



**CONTINUING PROFESSIONAL  
DEVELOPMENT & WORKPLACE  
LEARNING**

# UPDATE

## CPDWL

*Newsletter of the **Continuing Professional Development  
& Workplace Learning** Section #43 of the  
International Federation of Library Associations and Institutions*

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## Standing Committee, Officers & Corresponding Members

### Responsibilities

CPDWL Standing Committee, Office Bearers & Corresponding Members (revised May 2017)

**\*Mandate ends August 2017**

**\*\*Mandate begins August 2017**

NAME	ADDRESS & CONTACT NUMBERS	TERM	RESPONSIBILITIES
<b>Officers</b>			
Catharina Isberg Co-Chair	Library Director Helsingborg City Libraries Stadsparken, 251 89 HELSINGBORG, Sweden Tel. +46 42-10 34 60 <a href="mailto:cathis.isberg@gmail.com">cathis.isberg@gmail.com</a>	2nd term 2015-19	Oversee strategic direction and revision of Strategic Plan. Section representative at Coordinating Board meetings.
Ewa Stenberg Co-Chair	Librarian Malmo University Library Malmo University, Orkanen Library MALMÖ 205 06 Sweden Tel. +46 (0 ) 40-6658304 <a href="mailto:ewa.stenberg@mah.se">ewa.stenberg@mah.se</a>	2nd term 2017-21	Oversee strategic direction and revision of Strategic Plan. Section representative at Coordinating Board meetings
* Vivian Lewis Secretary	Acting University Librarian McMaster University Library Mills Library, Room 204 McMaster University HAMILTON, Ontario L8S 4L6 Canada Tel: +1 (905) 525-9140, ext. 23883 <a href="mailto:lewisvm@mcmaster.ca">lewisvm@mcmaster.ca</a>	1st term 2013-17	Organise committee meetings and manage agenda/minutes.
<b>Standing Committee Members</b>			
Mary S. Laskowski Information Coordinator	Head, Collection Management Services Associate Professor, University Library University of Illinois Urbana-Champaign 1408 W. Gregory Drive URBANA, Illinois 61801 USA Tel. +1 (217) 244-3771 <a href="mailto:mkschnei@illinois.edu">mkschnei@illinois.edu</a>	1st term 2015-19	Manage website. Provide information to IFLA website coordinator Member of communication group
Juanita Jara de Súmar Newsletter Editor	Liaison Librarian (Retired) McGill University Library Home: 55, St. Sylvestre #106 LONGUEUIL, Quebec, J4H 2W1 Canada Tel: +1 (450) 674-1646 <a href="mailto:juanita.jaradesumar@mcgill.ca">juanita.jaradesumar@mcgill.ca</a>	2nd term 2017-21	Edit and produce two newsletters per year Member of communication group Translate CPDWL documents into Spanish
* Eileen Breen	Executive Publisher Emerald Group Publishing Limited, UK <a href="mailto:ebreen151520@btinternet.com">ebreen151520@btinternet.com</a>	1st term 2013-17	Member of communication group
* Rebecca Brown	Trainer/Curriculum and Content Spec. National Library of Medicine Training Center. Spencer S. Eccles Health Sc. Library University of Utah, 10 North 1900 East SALT LAKE CITY 84112-5890 USA Tel: +1 (913) 232-7595 <a href="mailto:rebecca.brown@utah.edu">rebecca.brown@utah.edu</a>	1st term 2013-17	
Mary Ellen Davies	Executive Director Association of College and Research Libraries USA <a href="mailto:mdavis@ala.org">mdavis@ala.org</a>	1st term 2016-19	
Jane Dysart	Partner, Dysart & Jones Associates 47 Rose Park Dr. TORONTO, Ontario M4T 1R2 Canada <a href="mailto:jane@dysartjones.com">jane@dysartjones.com</a>	1st term 2015-19	

* Matilde Fontanin	Librarian Università di Trieste, Biblioteca della sede di Gorizia Via Alviano, 18 34170 GORIZIA (GO) Italy Email: <a href="mailto:fontanin@pug.units.it">fontanin@pug.units.it</a>	2nd term 2013-17	Webinars
Loida Garcia-Febo	President, Information New Wave PO Box 90789 BROOKLYN, NY 11209. USA Tel. +1 (646) 470-5190 Email: <a href="mailto:loidagarciafebo@gmail.com">loidagarciafebo@gmail.com</a>	2nd term 2015-19	Webinars
Almuth Gastinger	Senior Academic Librarian. NTNU University Library Høgskoleringen 1 7491 TRONDHEIM Norway Email: <a href="mailto:almuth.gastinger@ub.ntnu.no">almuth.gastinger@ub.ntnu.no</a>	1st term 2015-19	
** Svetlana Gorokhova	Head, Center for International Cooperation Rudomino All Russia State Library for Foreign Literature (VGBIL) 1 Nikoloyamskaya Street 109189 MOSKOW Russia Email: <a href="mailto:svetagorokhova@gmail.com">svetagorokhova@gmail.com</a>	1st term 2017-21	
Gillian Hallam	Adjunct Professor LIS Science and Engineering Faculty Queensland University of Technology GPO Box 2434 BRISBANE Qld 4001 Australia Email: <a href="mailto:g.hallam@qut.edu.au">g.hallam@qut.edu.au</a>	1st term 2015-19	
Sandy Hirsh	Professor and Director, School of Library and Information Science San Jose State University, SAN JOSE, CA 95192-0029, USA Tel. +1 (408) 924-2491 Email: <a href="mailto:Sandy.hirsh@sjsu.edu">Sandy.hirsh@sjsu.edu</a>	2nd term 2017-21	
Holly Hubenschmidt	Head of Instruction, Liaison and Reference Services Webster University Library Webster Groves Main Campus USA Email: <a href="mailto:hollyh@webster.edu">hollyh@webster.edu</a>	1st term 2015-19	
* Anne Lehto	Director Tritonia Academic Library 65200 Vaasa Finland Tel. +358 (29) 449 8500 Email: <a href="mailto:anne.lehto@triton.fi">anne.lehto@triton.fi</a>	2nd term 2013-17	
* Cindy Lombardo	Deputy Director, Chief Operations Officer Cleveland Public Library 325 Superior Ave CLEVELAND, OH 44114 USA Tel: +1 (216) 623-28781 <a href="mailto:cindy.lombardo@cpl.org">cindy.lombardo@cpl.org</a>	1st term 2013-17	
* Mary-Jo Romaniuk	Associate University Librarian & Adjunct Professor, School of Library and Information Studies University of Alberta EDMONTON AB T6G2J8 Canada Tel. +1 (780) 919-0172 Email: <a href="mailto:mary-jo.romaniuk@shaw.ca">mary-jo.romaniuk@shaw.ca</a>	2nd term 2013-17	
Nadia Temmar	Sous-directrice, Bibliothèque Ecole Supérieure de Banque BP 156 Bouzaréah, ALGER Algérie Tel & fax +213 23 23 67 53 <a href="mailto:nadiatemmar@yahoo.fr">nadiatemmar@yahoo.fr</a>	1st term 2015-19	
** Ivana Todorovic	Senior Librarian National Library of Serbia Department for Research and Develop- ment of the Library Information System Skerliceva 1, 11000 BELGRADE <a href="mailto:ivana.todorovic@nb.rs">ivana.todorovic@nb.rs</a>	1st term 2017-21	

