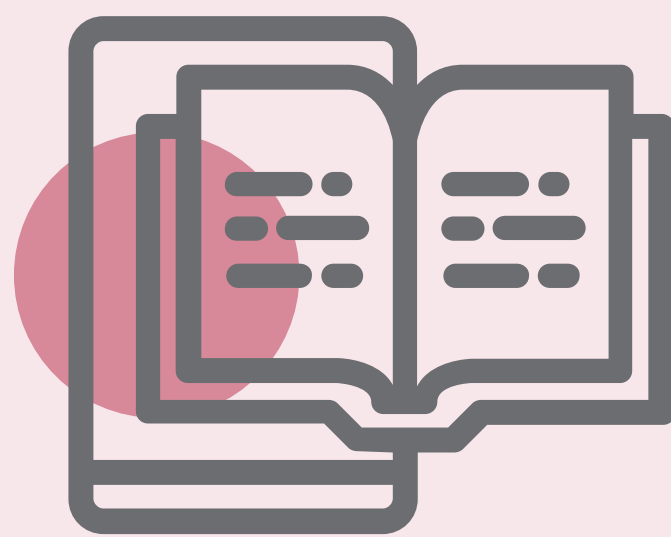
DIGITAL INCLUSION
THROUGH INCLUSIVE PUBLISHING

Digital inclusion depends on inclusive publishing. For the digital resources that libraries provide to be useful for all potential clients, they have to be designed so that they can be enjoyed by all. This requires attention in the publishing industry to the needs of those with print disabilities. A print disability is any visual, perceptual or physical condition that creates an inability to read, or a difficulty in reading, printed material.

The Australian Inclusive Publishing Initiative (AIPI), previously known as the Marrakesh Treaty Forum, is a cross-industry forum that aims to identify the main challenges to making all Australian books inclusive for readers with a print disability. Its members include publishers, editors, agents, librarians and indexers. ALIA is a founder member and active participant.

Inclusive publishing involves ensuring that publishers are aware of the adjustments needed at each stage of the publishing workflow. AIPI has created the publication *Inclusive Publishing in Australia: An Introductory Guide*, written by Greg Alchin and Julie Ganner, with contributions from other members of the initiative to provide guidance on these adjustments. The guide is available in PDF, EPUB, Braille, DAISY and Word formats. You can read more about the work of AIPI online.

It is also important to be aware that government procurement rules now require public libraries and educational institutions to procure ICT products and services (including digital books and content) that meet the accessibility requirements defined in the standard (AS EN 301 549:2016). The digital book format best able to meet these criteria is EPUB as it focuses on the semantic structure of the document, rather than just on how it looks.

The next AIPI project will be development of a curriculum noting what people need to know to be effective inclusive publishers. The aim is to train every editor, designer, publisher, bookseller and indexer in Australia. Another project being considered is to contact software providers with information about software needs for inclusive publishing.

This is a valuable initiative that affects creators and users of digital content. If you have any ideas about inclusive publishing and the role of libraries, please get in touch with AIPI.

GLENDA BROWNE
Australian and New Zealand Society of Indexers (ANZSI) representative
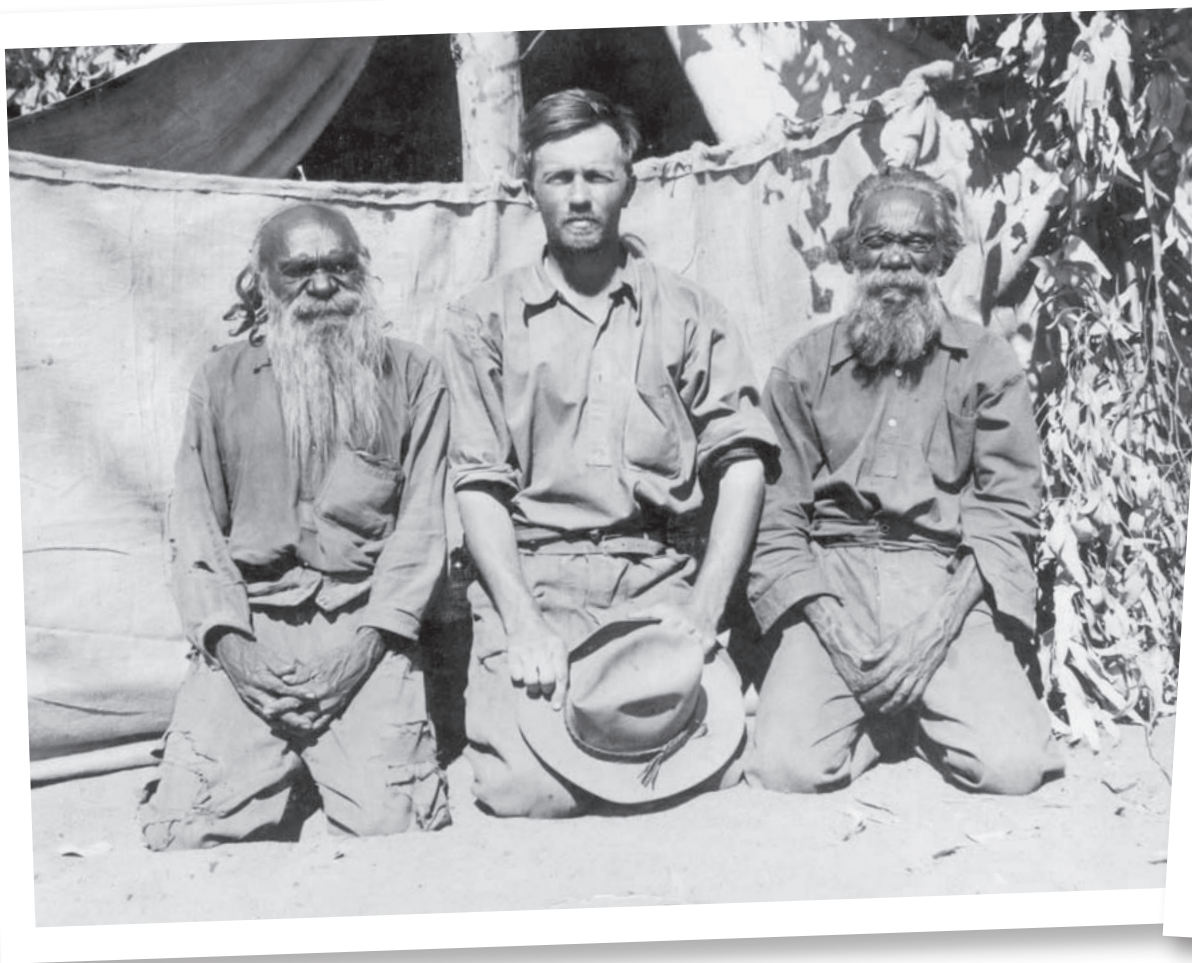Australian Inclusive Publishing Initiative

