



**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 October 31,2015)

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>	1st term 2013-17	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>	1st term 2013-17	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 Tel. +39 (0481) 599263 Email: <a href="mailto:fontanin@pug.units.it">fontanin@pug.units.it</a>	2nd term 2013-17	
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 <a href="mailto:almuth.gastinger@ub.ntnu.no">almuth.gastinger@ub.ntnu.no</a>	1st term 2015-19	
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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>	1st term 2013-17	
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Anne Lehto	Director Tritonia Academic Library 65200 Vaasa Finland Tel. +358 (29) 449 8500 Email: <a href="mailto:anne.lehto@tritonias.fi">anne.lehto@tritonias.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	
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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	

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
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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	
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Lydia Namugera	Makerere University P.O. Box 7062 KAMPALA, Uganda Email: <a href="mailto:lydianamugera@gmail.com">lydianamugera@gmail.com</a>	1st term 2013-15	
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>	1st term 2013-15	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 Update CPD quality project



**Continuing Professional  
Development and Workplace  
Learning Section**

## 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 approach the end of 2016.

During 2016 the CPDWL Section has been involved in several activities and the standing committee members who joined us in 2015 are well into work. IFLA is now in the nomination phase for new standing committee members. Are you interested in joining our work? Please see the IFLA web page for information on how to become a standing committee member <http://www.ifla.org/officers-corner/sc-nomination>

During the year, CPDWL has strengthened our communication work with updated information on the web, as well as increased communication via Facebook. The CPDWL Facebook group has grown even more during 2016, from 1500 to more than 2000 followers.

The quarterly webinars hosted by CPDWL together with the New Professionals Special Interests Group (NPSIG) have been greatly appreciated and have had many participants.

The revised Quality Guidelines document: *Continuing Professional Development: Principles and Best Practices* has been published on the IFLA web page. We are now looking for opportunities to get it translated into different languages. For example, the Swedish Library Association is going to translate the *Guidelines* into Swedish in early 2017. We hope that many will follow this initiative and translate it into many other languages.

We are still working on getting the papers from the 2015 Satellite Conference in Milnerton, Cape Town, uploaded to the IFLA Library. Continue to watch out for when they appear in the <http://library.ifla.org/> Papers and presentations from the CPDWL sessions since 2013 are already uploaded there. Please have a look.

The IFLA World Library and Information Congress (WLIC) 2016 was held in Columbus Ohio, USA. CPDWL conducted a workshop on the updated IFLA Guidelines for CPD mentioned above. CPDWL was also involved in two joint sessions during WLIC: SET and CPDWL gave a session about E-learning, and a Knowledge café on "*Continuous Learning in Libraries & their Communities*" was conducted in collaboration with KM and IFLA PARL. Thanks to all who joined these sessions!

The standing committee meetings during the IFLA conference are always open to all interested colleagues. We had two meetings with many visitors and everyone were invited to join the discussions and group work being done during the meetings. The [minutes from the meetings](#) are, as always, available on the web.

After the WLIC meeting, the CPDWL Action Plan as well as the Annual report have been updated. They give the current view of all the initiatives going on.

The use of participative methods and involvement of delegates, in order to maximize the knowledge sharing, has become a trade mark of the CPDWL Section. We want to continue this work, and look forward to develop the activities and methods together with all of you during the coming year.

Please keep informed about the latest CPDWL happenings by joining our Facebook group and visiting our blog and the CPDWL web page. We are happy to receive ideas, comments and feedback concerning the CPDWL work. Don't hesitate to contact us via the websites mentioned, or directly by email.

Happy New Year 2017.

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 Membership Statistics<sup>+</sup>

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Categories	2005	2006	2008	2009	2010	2013	2014	2016
Personal Affiliates	14	16	16	15	12	11	16	17
Associations	13	11	19	24	23	25	26	29
Institutions	18	28	39	44	43	43	42	43
Student Affiliates					1	2		
<b>Total</b>	<b>45</b>	<b>55</b>	<b>74</b>	<b>83</b>	<b>79</b>	<b>81</b>	<b>84</b>	<b>89</b>

<sup>+</sup> Our current membership represent 46 countries, and 13 of those countries are represented in our Standing Committee, making us truly international.

