MIND THE **GAPS**

DEBRA GILMORE, who recently received the ALIA Library Technician Research Award, tells us how the idea for her new research project came about and the benefits that her findings will provide to the LIS sector.

I completed my Diploma of Information Studies in 2012 and am currently studying towards my Bachelor of Information Studies. When I received a weekly email from ALIA announcing the Library Technician Research Award, the pieces all fell into place. I had recently completed an Introduction to Research subject in my bachelor course. At work the next day, I had just set up a camcorder for a teacher to record a classroom lesson and updated the IOS on seven iPads.

I had a light-bulb moment: I didn't remember doing any training in how to videorecord teachers in action or update iPad IOSs. And what about the other things related to information and communications technology (ICT) that I do on a daily basis to assist the staff and students? These are all things I know from three decades in the workforce and through life experience in general.

A research topic was born.

When considering if there is a need for increased ICT training in library technician courses in Australia, we need to know:

- what library technician courses currently offer students in regard to ICT training
- what employers need in a workplace-ready library technician
- what library technicians know at the beginning of their training
- what library technicians know at the end of their training
- which ICT tasks library technicians actually do on a day-to-day basis.

In my research, I will compare job advertisements and the answers to questionnaires completed by employers with information provided through questionnaires and diaries of library technicians currently working in Australian libraries. I will examine ALIA-accredited library technician courses to identify the ICT training currently offered by educators and identify any gaps in ICT duties and training.

The data gathered from this project will inform ALIA and library educators of the ICT requirements, which will assist in understanding future ICT training needs.

Debra Gilmore says IT skills are a must to help library users

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That's *Gold*

North Coast TAFE Institute's Diploma of Library and Information Services course, delivered fully online via TAFEnow, has become the first to gain a 'Gold' accreditation from ALIA.

Sue Wills, Head Teacher of Library, Information and Cultural Services for North Coast TAFE Institute said it was an honour to be the first registered training organisation to achieve the Gold standard. And one of its teachers, Judy Atkinson, was named 'Library Technician of the Year' (2014–15) at the ALIA National Library and Information Technicians' Symposium 2015 held in Hobart in September last year.

Library Technician of the Year and TAFEnow teacher Judy Atkinson (second from left) with industry colleagues from Coffs Coast City Library.