



The online version of Biblia is available at <http://alia.org.au/members-only/groups/aliawest/biblia/>

September 2004

Report on ALIA Local Studies (WA) Group Half day Seminar on Volunteers in Local Studies

Most local studies collections are run by staff who work part-time and are assisted by volunteers. The main reason for this is that these collections are inadequately funded and are managed by staff who share their local studies role with other work in the library, museum or other heritage institution. Museums often have more involvement with volunteers than do libraries, and the transition from museum to local studies work is easily accommodated. The increasing numbers of people who volunteer their time and work and the recent trend to formalise the management of volunteers puts greater pressure on Local Studies practitioners to be aware of community expectations and their role and responsibility in the area of employing volunteers. This is why the ALIA Local Studies (WA) Group felt a need to hold a half day seminar on Volunteers in Local Studies.

The seminar was held at the Joondalup Public Library on Wednesday 3rd August 2004 and addressed the questions “Why, How and What of Volunteers in Local Studies” – **Why** employ volunteers, **how** to do this with best practice principles and **what** kind of work would volunteers do in Local Studies. A discussion panel concluded the afternoon by answering questions from the floor. Presenters were Malcolm Traill of Albany Local Studies, Jo Cutten of City of Nedlands Volunteer Centre, Barbara Hellriegel Local Studies Librarian and Margaret Field a volunteer from Joondalup Local Studies. Julie Zuvella introduced the speakers and Allan Caddy of Bassendean Library chaired the discussion panel. A welcome to all was given by Joe Bontempo, Manager of Strategic Services, Joondalup Library and a yummy afternoon tea was provided by the City of Joondalup. Nineteen people attended the seminar and participants ranged from as far a field as New Norcia and Bunbury to practitioners from the metropolitan area.

The seminar was very beneficial to those who have previously not had much involvement with volunteers and do not know what tasks may be appropriate to expect them to do. The presentation by Jo Cutten from Nedlands was particularly timely and valuable as the employment of volunteers has become so much more formalised in recent times. Coupled with this formalisation is an increased expectation of recognition for volunteer work by way of training opportunities and skills enhancement as well as celebrating their contribution and successes. Volunteers at both Albany and Joondalup Local Studies collections have been very involved in ongoing projects and have

<p>EDITORIAL PANEL</p> <p>Editor: Bonnie-Rae Bruce Ph: 9459 9454 Email: b.bruce@curtin.edu.au</p> <p>Editor: Sharon Coppin Ph: 9400 4738 Email: sharon.coppin@joondalup.wa.gov.au</p> <p>Correspondence Address: Rose Hockley WMC Resources 191 Great Eastern Highway Belmont WA 6104</p>	<p>CONTENTS</p> <p>ARTICLES</p> <p>Report on ALIA Local Studies (WA) Group Half day Seminar on Volunteers in Local Studies 1</p> <p>Meet the committee! 2</p> <p>What library users really think of Curtin Library 4</p> <p>Bringing Value to the Marketplace 5</p> <p>EVENTS</p> <p>Capturing the Missing Voice 6</p> <p>Oral History Association of Australia (WA Branch) Inc. Annual Conference 2004</p> <p>Diary Dates 9</p>
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contributed immensely to the success of these collections. Malcolm and Barbara were able to demonstrate the type of work undertaken at each collection and have both benefited from the skills and local knowledge that volunteers bring to their collections. Margaret Field is a volunteer at Joondalup Local Studies and has conducted a number of Oral History Interviews and research for a major "Stories from the Suburbs" Project. Margaret was able to answer questions about being a volunteer in the programme.

By Barbara Helger, Local Studies Librarian
Joondalup Public Library.



Chief of Commissioners Joondalup City John Patterson presenting Certificates of Appreciation to Library Volunteers



We don't pay our volunteers, not because they are worthless, but because what they do is priceless.

Meet the committee!

This month we will introduce the new Convenor and the editors of Biblia. Over the next few months we will introduce to you the other members of the ALIAWest Committee.

ALIAWest Convenor

Jane Edinger will be well known to many of us through her activities with ALIA. She has been a member of the Biblia editorial team, co-ordinator of Library and Information Week 2001, and is an ALIA silver pin recipient. Jane has worked in the library industry since her graduation from Curtin University in 1990. Her first job was at a law library in Queensland and she has since worked in the health, engineering and resource sectors. She is currently Manager, Library & Information services at Sons of Gwalia. During her career Jane has taken a break from traditional library work to work as a web site developer and has run her own information services consultancy. As Jane says, "It's been a varied ride to date".

Jane's passions include customer-focussed service, continuing improvement in service delivery, utilising technology as efficiently as possible, particularly in one or few person special libraries. As Convenor of ALIAWest Jane is eager to speak with members about any issues/ thoughts or ideas they may have.