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## CPDWL activities during the 2016 Congress in Columbus, Ohio

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### Standing Committee Meetings

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The first meeting took place on Saturday, August 13, and the second one was on Wednesday, August 17. Among the topics discussed we can mention the following:

- a) **Satellite meetings.** Twelve aspects were reviewed and several recommendations were proposed by the ad-hoc group who reviewed feedback received on this subject. It was also decided that Ewa and Susan will review the Satellite Guidelines to make sure that all these aspects are included there.
- b) **Announcements and reports** from the *Officer's Forum* on three key initiatives, and the *Division meeting*.
- c) Review and annotation of the list of ten issues related to **a dynamic IFLA Professional Unit**, identified by the Division.
- d) **SC membership.** Review of the positions available for the upcoming election. The importance of diversity of members, in terms of skill sets and geography, was discussed.
- e) **CPDWL Action Plan 2016/17.** SC members participated in an interactive exercise on the topics of Libraries in Society, Information and Knowledge and Capacity building. The discussion results were used to draft our *Plan* for the coming year.



Standing committee meetings participants

- f) **WLIC 2016 Program in Columbus.** Session 109 on *Guidelines* was well attended and the exit survey indicated the participants found it useful. Session 124 (with SET) on *Connecting LIS academics and professionals through Online Education and Training* was positively received. Session 204 *Knowledge Café* had not taken place at the time of the second meeting.



Photos: Jana Varlejs



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

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Sandy Hirsh, Vivian Lewis, Gillian Hallam and Jane Dysart elaborated on the proposed ideas for the Congress sessions. The following sessions will be proposed:

*CPDWL-ONLY* session:

### **The reality of your library's resources: Staff development and the CPDWL Guidelines**

Building on the recently updated CPDWL Guidelines, this session will discuss challenges and potential solutions involved in implementing staff development in libraries, 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. This session will have brief (5-6 minute) presentations, and then break the audience up into groups for table discussions to discuss their challenges, creative ideas, and potential solutions for providing staff development in libraries.

Contacts: Sandy Hirsh, Jane Dysart, Vivian Lewis, Gillian Hallam

*JOINT SESSIONS:*

### **Bridging the Gap from School to Library: Best practices for planning, participation, and assessment of internships, practicums, and mentorships in LIS education**

(Joint session with Education and Training Section and School Libraries Section)

**Themes:**

- A. Planning mentorships and internships
- B. Assessments of mentorship and internships by students and by LIS programs
- C. Goals and competencies for mentorships and internships

Call for papers: <http://2017.ifla.org/cfp-calls/school-joint-with-set-and-cpdwl>

SET Contact: Lisa Travis [lisa.travis@emory.edu](mailto:lisa.travis@emory.edu)

CPDWL Contact: Sandy Hirsh, Ulrike Lang

### **The accidental assessment librarian: Building data analysis and evaluation skills in academic and public libraries** (Joint session with Stat & Evaluation and e-metric SIG)

**Abstract:**

The past decade has seen exponential growth in library assessment activities, from user surveys and collection analytics to web usability and impact evaluation. Librarians are increasingly called on to carry out data gathering, analysis and reporting to support evidence-based decisions. In this interactive session, 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.

CPDWL Contacts: Catharina Isberg, Sandy Hirsh, Vivian Lewis

### **Knowledge Café "New librarians for new times: Continuous Learning to become change agents in a changing world"**

This year's interactive session will focus on the changing and challenging role of librarians in the ever-evolving information world. Past sessions have included learning strategies for staff, team building and team leadership, learning with the constraints of limited staff and budgeting, developing an innovative culture in the workplace, sharing of innovative programs and more. Using round tables and facilitators, conversations are interesting, insightful, and provide a great deal of practical ideas to take home. Co-sponsored by Knowledge Management, Continuous Professional Development and Workplace Learning and Library and Research Services for Parliaments.