Corresponding members, consultants and other roles			
Mary L Chute	State Librarian New Jersey State Library PO Box 520 (185 West State Street) TRENTON, NJ 08608 USA 609 278-2640 Ext 101 <a href="mailto:mchute@njstatelib.org">mchute@njstatelib.org</a>		Consultant
Monica Ertel	Director, Global Information Services Bain & Company One Embarcadero Center #3600 SAN FRANCISCO CA 94901 USA Tel. +1 (415) 6271352 Email: <a href="mailto:monicaertel@yahoo.com">monicaertel@yahoo.com</a>		Consultant
* Lawrence Abraham Gojeh	Department of Information Science Jimma University P.O.Box 378, JIMMA, Ethiopia Email: <a href="mailto:lawrencegojeh786@gmail.com">lawrencegojeh786@gmail.com</a>	1st term 2015-17	
* Ulrike Lang	Head of Education + Training Dept. State and University Library Von Melle Park 3 D-20146 HAMBURG Germany Tel. +49 (40) 428385696 . Email: <a href="mailto:lang@sub.uni-hamburg.de">lang@sub.uni-hamburg.de</a>	1st term 2015-17	
* Lydia Namugera	Makerere University P.O. Box 7062 KAMPALA, Uganda Email: <a href="mailto:lydianamugera@gmail.com">lydianamugera@gmail.com</a>	2nd term 2015-17	
* Susan Schnuer	Associate Director University of Illinois, Mortenson Center 1402 Gregory Drive, Room 142 URBANA, Illinois 61801 USA. Tel. +1 (217) 3330031 Email: <a href="mailto:schnuer@illinois.edu">schnuer@illinois.edu</a>	2nd term 2015-17	Satellite Guide
Jana Varlejs	Professor Emerita, Rutgers School of Communication & Information Home: 612 S. First Ave., HIGHLAND PARK, NJ 08904 USA Tel. +1 (732) 846-6850 Email: <a href="mailto:varlejs@rutgers.edu">varlejs@rutgers.edu</a>		Consultant Editor: CPD quality project



**Continuing Professional  
Development and Workplace  
Learning Section**

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## Letter from the co-Chairs

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**Catharina Isberg**



**Ewa Stenberg**

### Dear colleagues, members and friends of CPDWL,

Greetings to all of you as we reach summertime in the Northern hemisphere.

In August the IFLA WLIC 2017 will be taking place in Wroclaw, Poland, and we look forward to meet you all there. The CPDWL Section will host several sessions on Professional Development, read more about the sessions later in the newsletter.

Every second year there is the possibility of applying to serve on a standing committee and every second year some of the members have to leave because their term comes to an end. This year some members' terms end, and we reluctantly say goodbye to them. As co-chairs we want to thank each one of you for all your contributions to the work and activities done by the section. At the same time new members will join the Standing Committee. In Wroclaw we welcome Svetlana Gorokhova, Russia and Ivana Todorovic, Serbia to our community!

At the standing committee meeting in Wroclaw, one of the points on the agenda will be the election of officers (Co-chairs and Secretary) and the appointment of the Information Coordinator. At present these positions are held by:

- Catharina Isberg – Co-chair
- Ewa Stenberg – Co-chair
- Vivian Lewis – Secretary
- Mary Laskowski – Information Coordinator

All of the standing committee members are eligible to serve as officers. At the present time the nomination is ongoing within the standing committee. The election will take place during the first business meeting in Wroclaw.

In 2016 we were happy to have the revised Quality Guidelines published and recognized as an IFLA standard. The implementation of the CPD Guidelines started already last year, but the document has reached a wider audience in 2017 thanks to translations into several languages, for example Arabic, German and Swedish. A poster based on the guidelines has been accepted for the Poster Session in Wroclaw. The poster will also be available (in a smaller version) in Arabic, Chinese, German, Polish, Spanish and, hopefully, still more languages. In Sweden and Germany the CPD Guidelines are being promoted by the National Library Associations and we hope this inspires others.

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In early 2017, the Standing Committee held a Midyear Meeting online. The virtual format worked well and the Meeting Minutes are available on the website. The virtual format was also used for the follow up of the IFLA's Global Vision workshop in Athens, Greece which took place in April. You will read more about the Vision meeting in the Newsletter.

The worldwide quarterly series of webinars "New Librarians Global Connection: Best practices, Models and Recommendations," is very much appreciated and were well attended also this year. The free webinars are hosted in partnership between ALA and IFLA (NPSIG and CPDWL). The most recent webinar was presented on March 8, under the heading "The Sharing Economy and libraries" - watch out for the upcoming webinar.

At the IFLA WLIC in August, CPDWL has a number of sessions of high interest within the continuing professional development field:

1. *Staff Development & CPDWL Guidelines: Rapid Fire Cases & Discussion* on Tuesday, August 22 at 13:45 – 14:45 (session no 164).
2. *The Accidental Assessment Librarian: Building Data Analysis and Evaluation Skills in Academic and Public Libraries* (session no 234). Thursday, August 24 at 10:45 - 12:45
3. *New Librarians for New Times: Continuous Learning to Become Change Agents in a Changing World*, A knowledge café in collaboration with KM and IFLAPARL on Wednesday, August 23 at 11:45 - 12:45 (session no 183).
4. *Best Practices of Internships, Practicums, Field Experiences and Mentorships in LIS Education*, on Monday, August 21 at 13:45 – 15:45 (session no 117). This is a joint session with the School Libraries Section, SET and CPDWL

You will find further information on the sessions in this newsletter. We look forward to seeing you during these four highly topical sessions!

The Standing Committee meetings during the IFLA conference are always open to all WLIC-delegates. So, if you are attending the IFLA conference in Wroclaw, we welcome you to visit the following SC-meetings of the CPDWL Section:

- Saturday, August 19 at 10:15-12:15 in room 36/01 (SC I, Session no 032)
- Wednesday, August 23 at 8:00-10:30 in room IASE 1/51 (SC II, Session no 183)

We welcome all to join our Facebook group, visit our blog or the CPDWL web page to get the latest news from CPDWL. We are always happy to receive ideas, comments and feedback concerning the CPDWL work, so don't hesitate to contact us via the websites mentioned, or directly by email.

We hope that you will enjoy reading this newsletter. This is the last co-chair letter from the two of us since we are not continuing as co-chairs after the elections in Wroclaw. We want to thank you all for great collaboration and an inspiring time as co-chairs! We look forward to continue the collaboration with you and to contribute to the good work of CPDWL in other ways in the future. See you all in Wroclaw!