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DIGITAL INCLUSION

Sensitivity Assessment
of Images Collections

LEFT: Image from the Latz Collection, Central Australian Historical Images, courtesy of the Alice Springs Public Library. RIGHT: The project team: Colleen Powell, Braydon Kanjira and Alice Woods.

In 2019, the Alice Springs Public Library was delighted to receive funding through the Northern Territories Regional Museums Support Grant to complete a cultural sensitivity assessment of the images held in the Alice Springs Collection. The special collection is held within the library and it collects everything that relates to the historical, scientific and cultural heritage of Alice Springs and Central Australia. It was initially developed in 1980 and has become a diverse and valuable collection which is much loved by the local community, visitors, and the many people interstate wanting access.

The images to be assessed within this collection come from two primary sources, The Central Australian Historical Images Collection (CAHI) and The Alice Springs Collection Photographs. CAHI is a fully digitised collection made up of 29 smaller collections from individuals with a total of about 3,000 images. While the Alice Springs Collection Photographs are also digitised but often to a considerably lower standard than those within CAHI. This collection is significantly smaller with about 800 images in total.

Both of the collections are currently only available in the library through an intranet system. Many of the images contain Aboriginal content and show content that is culturally sensitive, with some including very confronting material. Additionally, while many of the images are not offensive in and of themselves, they are accompanied by offensive captions. Moving forward, a major concern is balancing what was considered appropriate at the time against what the value is of keeping the 'original' terminology and where to draw the line.

For this reason, we were very excited to apply for, and then receive, the Regional Museums Support grant and we were able to engage cultural expert Braydon Kanjira, a Traditional Owner for Ntaria/Hermannsburg (a remote community 125 kilometres West of Alice Springs). We were very lucky to get Braydon on board and it was especially important as many of the images relate to Hermannsburg and depict his family members and ancestors.

To assess the images, we decided on a 'traffic-light' system where images are classed into three categories: green, for unrestricted access; orange, for warned access (with a specific warning to be accepted before accessing the image); and red, for restricted access (meaning the image will not appear in search results and will be significantly blurred, with only the metadata available. Access to these images will have to be requested directly from the library).

The project team consisting of Alice Woods, Special Collections Coordinator; Braydon Kanjira, Cultural Expert; and Colleen Powell, Indigenous Services Officer, went through the images individually and marked each through the system. This gave us the time and space to really reflect on the collection. We also had the opportunity to add additional information such as people's names and alternate names (Aboriginal people were rarely attributed by name) as well as more accurate locations .

Out of the 3,800 total images 18 have been marked as orange and 26 as red. Although this may not seem like significant numbers, the risk of including these images without proper regard could have greatly offended people, caused distress, and damaged the reputation of the library. Following this project, the library is also very interested in running sessions for the community about the collection and what was done.

At the Alice Springs Public Library we are very hopeful that, in completing this assessment, we will be able to better understand the collection and share the images more widely.

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Deadly Digital Communities

The Deadly Digital Communities (DDC) program encourages Aboriginal and Torres Strait Islander peoples to dream big through digital literacy to create and unlock new opportunities and possibilities for themselves and their community. The program is an initiative of State Library of Queensland and Telstra in partnership with local councils through their public library services and Indigenous Knowledge Centres. It aims to increase digital literacy through training and familiarisation of devices for present and future customer and community needs.

The program is being delivered across Queensland, from the Torres Strait and Cape York in the north to Logan in the South East. Participants learn digital skills such as sending an email, using social media, online banking and bill paying and promoting new business ideas. Sessions are offered in a group setting however, most participants are requesting more one-on-one support. Recently, participants have requested training to record and digitise local history and cultural events and language for personal or community use. As a part of Logan City Council's DDC program they are creating a digital version of a popular local book, *Wajin: The Guardian of Scrubby Creek*, written by Beverly Knox and illustrated by Uncle Reg Knox in 2004.

Local Technology Champions are delivering the sessions and they are local people whom have shown interest teaching their community members new skills or have been identified in collaboration with council and community.

Digital literacy is an essential skill as more services and daily interactions move online. Recently, the Council of Australian Governments commenced reporting on digital inclusion; DDC assists in closing the digital inclusion gap of Queensland's Aboriginal and Torres Strait Islander people.