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Contacts:

KM: Monica Ertel ([monicaertel@gmail.com](mailto:monicaertel@gmail.com))

CPDWL: Jane Dysart ([jane@dysartjones.com](mailto:jane@dysartjones.com))

Library and Research Services for Parliaments: Karin Finer ([lgassie@gmail.com](mailto:lgassie@gmail.com))

**Cooperation about competency framework** (Joint session with Library Theory and Research Section, SET)

CPDWL could take on a consultant/reviewing mode rather than an active data collection and survey creation mode.

Library Theory and Research Contact: Anna Maria Tammaro [annamaria.tammaro@unipr.it](mailto:annamaria.tammaro@unipr.it)

CPDWL Contacts: Sandy Hirsh, Matilde Fontanin and Juanita Jara de Sumar.



During the CPDWL traditional dinner

**Join CPDWL !**

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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.

#### 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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## Promoting the IFLA Guidelines for Continuing Professional Development: Principles and Best Practices

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**Juanita Jara de Súmar**  
IFLA CPDWL SC Member



The second edition of the *IFLA Guidelines for Continuing Professional Development: Principles and Best Practices*, written by Jana Varlejs, is actively being promoted by our CPDWL Section and its members.

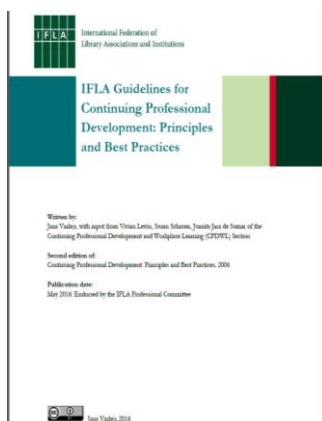
There was a workshop on the *Guidelines* during the WLIC 2016 in Columbus, Ohio in the month of August. Photographs on p. 8 of this Newsletter show some of the activity that happened there. Documents related to this workshop have been posted in our website at <http://www.ifla.org/node/10833>. The site includes links to the *Guidelines* summary, the Workshop presentation, a summary of the workshop comments and ideas, and a summary of participant comments.

In November, during the 6<sup>th</sup> International Congress of Librarianship in Lima, Peru, I participated in a panel on *Continuing Education in LIS: modeling the profession*. I took the opportunity to present the Guidelines, placing emphasis in the role of the learner.

Later, in a small group of Board members of the Peruvian College of Librarians, I also shared the preliminary version of the Spanish translation of the Executive Summary, and discussed the role of the Professional Associations and of Employers.

Before the end of my visit, I met with the Directors and other faculty members of the two Peruvian LIS university programs, and had with them a fruitful session on the Guidelines as a whole, and on their role in particular. Something that came out from these meetings was the interest to have the complete *Guidelines* translated into Spanish.

Next, in the December issue of *LearningExchange, The Newsletter of the Learning Round Table of the American Library Association*, Jana Varlejs published the article **New Guidelines for Continuing Professional Development: Principles and Best Practices**. It can be found on pp. 6-7



The *Guidelines* are available at <http://www.ifla.org/publications/node/10532>

Finally, the Standing Committee is planning to hold another open session during the WLIC in Wrocław, Poland with the title *The Reality of your Library's Resources: Staff Development and the CPDWL Guidelines*. We expect it will be as successful as the workshop held this year.

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## A note on the translations.

For an international organization as IFLA, it is very important that all official documents, as is the case of the guidelines, be translated at least to all seven official languages. With this purpose in mind, several Standing Committee members are actively involved in having the *Guidelines*, or at least the Executive Summary, translated in as many languages as possible.

The Summary has already been translated into traditional Mandarin, Arabic and Spanish, and the Swedish and German versions are expected shortly. Besides, the Swedish Association is already translating the complete *Guidelines*, and the complete Spanish version is also planned for this year.

**We are currently seeking the collaboration of all our members in identifying translators that would be interested in translating the *Summary* to other languages.** Our first target are the IFLA official languages, then the other languages available for the first edition (see <http://www.ifla.org/publications/continuing-professional-development-principles-and-best-practices?og=82>, and then the languages used by our Section members.