Jane's contact details are:-

Jane Edinger
Manager - Library & Information Services
Sons of Gwalia
16 Parliament Place
West Perth WA 6005
T: 08 9263 5610 F: 08 9226 3346
jane.edinger@sog.com.au



Associate Editor of Biblia

Bonnie Rae Bruce completed her associate degree in Applied Science from Edith Cowan University in 1998 and began work at Curtin University in 1999. She has been involved in training within Lending and Collection Services as well as working in the Information and Education Services section of Curtin's Library service. One of the highlights of her career to date has been her work on a pilot E-Reserve project for Curtin. Prior to joining Curtin University Bonnie Rae worked in Katherine Public Library (NT) and at various TAFE libraries within Perth. Bonnie Rae has been President and Convenor of the WA Library Technicians Section, and was also a committee member for the WA Mentoring Group and WA Forum, and one of her proudest achievements is the South West Forum - Libraries Looking Out which was held in Bunbury in 2002. This forum was deliberately held outside of Perth to involve our regional ALIA members, and appealed across the sectors of Librarians/ Library Technicians, Public, School and Academic Libraries. As a frustrated journalist, Bonnie has long held a hankering to edit Biblia, and when the opportunity arose earlier this year, she grabbed it, high-jacking her good friend Sharon along the way. As a new editor of Biblia, Bonnie is looking forward to delivering news, articles and information to the members of ALIAWest and the wider ALIA community, and perhaps injecting the odd touch of humour along the way ! Bonnie -Rae completed her Bachelor of Science (Library Technology) from ECU in 2003, and has embarked on a Graduate Diploma of Information Studies at Curtin this semester.

Her contact details are -:

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b.bruce@curtin.edu.au

Associate Editor, Biblia

Sharon Coppin is a newcomer to the ALIA West stage, however she has been working in libraries for the past 14 years. She started her library life when she completed the Associate Diploma in Library and Information Science at TAFE in 1991 and went to work firstly at the then Telecom Australia Library and then to small contract jobs around the Perth area. After starting work at Cyril Jackson Senior Campus as the Library Technician she then completed the Bachelor of Science in Communication and Information Technology at Edith Cowan university. She is currently working as the Library Systems Officer at the City of Joondalup Library and Information Service and is currently studying at Curtin University studying a post-graduate degree in Library Studies.

As she states " I have always wanted to work in libraries as it allows me to indulge in three of my loves - a love of books, a love of information and research and definitely a love of working with people to give them what they want when they want it." She believes that customer service is a big key to a successful library.

As an innocent bystander at an ALIA workshop into membership engagement, she was hijacked by her cohort and friend Bonnie to assist in editing Biblia, but is glad that Bonnie did as Sharon is now learning a lot more about the publishing sector.

If you wish to contact Sharon about Biblia or just go for a drink, her contact details appear.

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What library users really think of Curtin Library

For two weeks in May 2004 Curtin Library & Information Service conducted a client survey. Nearly 2000 responses from across all university divisions were received which will provide the library with valuable data for assessing current activities and planning future priorities for service delivery and resources. The Rodski client survey is an instrument which allows all university libraries across Australia to collect information in a similar way. The results therefore serve as a benchmark, allowing Curtin Library & Information Service to be compared with other academic libraries.

The overall percentage score allocated to Curtin Library & Information Service by Rodski has improved from 72% in 2001, to 74% in 2004 which puts the Library in the 2nd quartile of all libraries in the Rodski database, compared with the 3rd quartile in 2001.

The Library's performance significantly exceeded the Rodski database median in the following areas:

- The library collection is adequate for my needs
- Photocopying facilities are adequate
- Individual seating is adequate
- Group study facilities are adequate

In the 2004 survey, 92% of respondents were users of the main campus library, 65% were undergraduate students and 17% were postgraduate students. 83% of respondents indicated high satisfaction with the Library (up from 80% in 2001) and 87% gave the library a high overall quality rating (up from 85% in 2001).

Respondents also recorded their satisfaction with Curtin's friendly library staff in relation to receiving clear and useful feedback on queries and receiving appropriate time and attention to queries from staff. The library webpage also rated well with feedback on its clear and useful information.

Karen Tang, Planning Projects and Research Librarian, was responsible for arranging the survey, analysing the results, and co-ordinating the Library's response to the areas of concern identified by survey respondents.

Improvements which have already been implemented include:

- Providing more computers
- Ordering more books
- Improving the Library catalogue
- Running extra information sessions on Saturdays

Lesley Carmen –Brown, Library and Information Services Curtin University.

Three winners were drawn randomly from the respondents to the Library's Rodski Client Survey and each received a \$50 prize. One of the winners was Ben Murphy, a first year Curtin Engineering student, who received his 'nifty fifty' from Imogen Garner, University Librarian. Ben believes that using the Library to research his assignments gives him an 'edge' over classmates.