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Library & Information Week
25-31 May 2020

Australian Library and Information Association

www.alia.org.au/liw

#LIW2020

Immersive Storytelling Project

Mount Gambier Library will bring virtual reality (VR) technology to local residents in aged care facilities as part of the Immersive Storytelling Project. It follows the South Australian (SA) Minister for Health and Wellbeing, Stephen Wade MLC, announcing that a $16,900 Age Friendly SA grant will support the roll out of the initiative, as one of eight successful projects.

The Immersive Storytelling Project will combine the use of VR technology, oral history recordings and photographs from the Les Hill Historic Collection to create customised local content as a way of promoting mental, social and emotional health and wellbeing for those in aged care. The project focuses on the ageing population and also promotes lifelong learning, tourism, community and environment, indigenous heritage and will be of benefit to people with a disability.

'An emerging trend across the world is the use of VR technologies as therapy with the aim of improving the quality of life of those in care,' Library Manager Georgina Davison said. 'Immersive storytelling takes this a step further to create local content from memories, images and stories of residents and overlays it with footage from the current day.'

Mrs Davison said the project is aligned with council's regional public health plan 2015–2020 and will introduce older or disabled local residents to new technologies. It will also enable visits to virtual places that they may not have been able to access in years.

So far 11 local residents have been interviewed with their memories recorded. One enthusiastic participant, eager to share her stories said, 'I've been waiting for someone to tell my stories to. I won't be around much longer and I don't want these places forgotten.'

The family of Kevin Harris, who is a natural storyteller, has said that he was so full of energy and had a real spark after his interview. 'He was full of joy after telling his stories and reliving his memories and this had a huge impact on his wellbeing,' the family member said.

Top: Maxine Sheppard sharing an image taken during the Royal visit in 1954. Right: Noela Hellyer exploring the virtual world.

The natural surrounds of Mount Gambier are stunning. However, because many of the most popular attractions are either at the bottom of a sinkhole or at the top of a volcanic crater, they are inaccessible to those with mobility issues. This initiative gives people a chance to revisit these areas. Locations explored to date are Valley Lake, Leg of Mutton Lake, Commercial Street, Umpherston Sinkhole, and Vansittart Park with the focus of the Queen's visit in 1954.

The Immersive Storytelling Project is set to be officially launched in early 2020. This will then provide opportunities for viewing of the resources within the library and off site.

With hours of digital content and more than 16,000 images from the Les Hill Photographic Collection, the team at Mount Gambier Library has already identified that there are endless opportunities for preserving and sharing the history of the local region and people for all generations to enjoy.

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Shrinking the digital divide

A bingo group goes digital, replacing the usual number card and tokens with an app, and suddenly, at over 75 years of age, an elderly woman is faced with the daunting task of learning to use an iPad. A son moves to Singapore and gifts an iPad to his father so they can Skype. But understanding that calling another account is free but calling a phone costs money is not such a simple gesture.

The best source for learning either of these skills, or how to troubleshoot a Gmail account that's not syncing or an electronic magazine that won't download, is probably not in a book. A retiree trying to navigate myGov services online is probably going to be told to 'go over to the library and they'll help you'.

Sutherland Shire Libraries began offering computer training in the 1990s. But, realising that large structured classes don't necessarily suit the different skill levels and needs present, staff developed different, more in depth ways to answer the specific things people were struggling with.

Computer Help runs as a one-on-one bookable appointment of up to 30 minutes with staff to address a problem or question. Sources for Computer Help appointments come from across the library service – inquiries on customer service desks too complicated to answer without forming a queue, the rising use of online collections with BorrowBox or Kanopy, and free PC use granting everybody equal access to a computer.

A five-week iPad course has also been running regularly with every iOS update. Attendees bring their own iPad, receive detailed notes to write on, and have the time to follow through on what is learned in the course, making it more transferrable to their own lives.

The staff behind these programs for digital inclusion see it an extension of the library's mission. The library is already a welcoming environment by design with longer opening hours, welcoming free Wi-Fi and access to bookable PCs. This means vulnerable groups are already walking through the door.

Helping people with digital literacy also fits within the interview reference skills librarians already practice. The enquiry 'I need help with my iPad' is rarely so simple and takes analysing the problem to break down what the person actually wants to do.

Browsing the digital collection on an iPad is becoming just as common as checking the shelves at Sutherland Library.

People are more likely in this environment to ask the tricky technology questions they may be too embarrassed to ask at the Apple Store or would ask if they could afford a formal course. The programs often receive praise from people relieved to find that sharing photos online is actually easy to do.

A woman who took one of the libraries' regular five-week iPad Basics course used 'Find my iPad' to retrieve a lost iPad at an international airport. Learning how to use Siri and voice-activation changed another Computer Help user's whole business; being able to make calls hands-free while driving between appointments made her life safer and business practices smoother.

Even though, in the future, retirees will be more likely to be digital natives, there will always be disadvantaged people who were not raised with devices, or do not have the access to education and exposure to become tech savvy. So, people who are seeking answers will likely still find they are told: 'Go over to the library and they'll help you'.

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LAUNCHING
NED

Our national, state and territory libraries have revolutionised the way that we collect and access legal deposit materials in Australia. For the last few years at National and State Libraries Australia (NSLA), we've been talking a lot about legal deposit. Those two words might just be the driest of the English language, but together they are the bedrock of the library sector. Legal deposit gives us the raw material for our creativity, invention, empathy, knowledge and identity as a nation.

Australia's legal deposit legislation means that our national, state and territory libraries – the nine members of NSLA – have a mandate to collect copies of everything published in their jurisdictions. That's everything, whether it's produced by a commercial publisher or a community group. This is what has enabled our libraries to build vast collections of print publications, providing the documentary history of Australia from the 19th century to today.