**If you can help, please contact Jana Varlejs, [varlejs@rutgers.edu](mailto:varlejs@rutgers.edu)**

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## Professional development opportunities free of charge: CPDWL/NPSIG ALA Webinar held on 10th October 2016

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



In our totally connected world, librarians are perfectly aware that the issue is not the lack of information, but its retrieval. We are busy teaching our communities how to take advantage of the Web to develop their knowledge, their skills, to become active citizens, and this is one of the key missions of our profession.

Yet, also librarians may sometimes need to be pointed to the right information. In fact, as we discovered during the Webinar of 10 October 2016<sup>1</sup>, partnerships offer many free opportunities for professional development. Various examples of international initiatives were highlighted, which not only expand professional development opportunities for librarians, but also connect them to dynamic and globally-based professional networks. The following are some of the cases illustrated during the Webinar.

**Conference Library 2.0:** <http://www.library20.com/>

Sandra Hirsh, Director and Professor at San José State University School of information, talked about the globally-based virtual conference she has been co-organizing with Steve Argenon for the past five years at her University, and the lessons they drew from the experience. As she pointed out in her recent book<sup>2</sup> “to advance professionally, information professionals must access professional development opportunities, must explore new technologies and must remain current on user behavior” (Hirsh, 2015)

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<sup>1</sup> The article is a report on the CPDWL/NPSIG ALA Webinar held on 10th October 2016, entitled “Utilizing partnerships to expand development opportunities worldwide”. The recording is available online at <http://ala.adobeconnect.com/p6sau1ex211/>.

<sup>2</sup> Hirsh, S. (2015). *Information Services Today: An Introduction*. New York: Rowman & Littlefield Publishers, Inc.

Steve Argenon organized “The virtual global education conference” in November 2010 and was looking for a partner. He provided the platform, and the SJSU School of Information - being a totally online school of Library science - was the ideal partner. Since 2011 Sandra and Steve have co-organized the conference, and thousands of information professionals from over 160 countries have participated. With a crowdsourcing approach to selection, anyone can propose a talk. The conference encourages global conversations, allows participants to present in whatever language, enables them to schedule their own presentation time.

In 2015 Sandy and Steve felt it was time to collect some feedback on the impact and outcomes of the Library 2.0 conference, therefore they submitted an online survey which was answered by almost all participants. Most of the professionals declared that the reasons why they participated were:

- Interest in new concepts and trends
- Interest in the themes, sessions and/or presenters
- Conference was free
- To learn new skills/knowledge that could help in their job and/or career

Among the top skills and knowledge they attained:

- 61% learned about technology and its integration
- About two thirds learned new skills/knowledge they can use in their job
- Many said their participation had an impact on their information organization, both on the improvement of customer service and on the adoption of new technology.

Among the benefits of presenting:

- 90% felt more confident as presenters;
- 68% increased their presentation skills;
- 59% learned how to engage with participants in an online format;

Almost everyone said they would attend a future Library 2.0 Conference.

In a nutshell, the conference seems to be a success for the participants, but Sandy Hirsh also pointed out that working together produced mutual benefits for each organizing partner. This was possible thanks to shared goals, trust - an essential element for every partnership - good communication practice, collaborative spirit. Besides, continuous evaluation of best practices and openness to new approaches allow continuous improvements and offer the worldwide community a new way of developing dynamic professional opportunities for networked professionals.

### **25 years of Russian-US partnerships: lessons learned**

The second case was presented by Susan Schnuer and Svetlana Gorokhova. Susan is the Associate Director at Mortenson Center for International Library Program and Svetlana is the Head of Center for International Cooperation at All Russia State Library for Foreign Literature. They reported about the joint project they have been running for the past 25 years.

The project started thanks to the Mortenson center<sup>3</sup>, a unique program sponsored by gifts from C. Walter and Gerda B. Mortenson promoting international education, understanding and peace. The issue was how to translate these great goals into practice.

Since 1991 more than 1300 library leaders from 90 countries have been trained in this center, and the US-Russia relationship we heard about is one of the examples. Susan Schnuer pointed out that when they

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<sup>3</sup> To learn more about Mortenson Center activities see their website at < <http://www.library.illinois.edu/mortenson/>>.

