



MEET KATIE HADEN

This issue we meet ALIA Member KATIE HADEN, who tells us about her role, the challenges she faces and what she loves to do in her spare time.

WHAT DOES YOUR ROLE ENTAIL, AND HOW DID YOUR CAREER LEAD YOU TO THAT ROLE?

I'm a Customer Support Consultant at OCLC for WorldShare Management Services, CONTENTdm, and MARC record delivery, which means that if you use any of these products there is a good chance you've received an email at some stage from me! I help to identify areas for support, provide solutions for system-based problems, and train customers in how to use the products. There's a fair bit of liaising with other vendors and people in the GLAM/LIS industry in Australia and New Zealand.

Before this, I was a librarian, and in my previous working life I looked after content management, websites, administration and retail. I think that coming from a technical background and having systems skills led me to support and systems. I didn't set out to work for a vendor like OCLC but I'm glad I do, and I hope more librarians think about exploring vendor-related options.

WHO HAS INFLUENCED YOU MOST IN YOUR CAREER?

My mum has been my biggest influence; she's a librarian too, and she encouraged me to look at it as a career. I resisted at first, because who listens to their mum – and admits it? But she was right, and it's the only thing I would do.

WHAT IS THE MOST SATISFYING ASPECT OF YOUR JOB?

I love collaborating with customers to come up with new ways to use a system for more efficient or flexible workflow, and I love it when people start playing in a new system and get the confidence to create new collections, find new ways to use modules that we haven't even thought of, and share their experiences and knowledge with other libraries and patrons. Warm and fuzzy stuff.

WHAT PROJECTS HAVE YOU DONE THAT HAVE BEEN SUCCESSFUL IN LIBRARIES?

I love working with CONTENTdm and seeing the great collections people create for digital items. We have some great sites in Australia. In April I travelled to Darwin for the first time to train the NT library network in Discovery and Circulation. That was fantastic because we got to share ideas and workflows with libraries from all over NT with such diverse customer bases, and they'll all be able to share and access collections with each other. I'm embarrassed to say I grossly underestimated how big NT actually was until we flew over it!

WHAT DO YOU ENJOY DOING WHEN YOU'RE NOT WORKING?

I love wine tasting, Netflix marathons, crochet, finding new ways not to kill things in my garden, exploring parts of Melbourne I've never seen, and reading (although I never feel like I do it enough). I've also got two cats that I like to follow around the house and annoy for hugs.

IF YOU WERE STUCK ON A DESERT ISLAND, WHICH THREE BOOKS WOULD YOU LIKE TO HAVE WITH YOU?

This is tough because I'm not one for favourites! I'd probably take *Year of Wonders* by Geraldine Brooks, because I can read it over and over again; *A Short History of Nearly Everything* by Bill Bryson or something super nerdy like a guide to the elements on the periodic table, because I love stories behind the science; and *The Odyssey* by Homer (any translation), because it's just the greatest story – and if anyone can provide hope for returning from a desert island, it's *Odyssey*. 🌀

KATIE HADEN, AALIA (CP)
Customer Support Consultant
OCLC, Melbourne Vic
katie.haden@oclc.org