Its downside has been its complexity, with each state and territory governed by different legislation that results in an incredibly confusing set of instructions for publishers. Over the last few decades this has been further complicated as publications have been released in a swathe of different digital formats, and libraries have had differing systems, capacities and policies for their collection.

When federal legal deposit legislation was finally extended to cover electronic materials in 2016, NSLA libraries recognised an opportunity to create a single service for the deposit, management, storage, preservation, discovery and delivery of electronic publications nationwide. It would not be easy: the service would have to satisfy nine sets of technical requirements and legislation, while balancing open access principles, copyright law, content security and protection of commercial viability. But the benefits for publishers, libraries and, of course, the Australian public, would last for generations to come.

Such an immense undertaking would never have been possible – nor even thinkable – without the trust and strength within the NSLA collaboration, dating back to 1973. Together our member libraries have shared expertise and completed dozens of joint projects to improve systems and services, covering everything from digital citizenship, literacy and disaster preparedness to copyright, digital preservation and collection storage. We were ready, but National edeposit (NED) was without doubt the biggest challenge we had ever attempted together.

NED took four years from inception to launch. A steering group was established at the outset, with representatives from the nine member libraries meeting 100 times between 2017 and 2019. An expert IT team was set up at the National Library of Australia, working with staff in each member library. The IT build itself took two years, including very detailed scoping to ensure interoperability between the nine sites, and migration of large volumes of electronic legal deposit materials already

in library systems. The system built upon the already world-leading technology of Trove, hosted by the National Library of Australia and contributed to by all state and territory libraries.

Five rounds of intensive user acceptance testing were followed by end-to-end and penetration testing through to early 2019. The NED Operational Group was established in 2018 to see NED through from testing to 'go live' and finally to business as usual. The project overall was managed by the NSLA office to ensure that lines of communication were open, documentation centrally recorded and all interests in the project represented fairly. NED went live on 30 May 2019.

The vision for NED was to create a service that would make legal deposit easier for all involved. Publishers now have a far simpler and cheaper means of depositing publications, using a portal that provides usage data, allows them to enter their own metadata and nominate access conditions (within the Copyright Act). For each work, they deposit once and NED does the rest.

Librarians benefit from much more efficient workflows, less duplication, and less time spent identifying gaps in the collection and sending polite letters to publishers who have failed to deposit their works. Catalogue metadata enhancements by one library flow to the records of all nine. Where a publisher has restricted access to the National Library of Australia and their own state or territory library, NED automatically assigns access permissions accordingly.

Most importantly, the public benefits from much broader and faster access to Australian publications. The majority of works will be viewable, even downloadable, through Trove from their computers at home. Those works with the most restricted access require a visit to national, state or territory libraries. The time between a publisher depositing a work in NED and its availability through Trove can be as little as 20 minutes. Over time, this should see a reduction in the need for interlibrary loan and wait times for access to Australian works, removing some of the greatest barriers to access in regional an remote communities.

NED gives us a comprehensive national digital collection for the first time. Prime Minister's Literary Award winner *John Curtin's War* by John Edwards sits alongside the government's *Australian Antarctic Strategy* and *20 Year Action Plan* and a newsletter from the Perth Vintage Wireless and Gramophone Club; while a poetry anthology written in Bendigo can be read in Broome.

NED was officially launched on 16 August 2019 in Canberra by the Hon Paul Fletcher MP, Minister for Communications, Cyber Safety and the Arts. In its first three months of operation, it received over 8,000 deposits from Australian publishers.

Top: Guest speaker, Prof Peter Greste; Dr Marie-Louise Ayres (Director-General, National Library of Australia); the Hon Paul Fletcher MP (Minister for Communications, Cyber Safety and the Arts); and Vicki McDonald (CEO, State Library of Queensland) at the NED Below: The Hon Paul Fletcher MP, Minister for Communications, Cyber Safety and the Arts at the NED launch.

Speaking at the launch, author Peter Greste referred to the 'firehose of information' online which has loosened our notions of national identity 'Having a place like this, like NED,' he said, 'where Australian books and Australian writing [are] recorded, documented, archived and organised… helps restore that sense of identity.'

For more information, visit the NED website or explore the collections at Trove. ↻

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QUEENSLAND LEADS THE ROBOTICS CHARGE

Coding and Robotics at Cairns Libraries.

When people who don't work within the GLAM sector think of regional and rural libraries, they may conjure an image of a quiet space, central to the community but that has reduced hours, a small collection and maybe a computer or two. Well it's fair to say that whilst they absolutely are central to communities, the image of quiet, small, musty stacks is well and truly being smashed in Queensland. No more so than out west in Cunnamulla, and up north in Cairns. These libraries have embraced the tech revolution and are bringing cutting edge programs to their patrons.

For Cairns Public Library Service, core services provide several opportunities for learning and increasing the community's digital literacy through hands on technology workshops and events. Many public library services have been delivering programs such as Tech Savvy Seniors for a number of years, but it doesn't stop there by any means. Regional and rural libraries, like Cairns and Cunnamulla, have caught the tech bug.

Cunnamulla Library began its robotic collection with a NAO humanoid robot four years ago and obtained a grant to purchase one. One might think a NAO robot is a rather ambitious choice to start with, but they had a real 'aha' moment when they saw what the NAO robot could do and realised the potential it could have. They weren't mistaken, and the investment has been an overwhelming success with students going in to program the robot, community members with dementia being in awe of it, as well as children with autism connecting with their new friend.

NAO had Cunnamulla library hooked on robotic technology and thus began its endeavour to secure the very latest in technology and robotics. In this rural town, schools have no other access to this kind of equipment and so totally rely on the library for robotics and technology. Entire classes attend their library for coding and robotic lessons.