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started they had no possibilities of meeting face to face, so they had to work online, but in a different online environment than the one we know nowadays.

Besides, a series of problems prevented Russian colleagues from coming to the University of Illinois at Urbana-Champaign, so US correspondents realized they had to go out, but being respectful. It is crucial to find the right partner: the two parties need to speak the same language, as they need to discuss models, goals and objectives of the project, as well as assessment and monitoring. The local partner is a fundamental asset when the project is developed in local grounds.

Svetlana's library mission is to be the center of cultural interaction, to eliminate barriers to communication and create intercultural exchange and tolerant thinking – naturally, as the library hosts 10 cultural centers, 5 million items in 146 languages. It is destined to be a channel of communication with other countries, so the *All Russia State Library for Foreign Literature* was the perfect partner.

Svetlana pointed out that the key to a successful partnership is to have the right person on the other side of the bridge – always the same person - someone you can talk to and who listens, someone reliable and, in their case, this person was Susan Schnuer. Susan states that the collaboration started in the awareness that it is impossible for partners to understand each other to the core. Sometimes, if you have built your relationship carefully, when something is not clear to one party, the latter may just have to sit back and trust that they can move forward together.

Challenges in partnerships are: differences in status and levels among partners, money issues, the presence of one “strong” partner having all the solutions and being deaf to specific needs. The partnership produced two projects: the US Small-town project (2001-2002), involving small public libraries in both countries. Librarians visited each other and really learnt from each other. Svetlana hopes the small library project could be repeated, to bring together some representatives of local authorities and show them what is happening in libraries.

Successful partnerships always bring in new partners. In 2013 Russian local youth librarians association decided to go on an exchange program to Mortenson center. 22 librarians experienced a training program and this not only enhanced their competences, but when they went back they created a lively national network.

Another project developed within the US-Russia partnership was “Library as a community center” in 2015, with more partners, namely the Charles F. Kettering foundation (Ohio) and the regional libraries of five regions of Russia.

### **ILN: The International Librarians network<sup>4</sup>**

Alyson Dalby, International Librarians Network Director of Business Operations, described the ILN and the opportunities it offers for professional development and leadership building.

The ILN was created at the end of 2012 by Alyson Dalby, Clare McKenzie and Kate Byrne. It is defined as a “peer-mentoring” project, and it offers professionals all over the world the possibility of meeting each other, building an international network and expanding their knowledge. The overall functioning can be easily grasped through the video of introduction to the program: <https://youtu.be/-iGMQoLd8pE>. Whenever professionals apply for the program, they are asked to talk about themselves, their goals, their interests, and preferences, in order to match them with the right partner. Partners are introduced virtually, and guidance is provided on how to begin the partnership. Topics for discussion are suggested every two weeks to facilitate the beginning of relationship. Email is used to send topics and also reminders – the

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<sup>4</sup> To learn more, visit the website <interlibnet.org> or Facebook <www.facebook.com/InterLibNet>., tweet on <twitter.com/InterLibNet> @INterLibNet, or contact ILN at [contact@interlibnet.org](mailto:contact@interlibnet.org).

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latter in the first few weeks – of the importance of regular communication. The program runs for four months at fixed starting points, or “rounds”. At the end, participants may continue, quit, or change partner in the next run. Repeat participants are welcome.

The ILN is independent, it is a separate not-for-profit organization. It has a network of ambassadors, two social media coordinators, technical consultants and website content officers. The team comprises 40 people in 30 different countries – everyone works on a volunteer basis. Free partnerships cover some administrative costs and web space. Lack of funding may limit what can be done, but the volunteers are very energetic.

There is a key difference between ILN and other mentoring programs: participants are all at the same level, rather than mentors and protégées. It is possible to live a more traditional mentoring experience, but only 15% ask to be mentors or protégées. All participants have something to learn, and all have something to teach: matches are based on professional interests rather than seniority. ILN encourages cross-sector knowledge sharing. Opportunities for learning can occur in many situations. They use all communication channels: email, Facebook, twitter, snapchat,, and more. Anything to establish communication over cultural barriers. The absence of visual communication is challenging. It is necessary to have patience, openness, attention, when communicating online.