CPDWL co-chairs,

**Catharina Isberg** [cathis.isberg@gmail.com](mailto:cathis.isberg@gmail.com)

**Ewa Stenberg** [ewa.stenberg@mah.se](mailto:ewa.stenberg@mah.se)

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## CPDWL program for the 2017 Congress in Wroclaw, Poland

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### Standing Committee Meetings

Saturday August 19	10.15 – 12.15	CPDWL SC Meeting 1	room 36/01
Wednesday August 23	8.00 – 10.30	CPDWL SC Meeting 2	room IASE 1/51

### Looking for Good Programs at IFLA WLIC? Mark Your Calendar to Attend a CPDWL Session! *Sandy Hirsh*

The Continuing Professional Development & Workplace Learning Standing Committee has many programs planned at IFLA WLIC in August. In fact, you can attend one of CPDWL's sessions each day you are at the conference! CPDWL's sessions this year range from internship/mentoring practices to staff development challenges and solutions to continuous learning requirements for professionals to the importance of building data analysis and evaluation skills.



Here is a day-by-day run down of what CPDWL has in store for you at the conference.

Monday August 21 13.45 - 15.45

*Bridging the Gap from School to Library: Best Practices for Planning, Participation and Assessment of Internships, Practicums, Field Experiences and Mentorships in LIS Education* (Session 117)

Get your conference started with this joint session put together by the School Libraries Section, SET and CPDWL. Six papers were accepted from Finland, China, Canada, Pakistan, and the United States to address planning mentorships and internship; assessments of mentorship and internships by students and by LIS programs; and goals and competencies for mentorships and internships. The titles of these papers are:

- **TALint at the University of Toronto:** Launching and Sustaining an Internship Program
- **Graduates on Placement:** Perceptions About Effectiveness and Learned Professional Skills
- **Data-driven Field Experiences for Mutual Improvement**
- **Immersion Librarianship:** An Assessment of Transforming LIS Students' Professional Worldview Through a Service Learning Project at an International School Library
- **Mentoring LIS Students During their Internships:** Case Study
- **The Best Practices for LIS Education:** Embed in Scientific Research Lifecycle

Tuesday August 22 11.45 - 12.45

*Staff development and the CPDWL Guidelines: Rapid Fire Cases & Discussion* (Session 164)

CPDWL debuted new CPDWL Guidelines (<https://www.ifla.org/node/10540>) at last year's IFLA WLIC in August 2016 in Columbus, Ohio. This year, again working with the CPDWL Guidelines, CPDWL is putting on a session that is focused on staff development challenges, case studies and potential solutions. The session addresses common challenges in staff development, such as time needed for staff development, the costs for staff development, whose responsibility it is to ensure learning (employer vs. employee), whether individuals or HR professionals will get training, etc. It begins with brief rapid fire presentations from five speakers from around the world, followed by table discussions of challenges, creative ideas and practices as well as possible solutions for providing staff development in libraries. Here are the five rapid fire speakers and topics:

- 
- Strategy for Professional Development (Australia) - **Judy Brooker**, Director of Learning, Australian Library and Information Association (ALIA) discusses results when the onus is on practitioners to keep up and the association provides a strong professional development program.
  - Institutional Strategy: Chattanooga Public Library (USA) - **Corinne Hill**, Director, Chattanooga Public Library discusses creative HR policies and practices that ensure staff continue to develop their skills (from circulation to barista), that the right staff with diverse skills provide the best possible services, and more!
  - Institutional Strategy: McMaster University (Canada) - **Vivian Lewis**, University Librarian, McMaster University discusses a staff driven/organic approach to professional development.
  - Institutional Strategy: Helsinki Public Library (Finland) – **Kristina Virtanen**, Project Manager, Helsinki City Library discusses Nordic transnational model of staff development programme for a new generation of middle management.
  - Institutional Strategy: Cubiss (The Netherlands) – **Marieke Hezemans**, Project manager Library Innovation at Cubiss, discusses how they keep the staff of libraries inspired to create relevant community programs. With a special focus on young professionals.

Wednesday August 23 13.45 - 14.45

*Knowledge Cafe: New Librarians for New Times: Continuous Learning to Become Change Agents in a Changing World* (Session 200)

One of the most popular events that CPDWL organizes each year at WLIC is the Knowledge Café, an interactive event where attendees engage with each other on timely topics. This year, CPDWL is partnering with Knowledge Management and Library and Research Services for Parliaments to focus on the changing and challenging role of librarians in the ever-evolving information world. Presentations and discussions will focus around the following topics:

- ***Crowdsourcing for Library Decision Making: How to Encourage Diverse Thoughts and Ideas*** - K. Jane Burpee, McGill University, Canada
- ***Focusing on the Critical, not the Urgent: Practices and Tip – s*** Jane Dysart, Dysart & Jones Associates, Canada
- ***Building Leadership Skills for Individuals and Teams*** - Lillian Gassie, Library of Congress, United States
- ***Keeping up with our Changing World: Intelligence Gathering Strategies*** - Elizabeth Turner, TPG Global, United States
- ***Developing an Innovative Library Culture in the Workplace*** - Ewa Stenberg, Malmo University, Sweden
- ***Competencies for Future Success: Libraries and Librarians*** - Almuth Gastinger, NTNU University, Norway
- ***What to Expect from New Grads*** - Sandy Hirsh, San Jose State University: School of Information, United States
- ***Change Management Techniques: Communication and Leadership*** - Karin Finer, European Parliamentary Research Service, Belgium
- ***Staff Continuous Learning: Practices and Techniques*** - Gillian Hallam, Queensland University of Technology, Australia
- ***Librarians as Mentors and Coaches: Supporting Education, Research and Well-Informed Decision-Making*** - Ulrike Lang, State and University Library Hamburg, Germany
- ***Stimulating Collaboration and Social Interaction: Best Uses of Library Spaces*** - Vivian Lewis, McMaster University, Canada
- ***New Skills for New Roles: Integrating a Wider Range of Public and Commercial Services in Library Offerings*** - Loida Garcia Febo, Information New Wave, United States

Thursday August 24 10.45 - 12.45

*The Accidental Assessment Librarian: Building Data Analysis and Evaluation Skills in Academic and Public Libraries* (Session 234)



Given the growth in library assessment activities in the past decade, you will not want to miss this session. In this interactive session, you will hear from librarians who have made the transition to specialist roles in assessment and evaluation, and learn how library managers are building these essential skills within their teams.

- **Libraries as Creative Spaces: Measure Your Impact** - Jane Cowell, State Library of Queensland, Australia
- **Quantitative Methods in CPD Mapping** - Ewa Stenberg, Malmo University, Sweden
- **Succession Planning, Capability Development and the Assessment Team: Building Expertise and Services Within a Research Library** - Dee Magnoni, Los Alamos National Laboratory, United States
- **Helping Assessment Professionals Thrive: A Director's Perspective** - Vivian Lewis, McMaster University, Canada

Then you will move between tables to discuss different topics, such as training assessment strategies, professional education, qualitative assessment, quantitative assessment, web usability, managing an assessment project, data analysis, communicating and advocating for assessment, developing others, and first steps in assessment. This session was co-organized by Statistics & Evaluation and CPDWL.

With so many choices, you will have many opportunities to learn new things, hear best practices, and meet new colleagues who share your interests in CPDWL. We look forward to seeing you at the CPDWL sessions in August in Wrocław!