Since NAO the team has added; Hexapods, Skoogs, Spheros, Ozobots, and Blue Bots to the collection. Their most recent acquisition is a MIRo companionable robot which, too, has proved invaluable to children and adults alike. MIRo is a wonderful calming robot that really resonates with children who may suffer anxiety related issues. MiRo can also be coded using the Blockley coding method. As well as robotics, the library was only the second in all of Queensland to have a LEEDR Multi Touch Hub with 3D goggles.

Cairns has also embarked on a tech driven mission. Its robotics collection includes Code-a-pillar, Jimu, Edison, Ozobot, and Sphero Sprk+ robots, Makeblock Mbots, an Alpha 1 Pro Humanoid Robot, and a Samsung VR Headset. With the continued popularity of coding and robotics, and the growing role of libraries for providing informal learning opportunities in STEAM (Science, Technology, Engineering, Arts, and Mathematics), Cairns Libraries are building on their current success through a revised STEAM program, including the addition of more equipment. The full STEAM ahead project supported by the State Library of Queensland through the Strategic Priorities Grants Program will aim to make Cairns Libraries a STEAM hub in Far North Queensland by providing increased access to STEAM activities for all ages that spark the imagination and provide creative recreation and 21st century learning opportunities that are not available elsewhere within the community. ✿

JENNIFER NICHOLLS
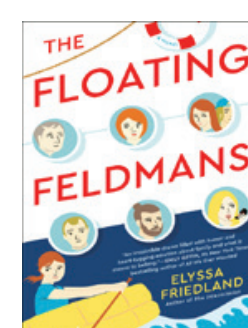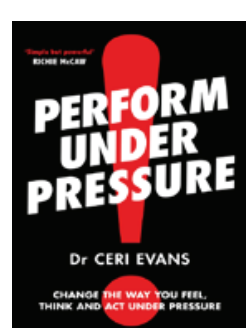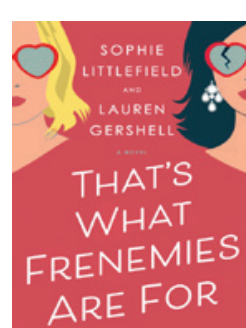Strategic Projects Librarian
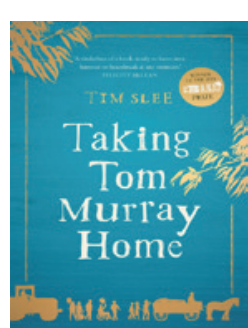Cairns Libraries

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Digital social change library:
A unique blend of blog and catalogue

The Commons Social Change Library is a new, digital only library launched earlier this year. We collect, curate and distribute the key lessons and resources of progressive movements around Australia and across the globe. Our library includes a broad range of topics including campaign strategy, digital campaigning, communications and media, working effectively in groups, diversity and inclusion and much more.

Our library users are people who are working towards social or ecological justice goals and tend to be extremely busy with limited financial resources. It's hard for people to find the time to track down information or develop skills while they are responding to big challenges. We support their important work by making information accessible via the library wherever they are located, whether that is in a capital city or a remote community in regional Australia.

In putting together the library we asked users how they wanted to access information. They said: we need it fast; we need the whole resource in reader friendly bite sized chunks; and we need it wherever we are.

Hence, a unique blend of blog and catalogue was created using WordPress. Based on traditional library catalogue fields extra enhancements were added that our users were after. We based the library's 'tagging' system on the Library of Congress subject headings with amendments such as adding new terms from our user community eg Artivism. We addressed the need for speedy access through a high-quality search, topics identified as priorities through consultation, and an ever-growing A–Z tags page.

In order to make whole resources available, we collaborated with many organisations who were happy to contribute resources and collections to the library and grant copyright permission. There are also book reviews and book excerpts to point the users to resources we cannot host but deem vitally important.

A potential future direction involves greater social media outreach and 'crowdsourcing' of content. It is a common practice for people engaged in social change to consult the 'hivemind' on Facebook or other platforms. Considerable wisdom can be generated in a short time, but this tends to get lost as people move on to the next thing. We see potential for the library to capture those gems and store them in our library, so people don't need to keep reinventing the wheel.

The library has taken off in a wonderful way, with users very grateful there is a central home for the resources they need and for a place that tells Australian social change history. An unexpected benefit has also been the growth of the library in such a short space of time and users around the world using our library and loving it.

If you would like to become a Commons Social Change Library volunteer, have resources to suggest, or just want to say hi please don't hesitate to contact us.

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Digital Inclusion in Higher Education

A systematic review of digital exclusion in higher education found that causes for digital exclusion include the digital divide (accessibility) and social exclusion, which includes socio-economic challenges, ICT avoidance, lack of skills and motivation and commitment, and physical or mental disability. The review found that people from lower income groups are less likely to be prepared for elearning contexts and that infrastructure is a major barrier in the rural context both in developing and developed countries. These conclusions are also supported by the RMIT University report *Measuring Australia's Digital Divide* which states that Australians with low levels of income, education and employment as well as people in rural areas and Australians with disabilities have lower levels of digital inclusion.

A number of Australian universities have participated in a JISC digital experience survey, which was a three-year study to understand students' expectations and experiences of digital technology in their learning. Some of the digital inclusion issues students reported having included distance from campus, poor self-reported digital skills in older students, a lack of up-to-date technology and learning needs such as autism. Some students also felt there was a lack of full inductions into university systems and services and wanted more guidance on assistive technologies, loan schemes and free printing to support low socio-economic students. This also tracks with the findings of Coldwell-Neilsons that while students expect digital literacy support, research has shown that universities do not clarify expectations regarding digital literacy for commencing students, which can result in conflicting expectations between students and academic staff.