In 2013, 92 participants from 80 countries joined the first round; the last round had over 1000 participants. All in all, ILN has brought together around 5,500 participants from over 130 countries. Many have taken part in the program more than once.

Among the impacts of ILN on the professionals’ activities we can mention: widening their professional awareness and opening to international perspective; gaining confidence and motivation; meeting new ideas. According to the literature – says Alyson Dalby - the same benefits come from participating in traditional mentoring programs.

### **Challenges & benefits of international cooperation for libraries**

Magdalena Krasowska-Igras, project coordinator in the “Information Society Development Foundation”, gave a EU-based overview of international cooperation for libraries. She reports about two projects that were run by her office.

The first project, “Daily innovators and daily educators in the libraries”, was successfully submitted to the Erasmus+ action. Project partners included Reading & Writing foundation, Martynas Mazvydas Library of Lithuania, Cultural Information Systems Centre (Latvia) and Oppland Regional Library in Norway. The project leader was the Information Society Development Foundation.

The issues addressed regarded adult population in public libraries. The goal was to enhance adult participation in educational activities and to increase the level of their skills. The library is a perfect place for long-life learning to take place, provided the librarians become daily innovators. The main outcome of the project was to prepare a new syllabus for librarians who need to gain new competences in order to be able to reach out to library users over cultural barriers, and to engage them in learning.

The second project, taking place in Ukraine, aimed at supporting the democratic changes happening in the country. More specifically, libraries were encouraged to work with NGOs to sustain people suffering from the war in Eastern Ukraine, and to face the needs of internally displaced people.

Partners were the Ukrainian Libraries Association, “Pomagam” Foundation (Dnipro), the Information Society Development Foundation and project leader was the Center for Cultural Management in Lviv.



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Magdalena observed that international projects are very good arguments to convince people to collaborate and do something together. Different sorts of partners mean different cultural and socio-economic backgrounds; this could be challenging but at the same time ensure different approaches to the problems and therefore rich contributions.

Mutual understanding requires a precise definition of the concepts partners work on, as well as coping with national and cultural issues, such as national holidays, different uses and habits and so on.

The webinar can still be viewed online, as all the others in the series – and, along with this article, the organizers hope it will constitute a source of inspiration for librarians wishing to develop their professional competences and to enhance the level and scope of the library profession.

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*Stay tuned and watch out for our next Webinar on Design thinking, to be held in April 2017.*

*Remember our blogs and contacts:*

*Standing committee CPDWL: @iflacpdwl and [blogs.ifla.org/cpdwl](http://blogs.ifla.org/cpdwl), and our facebook page.*

*New Professionals SIG: [npsig.wordpress.com/webinars](http://npsig.wordpress.com/webinars); @npsig; [facebook.com/npsig](https://www.facebook.com/npsig)*

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## **Impact and Outcomes of Libraries – A review**

**Britt Omstedt, Linköping University Library  
Secretary, Statistics & Evaluation section**

How can you show the worth and value of your library and its services to politicians and other stakeholders? It is a more and more important quest. What have others done in the same situation?

Get to know more by taking part of the bibliography *Impact and Outcome of Libraries*. Since 2004 the IFLA section Statistics & Evaluation is proud to host this biography on their web site:

<http://www.ifla.org/publications/publications-associated-with-the-s-e-section?og=63>

This bibliography was developed by Dr. Roswitha Poll at Münster university library, former member of the section, and it is still maintained and updated by her. The interest in measuring and explaining library impact is not decreasing, and after the last update in February 2016, this extensive biography now comprises 624 titles. Here you can find tips on books, scientific articles, project reports and other texts describing methods and approaches for collecting library statistics and measurements, making the value of library work and services more visible to all.

There are examples from every library type and literature from many different countries, so it should not be difficult to find something useful and applicable to your situation in your library. The list is divided into sections on impact on information literacy and academic success, on social impact and electronic services, on school libraries, and special libraries. The section on financial value of libraries has especially grown since the last update.

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