### Poster Sessions:

***Building a five star profession: IFLA Guidelines for Continuing Professional Development***  
Gilliam Hallam CPDWL SC



The future of the LIS sector depends on ensuring that our high quality professionals have the knowledge and expertise to design and deliver information services which meet the current and future needs of their communities.

**IFLA Our 5 star profession needs...**  
IFLA Guidelines for Continuing Professional Development : Principles & Best Practices

**Learners ☆☆☆☆☆**  
Individual professionals who are responsible for their own ongoing learning to:  
 • further personal career development  
 • support the employing organisation achieve its goals for excellent service  
 • contribute to the growth of the profession

**☆☆☆☆☆ Employers**  
Employers who demonstrate organisational commitment and leadership to:  
 • develop effective personnel policies and procedures  
 • allocate the budget and time for staff learning  
 • offer a high-quality programme of training and learning opportunities

**Library associations ☆☆☆☆☆**  
Professional associations which champion the importance of staff development to:  
 • coordinate the policies, resources and strategies to support high-quality CPD  
 • communicate information about CPD opportunities  
 • provide incentives for LIS professionals to pursue continuous learning

**☆☆☆☆☆ LIS educators**  
LIS educators who promote the imperative for career-long learning to:  
 • provide opportunities for postgraduate education  
 • advise professional and government bodies on CPD needs and practices  
 • involve students and professionals in research into practice

**Training providers ☆☆☆☆☆**  
LIS training providers who develop and deliver high quality CPD activities to:  
 • provide opportunities to develop new understandings and skills  
 • revise the principles of adult learning theory and instructional design  
 • make use of the appropriate facilities, technologies and resources

Gilliam Hallam & Jans Vansteij, CPDWL IFLA CPD Principles and Best Practices: Expertise (08-2016)

This poster articulates the importance of continuing professional development (CPD) for all stakeholders: individual learners, employers, professional associations, LIS educators and training providers. It argues that to be a five-star profession, all players must commit to the principles of best practice in CPD and work together to create and support opportunities for ongoing learning and development.

The poster not only aims to increase awareness of the value of CPD in general and of the IFLA Guidelines for CPD resources in particular, but also to promote the work of the IFLA Section for CPDWL. It is designed to be displayed in libraries, information centres and training environments across the world. The principal poster will be developed in English, with translations into all IFLA official languages. The Creative Commons licence will allow for translation into other languages as well.

To date we have received translations in Chinese, Arabic, Russian, Spanish and German, with French, Italian,

Swedish, Norwegian and Polish on their way.

If you are interested in translating the poster into your own language, please contact **Gill Hallam** [g.hallam@qut.edu.au](mailto:g.hallam@qut.edu.au) to get a copy of the master file.

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## Introducing the new Standing Committee members

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### Ivana Todorovic



Ivana Todorovic graduated from the Department of Library and Information Science at the Faculty of Philology, University of Belgrade and finished M.A. thesis on reference services in libraries at the same Department.

Ivana is a senior librarian at the Department for Research and Development of the Library Information System, National Library of Serbia.

Prior to her current position, she was a special librarian in the Museum of Applied Art in Belgrade, and a librarian in the Department for User Information Services, National Library of Serbia. She has been working at her current position since 2008, and her responsibilities, among others include: providing professional assistance to librarians, participating in continuing professional development of library and information professionals, monitoring the current state of libraries in the country and suggesting the measures of their improvement. She participated as a lecturer in several accredited programs of professional development for school and public librarians. From 2015, she is a member of the Republic Commission for State professional exam in Librarianship.

### Svetlana Gorokhova



Svetlana graduated from Moscow Linguistic University in 1989 with Red Diploma in English Language. During her last year of University she joined the All Russia State Library for Foreign Literature (6 million items in 146 languages) as a Reference Librarian, and has been working there since then.

Svetlana completed a number of international courses to gain skills of public deliberation and for training other librarians on how to handle the challenges of serving multicultural populations and promoting cultural diversity. She has served for two terms on the Standing Committee of IFLA's section Library Services to Multicultural Population.

At present, she is the Head of the Center for International Cooperation, and coordinates a number of projects featuring the library as a community center. The Center works with various national cultural centers such as the British Council, the American Cultural Center, Center of Iranian Culture, Bulgarian Cultural Institute, Japan Foundation, the Netherlands Educational Center, Azerbaijan Cultural Center and many others.

Since 1998 Svetlana is also coordinating the inter-regional project "Library as a Community Center", uniting 7 regions of Russia (Saratov, Bryansk, Moscow, St Petersburg, Novosibirsk, Kemerovo, Vologda and Tomsk), teaching librarians to use methodology of public forums to address the local community's challenges, providing neutral space and friendly atmosphere for public discussion.

She is a happy wife and mother of two lovely teenagers.

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## From the Information Coordinator

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### Mary Laskowski

Head, Collection Management Services  
University Library, University of Illinois at Urbana-Champaign  
IFLA CPDWL SC Member



The CPDWL Section uses a variety of methods to communicate effectively with members and other interested individuals. We are always looking for ways to proactively share best practices, upcoming events and items of interest, so please consider repurposing local information by sharing with the broader community.

#### Website:

The IFLA CPDWL website at <http://www.ifla.org/cpdwl> includes information about the section, news items, links to newsletters and events, and important publications.

#### CPDWL Blog:

The CPDWL blog, found at <http://blogs.ifla.org/cpdwl/>, includes discussion threads and postings of events and webinars.

#### Facebook Group:

<https://www.facebook.com/groups/467504346631486/>

For any additional information, please get in touch with Mary ([mkschnei@illinois.edu](mailto:mkschnei@illinois.edu)).

[CPDWL Blog](#)

[CPDWL on Facebook](#)

[CPDWL on twitter](#)

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## **IFLA GLOBAL VISION DISCUSSION - How a united library field can tackle the challenges of the future**

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Catharina Isberg and Vivian Lewis, CPDWL SC

In April CPDWL co-chair Catharina Isberg and secretary Vivian Lewis participated in the kick-off workshop for the IFLA Global Vision initiative. During two days, all IFLA units (sections, divisions, special interest groups etc.) met in Athens, Greece, to start the discussion of how a united library field can tackle the challenges of the future.



As a follow-up to this extraordinary event, the CPDWL executive held a virtual meeting within the standing committee. Similar meetings will take place in different constellations globally. The results from the conversation will be reported to the Global Vision team of IFLA.

All the Global Vision meetings are a conversation about how a united library field can tackle the challenges of the future. Together we represent a lot of different experiences.

Over the course of two years (2017-2018), IFLA will involve as many library workers as possible in this global conversation. Participants are encouraged to continue the conversation in their own networks and organizations and to share the results with IFLA.



At the end of 2017, the first results of all the workshops and online discussions will be turned into a Global Vision Report which will, in turn, be adapted into concrete strategies, processes and work programmes in 2018.

To learn more about the global conversation, and download supporting materials to support your own activities, visit [globalvision.ifla.org](http://globalvision.ifla.org).

Stay tuned for news about the IFLA Global Vision discussion by following #iflaGlobalVision and make sure to cast your vote in August when the online voting platform is available on <https://globalvision.ifla.org/>.