In response to a student survey, the University of Queensland (UQ) developed a digital essentials module that aims to build the digital skills of students and introduce them to the systems of the university with modules in UQ systems, digital citizenship, internet essentials and communicating and collaborating online. Edith Cowan University (ECU) has also developed a digital learning module aimed at introducing students to the digital learning environment at the university.

A recent article provides some recommendations to guide partnerships between public libraries and universities in order to support regional rural and remote (RRR) students as well as RRR low socioeconomic status (SES) students. Researchers recommend that universities should identify RRR study support needs and provide public libraries with information on how many university students are studying in their area. They also suggest that universities can support RRR low SES students through the adoption of more open educational resources, especially as students often expect that local public libraries will have textbooks.

Students attending universities are studying in digital learning environments that often disadvantage students from RRR, low SES, mature aged and students with disabilities. In response to this, universities are developing digital literacy frameworks and programs as well as providing access to digital technology. Universities are also being encouraged to work in partnerships with public libraries to support the digital needs of RRR students. Universities in Australia will continue to work towards digital inclusion for all current and future students.

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THE LATEST FROM YOUR **STATE AND TERRITORY MANAGERS**

ACT and NT

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As we start to wind the year down, thank you to all our ACT Members who volunteer their time and knowledge in not only supporting the Association and the profession, but also each other. We really have a wonderful bunch. Thank you to the ALIA Canberra Region and Retirees Group (ALIA CRR) for getting all the Canberra ALIA Members together for the first Spring Gala Dinner. It was a lovely way to welcome the warmer weather. Don't worry if you couldn't make it, there is another chance to get together with your fellow ALIA Members in December when we host an event here at ALIA House so, keep a look out for an invitation. As always, don't forget to get in touch at any time with your suggestions or feedback.

ALIA CEO Sue McKerracher and Director of Learning Kate Bunker travelled to Darwin in September. They reported that it was great to meet up with people at the Northern Territory Library (NTL) and ALIA Professional Development evening on 4 September at Northern Territory Library. 'We heard from: Marlene Murphy from the Northern Territory Department of Health Library (on dSpace); Anna Ingram from City of Palmerston Library (RFID, Drag queen storytime, Taminmin Community Library update, hublets and 'tales to tails'); Claire Nield from Police, Fire and Emergency Services Library (embedding and connecting their enewsletter to core business and the strategic plan); Karen Manton from the Batchelor Institute Library (digitisation workshop); Karen Messenger from City of Darwin Library (on all matters STEAM); and Brian Hubber from the Northern Territory Library (A Territory Story exhibition). It was a great night of sharing and building connections.' On the advocacy front, a letter from ALIA CEO Sue McKerracher about the proposed staff cuts at Charles Darwin University was included in *NT News* on 18 September 2019. In addition, ALIA promoted a petition opposing cuts to NT Health Library services through ALIA Health Libraries Australia, *ALIA Weekly*, and social media.

NSW

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The ALIA NSW Students and the ALIA New Graduates Group held Talk! Collaborate! And Listen! with facilitator Sally Turbitt at TAFE Ultimo on Wednesday 30 October. The two-hour workshop was for those who wanted to explore their personal values and how to use them to discover meaningful professional development opportunities, craft fresh resumes and make new connections. While Health Libraries Australia is hosting the Advanced Searching Techniques Workshop at the University of Sydney on 14 November with reduced prices for ALIA Members. And don't forget that the 50th anniversary of Library Technicians happens at the National Library and Information Technicians Conference in Melbourne. I'll be on a brief holiday when this gets to you, however I will be back to work by mid-November, so don't hesitate to get in contact if I can help you in any way.

WA

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What was your highlight of 2019? There were so many for ALIA in Western Australia this year that it's hard for me to choose a favourite. I'm pleased to have represented ALIA on both the Collections Sector Working Group as well as the Western Australian Literacy Alliance, and worked toward producing the Collections WA digital collections platform and the Power of Reading Literacy Forum. I met many Western Australians throughout the year at national conferences and events like Information Online, the New Librarians' Symposium and Bodies of Information. And of course, our Western Australia groups put on so many great events, with more to come in the last two months of the year. Whatever you do, don't miss ALIAWest's Great Library Quiz 2019. It will be a spectacularly fun way to round off the year while raising money for both the F A Sharr Award and the Kay Poustie Scholarship. I'll see you all in 2020.

SA

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The remaining months of 2019 are action-packed with ALIA events in South Australia, so be sure to follow the events calendar on the ALIA website for professional development and networking opportunities galore. The majority of ALIA events organised in Australia are imagined, created, run, and managed by an ALIA Group such as ALIA South Australia Specials or ALIA South Australia who are both made up of teams of inspiring and engaged members like yourself. Contributing to an ALIA Group means that you can make events happen that you want to see, but also volunteering in a Group is a valuable experience in its own right as it expands your professional networks and can add a list of skills to your resume like event planning, social media management, teamwork, meeting and secretarial experience, and public speaking. I have first-hand experience of the benefits of volunteering in an ALIA Group, and the positive effects of volunteering and professional development are for everyone, no matter what stage you are at in your career. For more information please get in touch with me or an ALIA Group directly. We'd love to hear from you

TAS

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We've had a positive year for ALIA in Tasmania so far. The ALIA Tasmania Committee has worked hard to provide a total of 11 successful events for 2019. These events have been well attended and provided us with presentations that highlight great examples of innovative and client focused services. I encourage everyone to come along in 2020 to ALIA events, network and meet new people plus update yourself on what is happening in our libraries. We have a full and interesting program of events planned for 2020. Sign up to the aliaISLAND elist if you are an ALIA member, or to TasLib-Link to be notified about the 2020 events. Finally, I congratulate Lucy Hawthorne for offering the first ALIA Students and New Graduates Group event at the Mona Library, followed by a social gathering at the Mona Wine Bar.

