

Careers info

Exciting work has been done on updating the careers Destination wiki. Check it out at: <http://destinationlibrary.pbworks.com/>

The wiki is a great place for young people to find out more about the profession.

Career expos are also on the agenda in April and May with Melbourne, Sydney, and Canberra. Supported by ALIA partnering with educational institutions and employers these expos provide the opportunity for interested prospective students to find out more about the profession from enthusiastic library professionals and educators. A big thank you must go to the ALIA Careers Working party and the Local Liaison Officers for making these expos a success.

Awarding of the Distinction of ALIA Associate Fellow

Congratulations to Jane Orbell-Smith for her admission to Associate Fellow membership of the Australian Library and Information Association. Jane has been a member of the ALIA PD Scheme since 2003 and has been recognised for her commitment to the profession.

Professional Development in Customer Service

In light of this month's customer service theme, ALIA has arranged with WebJunction to provide members with a choice of ten discounted customer service-based webinars. These online courses range in duration from 1 hour to 5 hours and include *Dealing with Angry Patrons*, *Identifying your Customers' Expectations*, and *Excellence in Internal Customer Service*.

At \$45.00 per course for ALIA members, the WebJunction courses represent a flexible, cost-efficient way to improve your customer service skills. For more information, including registration details, visit <http://www.alia.org.au/education/pd/pd.services/webjunction.html>.

Upcoming Courses

The next two months are a busy time on the professional development calendar.

ALIA's Professional Development and Careers Manager will lead a 1 hour Q & A-style teleconference on 27 April to answer queries about professional development.

On 5 May, Sue McKerracher, who acted as ALIA's Disaster Recovery Project Manager, will facilitate a FREE 1 hour teleconference discussion on disaster preparedness within the library and information sector.

FOLIOz is back with an excellent course in *May Making Your Case Successfully (Machiavel)* – 24th May–9th July 2010

This course aims to provide practical skills in developing and delivering a case for new or continued resources. The course is supported by real-life case studies and evidence on individual and collective management decision-making. See the ALIA Training calendar for more details. <http://www.alia.org.au/education/pd/pd.services/training.calendar.html>

Also in May, Dr Irena Yashin Shaw PhD will be running the telecourse *Public Speaking with Confidence*.

For Queensland members, Adam Le Good will be presenting three face-to-face courses in Brisbane from 18–20 May, *Managing Challenging Clients*, *Fundamentals of Supervision*, and *Leading Others Through Change*.

These are just a few examples of the many opportunities on offer. For more information, please visit <http://www.alia.org.au/education/pd/pd.services/training.calendar.html>.

Literacy training in public libraries for ACE Providers

The grant funded by ALIA/ALA provided opportunity for the delivery of a wider spread of programs in the community in both the library and through community based centers. By up-skilling and enabling volunteers, the City of Tea Tree Gully Library will offer a range of training opportunities in 2010, focusing on web 2.0 and literacy to a diverse range of groups including youth, the over 50s, elderly, and special groups such as the disabled, migrants, and refugees.

The first project focused on the opportunity to work with TAFE to provide training to tutors in the Northern Metro area, and also develop a pool of volunteers who can deliver training on behalf of the library to the wider community. Through a four week training course, these volunteers are now registered with the City of Tea Tree Gully Council and are able to deliver adult programs to the community twice a week in the Community Learning Centre.

The second project was aimed at up-skilling existing trainers with the knowledge and tools to present on web 2.0 technology. This program is offered through the Jack Young Centre in Salisbury, and through our Community Learning Centre.

Adult education is an important element in our communities of today and through working with service providers, community centers, and public libraries we can work together to ensure that education remains a key focus and continues to contribute to the overall development of individuals and the community as a whole.

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