## Round the region in 80 librarians : blended learning for local network building

**Matilde Fontanin**, Università di Trieste.  
CPDWL SC Member

The idea of blended learning for professional development has been rolling on the table for quite some time now, yet the consequences of the constructivist model were new to about 80 librarians in the Region of Friuli Venezia Giulia, the north-eastern end of Italy.

The local government contacted the regional chapter of the Italian Library Association (AIB) last autumn, and asked them for help to organise a professional development course for staff working in the public libraries in the region. The syllabus was to be designed for staff who had previously received little or no professional training and who probably lacked a formal background in library science.

The aim was to give people who work in contact with the population all year round an insight into the professional debate and the advances on librarianship and library science regarding library identity, functions, and educational services. The proposal comprised six modules to build up a path leading to the achievement of specific learning goals.

The schedule was immediately set, the first course to be held in March. Unfortunately, a delay in the approval of the plan left only April to November to deliver the 6 modules. Because people are generally on holiday from mid-July to August, our time was reduced to about 6 months: the



schedule had to be consequently made very tight. This put participants, teachers and tutors under a lot of pressure.



When the first module finally rolled out, 66 people had enrolled, and 56 completed the required work successfully. The second module started with 75 participants and is currently under way.

Each module comprises a face-to-face seminar to be repeated twice by the teachers in two different towns. This not only reduces the distance people have to travel, but also allows to break the large group in two, in order to facilitate interaction both with the teachers and among students.

Most of the work is carried out online, both individually and in groups, yet the bases for group-work are set during the face-to-face class. E-tutors had previously distributed participants into 12 groups, each constituted of people coming from different libraries and/or experiences: part-time or short-term workers side by side with long-term employees, and even graduates or undergraduates who had only had short experiences in libraries – sometimes as volunteers - and were eager to learn more.

At first, this intermingling made some eyebrows raise, especially from those participants who had no experience at all with e-learning and blended learning, but as the groups started working everyone was able to appreciate the advantages of exchanging experiences, points of view and attitudes towards technology: the marriage of a deep understanding of a territory's culture and institutions with a totally free, technology-oriented mind, cannot be but enriching for both parts.

The experience is still running, The results of the first module have been 12 projects for the improvement of library services, ranging from library services to the elderly population delivered with the help of the teenagers from a local school, to ideas meant to bring the library “outside itself” – for example by lending books at the local drugstore or supermarket. Other ideas included new services for children and the improvement of library communication through social media.



The aim of the present article is not to present the ideas themselves, but to underline what this experience meant for those who experienced it. Working together helped these librarians reflect on their territory, made them stronger as now they know that other professionals share their views and aims, and created connections which we expect will continue and build the basis for a lively regional professional community.

## Implementing the CPD Guidelines – an example from Sweden

Catharina Isberg, Ewa Stenberg, CPDWL co-chairs

The CPD Guidelines were approved by IFLA in May 2016. After this, the CPDWL standing committee started the work of promoting the guidelines and getting them translated into different languages. The official IFLA languages are prioritized but the aim is to have the guidelines translated into as many languages as possible in order to make them known and used globally.



The Swedish Library Association was one of the first members to approve the translation of the full version of the Guidelines into Swedish (not an IFLA official language). In early 2017 the guidelines were translated by a professional translator. The CPDWL section was involved, as Ewa Stenberg and Catharina Isberg reviewed the translation.

During the first months of 2017 there have been several activities to start using the guidelines:



- In January the Swedish Library Association in southern Sweden arranged a full day on continuing professional development. The guidelines was presented by Ewa Stenberg. During the day several invited speakers talked on the subject, either from a managerial point of view (Library Director Maria Haglund, Royal Technological University; Library Director Catharina Isberg, Helsingborg public library) and representatives from the librarian education at Lund University as well as Borås University. To get the Nordic perspective a representative from the Danish Library Education was invited.

- In February a one day seminar on continuing professional development was arranged by the Swedish Library Association and the Union for librarians SACO-DIK. The CPD guidelines were presented by Ewa Stenberg and a workshop was held.

- In May the yearly conference of the Swedish Library Association took place. During this conference, a session with a panel debate on continuing professional development was held. Catharina Isberg did a short presentation of the guidelines, but the main focus of the panel was to discuss the need of continuing professional development.
- In late May the Swedish IFLA network had a full day meeting. Catharina Isberg presented the guidelines in this meeting. The question to work on was “how can we use the guidelines in my IFLA section and at my workplace.” We hope this will result in more IFLA sections making use of the guidelines in their work.

Before the yearly Swedish library conference, the Swedish Library Journal published an issue with continuing professional development as the main theme. An article presented the CPD guidelines and Jana Varlejs was interviewed.

The graphic from the journal article is reproduced in this article. It shows the average percentage of professional development in the public libraries of the various regions in Sweden. The statistics are available in the yearly collected national statistic database at the Royal Library. The reason for the graphic is that guidelines state that 1% of the library budget should go to professional development.

Although there is support for professional development in many Swedish libraries, the figures indicate the importance of an active, ongoing work to develop good conditions for skills development.

We hope this description gives ideas on how to work nationally on the IFLA CPD Guidelines.

Graphics: Sandra Johnson <http://biblioteksbladet.se/sa-mycket-satsas-pa-fortbildning/>

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## 13th International Bibliotheca Baltica Symposium Rising to future challenges – new skills and competences for libraries the region

**Ulrike Lang.** lang@sub.uni-hamburg.de  
IFLA CPDWL SC Member

On October 20 and 21, 2016, more than 50 librarians met at the 2014 opened Latvian National Library in Riga for the 13<sup>th</sup> international symposium of Bibliotheca Baltica



If your library is focusing on North Europe you could join: The membership fee is 70.-Euro per year and you will get an interesting network <http://baltica.lnb.lv/>

Bibliotheca Baltica was founded in 1992 by librarians from Lübeck, Germany and today the members come from all countries surrounding the Baltic Sea.



Every second year the members meet for two days in different cities. Bibliotheca Baltica aims at uniting all types of libraries in the Baltic Sea Area in recognition of their joint responsibility to increase their efforts in preserving, developing, cataloging, publicizing, and making accessible their part of the Baltic Sea Area heritage.