QLD

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As we move into December, I would like to wish all Queenslanders a very Happy New Year! Lots has happened in Queensland this year, from the floods in February to the fires in September, but each time we face adversity our libraries around the state have played a crucial role in bringing communities together. I hope 2020 is less eventful in that regard. As for ALIA, we have seen successful events from Librarians and Dragons and the ALIA Queensland annual trivia night, to the Day of Disruptive Discussions and the Indigenous Matters Seminar in Cairns. We were also fortunate to have the State Library of Queensland host the 2019 ALIA Library Design Awards. Even with all that we can still look forward to the ALIA Queensland conference at The Edge on 6 November. We will then see a Christmas party event in December, stay tuned for further details. Thanks 2019, here's to 2020 and don't forget, whatever the time of year, you can always email, call, or tweet me using the contact details above.

VIC

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My first ALIA event returning to the role of Victorian State Manager was a wrap up of the New Librarians' Symposium. I was struck by the enthusiasm of the ALIAVic and the Students and New Graduates Members who shared their experiences as part of the organising committee, attendees, or presenters. It was a great reminder of the willingness of ALIA volunteers to provide high quality professional development and networking activities for their peers. In recent months ALIA Groups in Victoria have facilitated activities, both face-to-face and virtual, ranging from webinars to pub trivia nights and IT training. The collegial experience of sharing with others is one of the greatest benefits of your ALIA membership. In coming months Victorian members are hosting even more events. Among them is the ALIA National Library and Information Technicians' Symposium held in Melbourne in November. Keep your eye on the events page of the ALIA website for details of all activities. Contact me for more information about how you can attend or contribute.

ALIA BOARD ELECTION 2020

YOUR ASSOCIATION. YOUR OPPORTUNITY TO LEAD.
NOMINATE FOR THE ALIA BOARD OF DIRECTORS.

Nominations close 6 December 2019

Australian Library and Information Association

2020 ALIA Board Election

Your Association. Your Opportunity to Lead

Nominations for the ALIA Board of Directors opened on Monday 7 October 2019. This is your opportunity to make a significant contribution to your Association. We are seeking nominations for an Institutional Board Member and three General Board Members.

The successful candidates will take office at the Board meeting following our Annual General Meeting (AGM) to be held on 4 May 2020 as part of the ALIA National 2020 Conference in Sydney and will serve on the Board for two years. Nomination for the Board is open to all personal financial members of ALIA.

What's changed for 2020?

At the 2019 AGM ALIA Members voted to change the composition of the Board. The 2020 Board election will see the phasing in of the new Board structure that comprises a two-year term for the new President (to be elected in 2021);

one Institutional Director, elected by Institutional Members for a two year term; five general Directors for two year terms; with the Vice-President being appointed annually by the Board from the current Board membership.

What does being an ALIA Director mean?

ALIA Board Directors help to shape the Association's future direction, provide guidance to the executive team, make policy decisions and are responsible for the financial sustainability of the Association. Being an ALIA Board Director provides a unique opportunity to work directly with and for ALIA to ensure our Members are supported into the future.

Further information

Details about the role of ALIA Board Director and how to nominate can be found on the ALIA website. Nominations opened Monday 7 October and close Friday 6 December 2019.
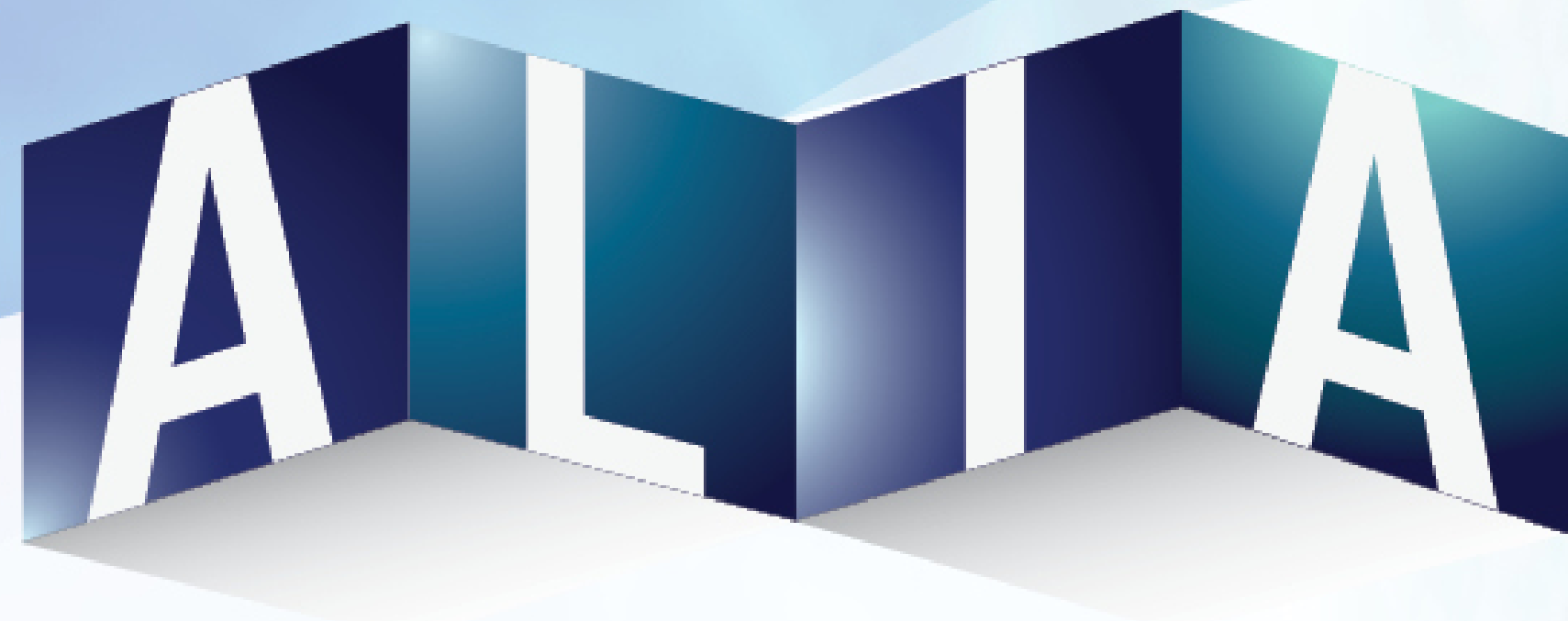
ALIA

NATIONAL 2020
CONFERENCE

Monday 4 to Friday 8 May 2020
International Convention Centre Sydney

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Join your peers at ALIA National 2020 Conference for a thought-provoking Courageous and Audacious experience.

We need to be courageous in supporting those who are disadvantaged, sidelined and can't always speak for themselves.

We need to be courageous in working on projects which are outside our comfort zone.

We need to be audacious in progressing new ideas, taking risks and being prepared for things to fail sometimes.

And **we need to be audacious** in presenting our case to decision-makers whose perspective may be very different from ours.

REGISTER NOW!

Visit **nationalconference.alia.org.au** for details on registration fees, entitlements and terms and conditions.

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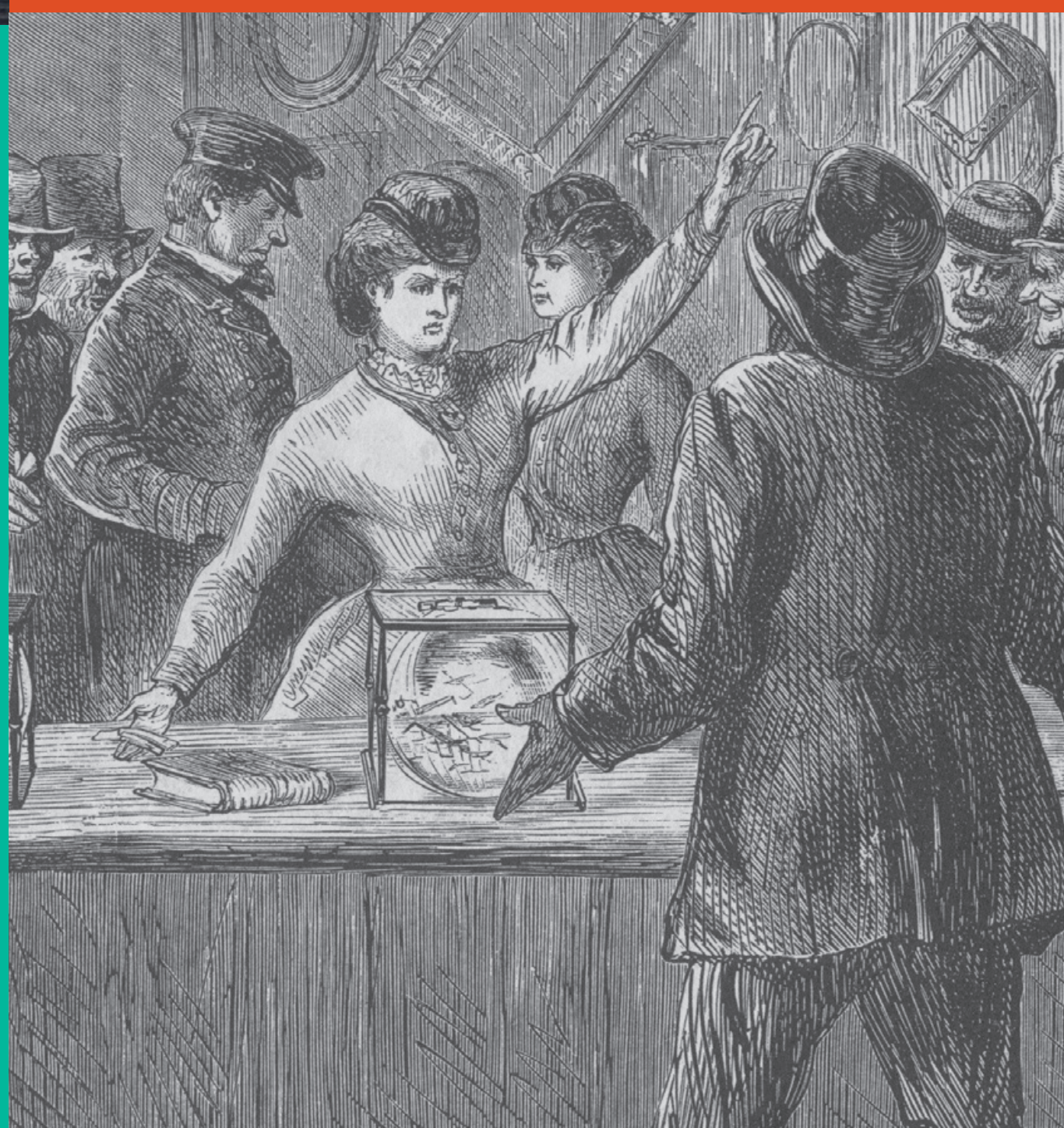# GALE PRIMARY SOURCES

COMING SOON

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CHINA AND THE MODERN WORLD: HONG KONG, BRITAIN AND CHINA

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