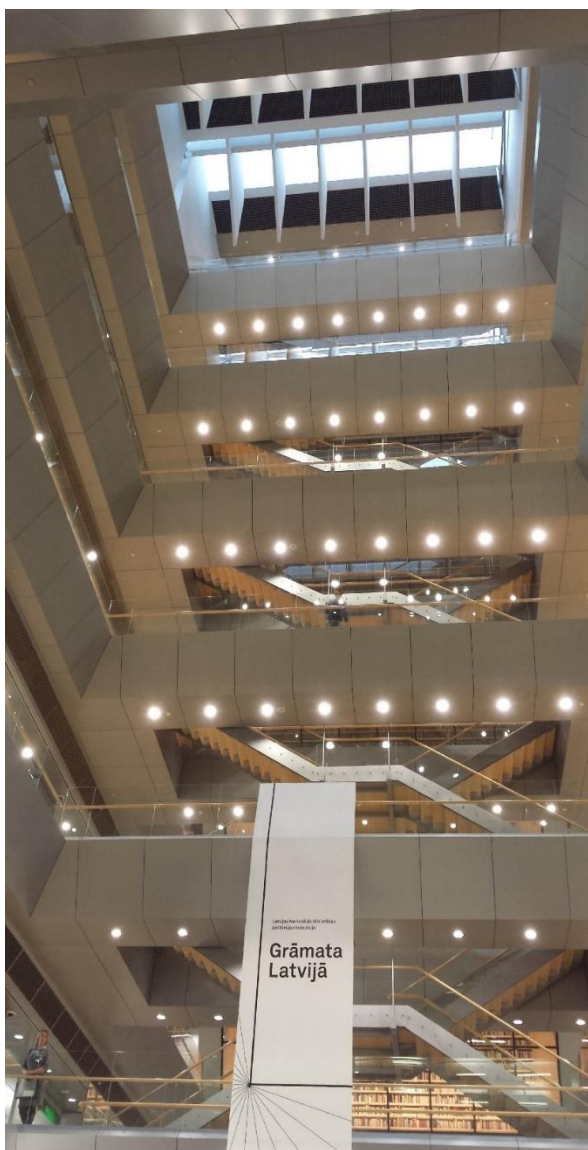
On the first day of the conference, the Executive Board made a decision that any institution which is interested in the development of librarianship of North Europe can be member of the organization. So it was not very surprising that colleagues from Minsk and Straßburg participated because, for example, the Bibliothèque National de Straßburg has a collection that focuses on North Europe.

The National library of Latvia in Riga is shaped like a big iceberg and is also called “the castle of light” and was created by the Latvian-American architect Gunars Birkerts who is famous for his buildings in extraordinary shapes.

The guided tour started in the huge entrance hall where a big auditorium for cultural events and concerts and a space for exhibitions are located. The opposite wall is covered with book shelves displaying donated books from the community members. To invite them for the opening of this spectacular building, the staff members organized a human chain from the old building to the new one and moved parts of the collections hand by hand to these shelves. Today the building hosts more than 5 million media units, administrated by 480 staff members.



Very nice is the clearly arranged colour concept of the floors, including the colours of the furniture.



A very important part of Latvian history is the “Dainu skapis” a drawer cabinet which contains the texts of thousands of Latvian folksongs. This collection is part of the UNESCO programme “Memory of the World”.

<http://www.unesco.org/new/en/communication-and-information/memory-of-the-world/register/full-list-of-registered-heritage/registered-heritage-page-2/dainu-skapis-cabinet-of-folksongs/>

The library is also famous for its collection of records and photos of Latvian history and culture.

And, by the way, the library is listed by Tripadvisor with four out of five stars. A very good merchandising method to get attention of your community and tourists. To visit the departments of the library you have to register with an ID. The officials said this necessary so they can have their statistics of visitors and users.

The professional programme of the conference presented draw a bow from digitization, open access, education and training and CPD. My focus will be on the last topic.

The University of Tallinn in Estonia presented the programme they offer together with the University of Parma, Italy: DILL, the International Master in Digital Library Learning. It started in 2013 as an Erasmus project, funded by the European Union (EU) but in 2015 the Oslo University, Norway left the cooperation and Tallinn and Parma tried to keep up with it. The master degree can be achieved via regular studies on campus, but also as online or blended learning.

The first semester will be the programme is presented in Tallinn and in Parma; the second semester only in Tallinn, and the third one only in Parma. When writing the master thesis the students can again choose freely Tallinn or Parma during the fourth semester. Participants so far have come from countries all over the world. Right now they are thinking of doing an evaluation about chances for the career. Interesting, from my point of view, is obviously the cultural and climatic gap between the places of study. <http://dill.tlu.ee/>

A lecture by the University of Helsinki, Finland presented their dealing with bibliometrics and altmetrics. The presenter closed with the provocative question of whether the current academic and librarian education is the right base and premise for knowledge and understanding in these

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areas. He is interested in a further discussion with colleagues worldwide. His presentation can be found on the website of Bibliotheca Baltica, as well as his contact details.

<http://libraryguides.helsinki.fi/metrics>

Libraries have to be the leaders by digital competencies and solutions. An important step is always the cooperation with archives and museums but also all other actors who support the infrastructure of culture, knowledge and research. So the national libraries of Estonia, Latvia and Lithuania cooperate with the University Library of Stockholm, Sweden to campaign for funding from the European Union. And they are still looking for more partners to achieve the tasks.

<http://baltica.lnb.lv/about/general-assembly/programme/speakers/#Gunnar>

Funding was a returning topic in many presentations. A colleague from Lithuania indicated that libraries are rarely mentioned in official documents of the EU and mostly only in connection with culture. Advocacy is the magical word to be present in official papers and be regarded as something worth funding. And this is probably not only a European problem. How can you find the politicians and administrators who will listen when you describe the efforts and achievements of your library?

“Elitism for all”, the Bibliotheque National de Strasbourg, France is cooperating in research projects and serves as host for scientific conferences and exhibitions. And of course they cooperate with academic partners and libraries in Europe. As a result of new and modified responsibilities of the library, they have implemented extensive trainings for the staff in communication, languages and new services. Of course these processes are never finished, so the institution has to work on it strategically and continuously.

And nowadays, in Europe, no conference can take place without talking about new user groups, such as immigrants, and how to facilitate their integration and widen their competencies and discuss the competencies that library staff need to support them. So we got a very good example from Espoo, Finland

[http://www.espo.fi/en-US/Culture\\_and\\_sport/Library](http://www.espo.fi/en-US/Culture_and_sport/Library)



One platform to support distance learning can be Moodle. In Latvia, they can use now a Latvian language version which is an advantage, but it is also a disadvantage because it is an old version which has to be updated after every adoption of new features. For the users, the concept will change constantly. Since 2011 the platform has only been used to place materials for librarians

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for CPD, but in 2017 they will start with the first module for a programme for those who don't have a librarian degree. And they hope to create their first MOOC this year, too.

When librarians of the Baltic Sea area meet nowadays, there is always a presentation about Dokk1 in Aarhus, Denmark. The presentation was titled Transformation of space and competences. They are not hiring librarians anymore. They are looking for staff with very specific competencies, like programme editors, space makers, game makers or design thinkers. The theoretical qualification is not as important as competencies and skills. Their slogans "meet the customers where they are and what they are" and "let the customers do with the space what they like" give room for partnerships with all groups of the society.

Aarhus is a small town with only 300.000 inhabitants but 3800 visitors per day at the library. And my favorite installation is the big gong in the entrance hall. Each time a baby is born in the local hospital, the gong lets the people know. So the library is really in the center of the community.  
[www.dokk1.dk](http://www.dokk1.dk) <https://dokk1.dk/book-about-dokk1>

The self-image of librarians is important and will describe the future tasks for us in the libraries. Finally, the participants had a discussion about non-formal education in libraries. Libraries have to decide for which societal problem they want to offer the solution.

The EU report of 2015 described that open learning environments like public libraries or open universities could help with the cooperation of the education sectors.

Most of us are happy when we can develop and provide training with schools, museums, health institutions or publishers and bookshops, but it might be critical when the electric power station closes their local and regional offices and asks the libraries if they can offer training in their spaces for the use of their products, billing etc., like they did in Lithuania. Especially in rural areas, librarians might not want to see the transformation of their library in a service center. They still want to be the keepers of books and knowledge and not the ones who provided a room with heating and electricity where the customers can do what they want, like they do in Aarhus.

So transformation doesn't start with the library as a room, it starts with us and we have to decide or shape the future.

Bibliotheca Baltica was the perfect platform to discuss with committed colleagues, but from my point of view the title of the conference should have been "Rising to future challenges – new skills and competences for librarians"



Join CPDWL!

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## CPDWL and NPSIG Webinars. New Librarians Global Connection: Best practices, models, and recommendations

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By Loida Garcia-Febo

CPDWL & IFLA Governing Board Member and Webinar Series Coordinator



Since 2012, CPDWL and IFLA's New Professional Special Interest Group (NPSIG) present webinars on issues of interest to librarians, library and information workers, and LIS students. During the year 2016-2017 we presented three webinars, two in English and one in Spanish. CPDWL members are currently coordinating one more webinar about "Design Thinking" for July 2017. Information about this webinar is included **after this article, on p. 23**, and it will be posted on the IFLA listserv and on CPDWL and NPSIG social media.

### Webinars in English

The webinars in English were presented in partnership with the American Library Association which provided the webinar platform and technical assistance. Our gratitude to ALA's International Relations Office which made possible these webinars. Big thanks to colleagues coordinating these webinars: CPDWL members, Sandy Hirsh and Matilde Fontanin, and NPSIG Convenor, Vesna Vuksan.

Our first webinar of the year was presented in October 2016 and it was entitled "Utilizing Partnerships to Expand Professional Development Opportunities Worldwide." The goal was to feature examples of partnerships and information to help those considering partnerships. CPDWL member and Professor and Director of the San Jose State University School of Information in USA, Sandy Hirsh keynoted the event, speaking about the successful worldwide Library 2.0 conference hosted by her school "Professional Development Outcomes of a Globally Based Virtual Conference Partnership : A Library 2.0 Case Study."

The webinar included fantastic speakers such as Susan Schnuer, Associate Director, Mortenson Center for International Library Program in the USA, and Svetlana Gorokhova, Head of Center for International Cooperation at the All Russia State Library for Foreign Literature in Russia. They spoke about a project that has benefitted many colleagues and individuals in both countries, "20 years of Russian – U.S. partnerships: Lessons learned." Alyson Dalby, International Librarians Network (ILN) Director of Business Operations spoke about this successful global mentoring program, "Rethinking mentoring: online, international peer mentoring with the International Librarians Network." Magdalena Krasowska-Igras, Project Coordinator in Information Society Development Foundation shared key information for those considering collaborations between countries, "Challenges and benefits of international cooperation for libraries."

Our second webinar was presented in March 2017 and the theme was "Sharing Economy and Libraries." The goal was to explore the intersection of this new societal trend and libraries which can also touch into library advocacy that would secure resources to develop new library programs and services. The event was keynoted by the President of Information New Wave, Loida Garcia-Febo, with a presentation entitled "Librarians building capacity for advocacy through education" where she spoke new avenues to take action to educate librarians and library advocates to build capacity for library advocacy in global, national, and local arenas. Renowned speaker and Director of the Delaware County District Library, George Needham, presented "What I Wish I Knew Then... and What I Wish I Knew Now" and shared insights about what he wished veteran

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librarians had told him at the beginning of his career, and what he wishes young librarians would tell him now, especially about the new sharing economy.

You can access the recordings of the webinars in English on the NPSIG website, <https://npsig.wordpress.com/webinars-2/past-webinars/>

### Webinars in Spanish

The webinar in Spanish was presented in partnership with the Latin America and Caribbean Section of IFLA (IFLA-LAC). The Association of Librarians of El Salvador-ABES provided the webinar platform and technical assistance. Our gratitude to Sueli Mara Ferreira, Chair of IFLA-LAC, Jonathan Pleitez, President of ABES and member of IFLA-LAC, and Jonathan Hernandez, Researcher at the CUIIB at the Universidad Autonoma de Mexico (UNAM), and an IFLA Leader.

The webinar was entitled “Libraries and the implementation of Agenda 2030 for Sustainable Development.” Sueli Mara Ferreira, Chair of IFLA-LAC, welcomed attendees and shared updates from the SC. Loida Garcia-Febo, IFLA Governing Board and CPDWL member spoke about IFLA advocacy related to Sustainable Development Goals, moving forward towards the 2030 Agenda, and how librarians and library associations can actively place libraries on their country’s national development agenda. Maria Violeta Bertolini, IFLA Advocacy Communication Officer, shared news about the International Advocacy Program of IFLA and the workshops carried out in different regions of the world to help countries, for example, to prepare to meet with elected officials and advocate for libraries to be included on national development plans. She also shared various free IFLA publications designed to help librarians succeed in this arena including [\*Access and Opportunity for All: How Libraries contribute to the United Nations 2030 Agenda\*](#) which is available in all the official IFLA languages. Ana Maria Talavera, President of the Peruvian Library Association and member of IFLA-LAC shared examples about libraries developing services that meet sustainable developing goals. Additionally, how the library association and librarians in her country have contacted elected officials and are working towards more inclusion on the national developing plans. You can access the recording of the webinar in Spanish here: <https://www.youtube.com/watch?v=jBsQljlauzk&feature=youtu.be>

## NJLA Professional Development Programming Guidelines 2017

By Jana Varlejs

The New Jersey Library Association (NJLA), Professional Development Committee has updated their Guidelines, introducing a series of revisions to earlier professional development procedures. Most useful to CPD event planners are the budgeting examples.

Key changes are:

- \* NJLA strongly recommends that each NJLA group presents a professional development event to NJLA members every other year (outside of the NJLA Conference).

- \* Funding will now be set aside for the purpose of paying for speaker and/or supply fees for NJLA professional development events. This will make it easier for groups to bring in outside speakers

Click [here](https://docs.google.com/document/d/1JdDrZRj55vcyg74SSD_2KDbRFuShc9ngFYQkphfVxXE/edit) to view the NJLA Professional Development Programming Guidelines - 2017 (https://docs.google.com/document/d/1JdDrZRj55vcyg74SSD\_2KDbRFuShc9ngFYQkphfVxXE/edit) .

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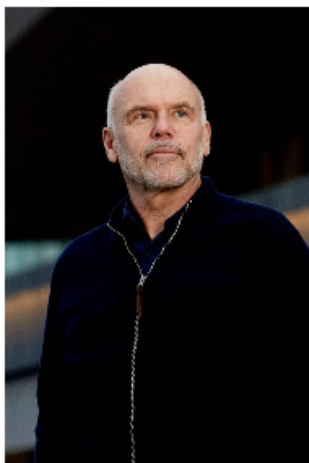
Free IFLA/ALA Webinar, 6 July at 18 UTC  
**Design Thinking: The Role of Library Staff in Participatory design**

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How can libraries adopt “design thinking” to improve their library services, programming and spaces? What do libraries need to do to prepare staff for the change? According to Tim Brown, president and CEO of IDEO, “Design thinking is a human-centered approach to innovation that draws from the designer’s toolkit to integrate the needs of people, the possibilities of technology, and the requirements for business success.” This webinar explores design thinking principles, showcases how design thinking can be used to improve what libraries do and how libraries address user needs, and identifies strategies that libraries can use to adopt design thinking into their own work.

Keynote **Rolf Hapel**, Director of Citizens’ Services and Libraries in Aarhus, Denmark

**“New Ways of Working – a Danish approach to Design Thinking and other participatory methods in the libraries”**



Rolf Hapel has been since 2006 director of Citizens’ Services and Libraries in Aarhus, Denmark. He is librarian by education and holds a master degree in Digitization and Public Administration. He has served as librarian, deputy manager, city librarian and di-rector in four Danish cities.

He has been chair of numerous steering groups, committees and advisory boards nationally and internationally. E.g. he is currently member of advisory board for EU project Public Libraries 2020, he was member of advisory board for the Global Libraries initiative of Bill and Melinda Gates Foundation 2008-2013, member of the jury in the competition for the new main library in Oslo in 2009 and advisor to Helsinki competition for new city library 2012. Member of PubliCA consortium 1997-99 and member of the Bertelsmann Foundation International Network of Public Libraries (INPL) 1999-2003. Member of the Danish Ministry of Culture Committee, forming the Danish act on public libraries, 2003.

Rolf has written many articles and he is an international renowned speaker on issues like library development and transformation. Among recent tasks on national level was heading the Danish Digital Library coordinating body. Internationally, the Next Library biannual conferences and the cooperation with Chicago Public Library and the design company IDEO supported by Bill and Melinda Gates Foundation on Design Thinking for Libraries have mapped Aarhus as one of the hot spots for public library development in the world. The biggest challenge for Rolf has been the realization of the stunning main library, Dokk1, that opened in June 2015 in Aarhus. It is a 30.000 m2 building reflecting a new concept of the physical library in the networked society and Dokk1 attracts 1,3 mill. visitors per year in a city of 330.000 inhabitants.

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Steven J. Bell, Associate University Librarian - Temple University, Philadelphia, USA

**“To Adopt Change Be the Change: Opportunities for Staff Engagement with Design Challenges”**



Steven J. Bell is the Associate University Librarian for Research and Instructional Services at Temple University. He writes and speaks about academic librarianship, learning technologies, library leadership, higher education, design thinking and user experience. Steven is a past-president of ACRL and a co-founder of the Blended Librarian's Online Learning Community on the Learning Times Network. He currently writes at Designing Better Libraries, a blog about design thinking and library user experiences. He authors weekly columns for Library Journal Academic Newswire, "From the Bell Tower" and "Leading From the Library". He is co-author of the book "Academic Librarianship by Design" and editor of the book "Crucible Moments: Inspiring Library Leadership". For additional information about Steven J. Bell or links to his projects, point your browser to <http://stevenbell.info>

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Sara Chiessi, Librarian at Paderno Dugnano, Milan metropolitan area (Italy)

**“The NewLib project: learning, testing and disseminating Design Thinking for libraries throughout Europe”**



Sara Chiessi works for the consortium/special agency CSBNO – Cultures, Sociability and Libraries Operational Network – in the public library of Paderno Dugnano, located in Milan metropolitan area (Italy). She is also a researcher on topics such as information literacy, impact evaluation of public libraries and library social value. She has worked for the Italian Library Association (AIB) and is currently a member of AIB's Study Group on Information Literacy. As a librarian, she is a member of one of the Italian library teams involved in the European project *NewLib–New Challenges for Public Libraries*, mentored by Dokk1 library (Denmark) and aimed at studying, applying and disseminating Design Thinking for libraries in European countries such as Italy, Portugal and Romania. Before becoming a librarian, she worked for several years in Film and TV Production as story editor.

Moderator: Matilde Fontanin – IFLA CPDWL and AIB (Italian Librarians' association) – please contact [mfontanin@gmail.com](mailto:mfontanin@gmail.com) for registration information.

The series "New Librarians Global Connection: Best Practices, Models and Recommendations" is organised jointly by IFLA New Professionals Special Interest group and IFLA SC Continuing Professional Development and Workplace Learning with the support of the American Library Association. For more information about the 2012-2017 series and to listen to a number of webinars, visit the following link <http://npsig.wordpress.com/webinars/>

Questions and requests for information about the series:

Loida Garcia-Febo  
Series Coordinator  
[loidagarciafebo@gmail.com](mailto:loidagarciafebo@gmail.com)

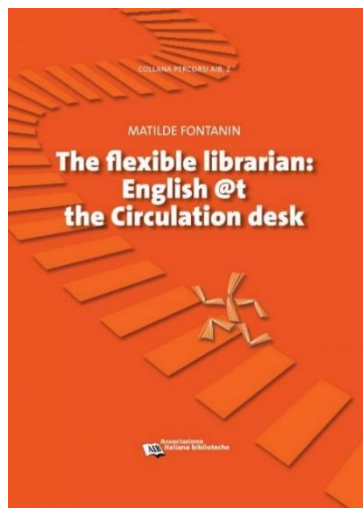


**Review:**

***The flexible librarian: English @t the Circulation desk/***  
**Matilde Fontanin. Roma: Associazione Italiana Biblioteche, 2017**



Juanita Jara de Súmar  
Newsletter Editor, CPDWL section

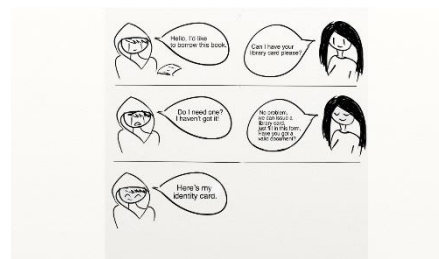


Matilde presents us with a very innovative text aimed at Italian and other foreign librarians with intermediate or advanced level of English. This text is the result of fifteen years of experience teaching English as a second language to librarians who need to help foreign users in the libraries.

The book consists of eight chapters with subtle drawings contributed by Matilde's son. Each of them has a dialogue in an audio file, vocabulary related to the topic, comprehension exercises which encourage interaction, and grammar points. There are also sections on commonly misused terms and "false friends" that cause misunderstanding due to their similarity to Italian words with a different meaning. URLs for the audio files and exercises are provided.

The topic of each chapter is a situation in the library, from finding your way around, registering as a user and borrowing a book or making photocopies, to describing the differences between public and university libraries, using the catalogue, searching and retrieving information, asking for ILL, and in the last chapter, how to write emails correctly.

Grammar points address the situational usage of verb tenses, questions and negatives, adverbs, prepositions and some difficult alternatives such as countable/uncountable, permission/ obligation, and ready-made phrases.



We also find appendices with the key to the exercises, transcriptions of the audio files, suggestions for further reading and a list of irregular verbs.

The book has been published in print and also in ePub edition. This last one is handy for librarians who want to learn at their own pace as it provides clickable links to the audio files and the solutions to the exercises. Overall, a very useful tool for continuing professional development.



**Continuing Professional  
Development and Workplace  
Learning Section**