Bringing Value to the Marketplace

We all expect to be paid a fair and equitable wage for the job that we do. However as Phil Teece explained in the "ALIA pay review proposals" article in the August 2004 edition of *Incite*, more than 60% of current library professionals in the Western Australian Government sector earn less than \$40,000 per year. The question is – is this a fair and equitable wage?

On the 12 November 2002 the Full Bench of the New South Wales Industrial Relations Commission (NSWIRC) ratified the *Crown Employees (Librarian, Library Assistants, Library Technicians and Archivists) Award 2002*. The structure allowed a direct comparison of rates for library workers with those in other categories – a first in Australia. The resulting decision meant that in New South Wales the lowest possible point for a new graduate librarian is now \$39,594. (*NSW libraries test case completed Incite, December 2002 p13*). But is this a fair and equitable wage, and what of those people who are not fully qualified or working in the lower positions within a library?

The *Western Australian Minimum Conditions of Employment Act 1993* sets out the minimum conditions for employment and is a good starting place when determining whether or not you are being paid a fair and equitable wage. Please note the following information applies to employees in the State labour relations system only.

The minimum rates of pay are based on employees working a 38-hour week. The adult rate of pay is currently \$467.40 per week (from 4th June 2004), which equates to \$12.30 per hour or \$14.76 for a casual employee. This equates to just over \$24,000 per year.

Minimum rates of pay from 4 June 2004

	Full time or part-time employee	Casual employee	
Age	Weekly	Per Hour	Per Hour
Adult (21 years)	\$467.40	\$12.30	\$14.76
20 years (90%)	\$420.70	\$11.07	\$13.29
19 years (80%)	\$374.00	\$9.84	\$11.81
18 years (70%)	\$327.20	\$8.61	\$10.33
17 years (60%)	\$280.50	\$7.38	\$8.86
16 years (50%)	\$233.70	\$6.15	\$7.38
< 16 years (40%)	\$187.00	\$4.92	\$5.91

Please note that both adult and junior rates of pay are subject to an annual review. Casual and part-time employees are entitled to an hourly rate not less than the minimum rate of pay divided by 38. However, casual and contract employees are also entitled to an additional loading of 20% in lieu of paid leave entitlement (annual leave, sick leave, bereavement leave and public holidays).

For more information, please go to <http://www.docep.wa.gov.au> and look under the Labour Relations banner. The West Australian Industrial Relations Commission also has information on all awards. Please see the Clerks (Commercial, Social and Professional Services) Award No. 14 of 1972 for more information.

Every employer is bound by a large number of pieces of legislation that determine what can and cannot be considered fair and equitable when offering you work (be it full time, part time, casual or contract). An employer should take into consideration the minimum rates of pay for employees, but also your age and level of experience, qualifications, and what you are going to be expected to do. In the case of the library and records management industries we can also look to the ALIA pay awards and the RMAA for guidance in determining the amount of money that you can earn for any particular position.



But to go back to the title of this piece - bringing value to the marketplace, how do you bring value to the marketplace and will it make a difference to the amount of money that you earn?

The answer is yes. You can attract more to you, by being more “attractive” to an employer. Employers usually recognise those people who have undergone additional training, and taken on more responsibilities. Some people are content to wait for a pay rise, whilst others are always looking to better themselves. Unless you are content to remain doing the same job for the same employer for your entire working life, chances are you will be looking to further your career by moving up the corporate ladder, and in doing so, you may be offered additional monies and other considerations when you do. So my advice would be to not wait for the pay rise, yes it may come – eventually. But in the mean time you will have attracted more to you because of the person you have become.

Lorraine Bradshaw works for Information Enterprises Australia (IEA) <<http://www.iea.com.au>>, a specialist library and records management recruitment agency, consultants and trainers in Western Australia.

Lorraine is the current editor of the Australian Record Retention Manual and is the author of IEA’s free monthly e-zine Information Overload.

***Editors note: Over the next month or so, the editors would love to hear from members who have increased their skills and or qualifications to 'add value' to themselves as employees. We would like to know if you have found it a worthwhile exercise to increase your skills in terms of a pay rise or the ability to move to a new job/field within the information sector. Hopefully we can get a bit of a lively debate going!**



Capturing the Missing Voice

ORAL HISTORY ASSOCIATION OF AUSTRALIA WA BRANCH Inc.

ANNUAL CONFERENCE 2004

**Saturday 6 November 2004
8.30am – 5.30pm**

**University of Western Australia – Albany Centre
Stirling Terrace
Albany**

Delegates are invited to a “Welcome to Albany” on Friday 5 November. Tours to some of the historic sites of Albany have also been arranged for Sunday 7 November.

A Beginner’s Oral History Workshop will be conducted on Sunday 7 November in Albany. For details and application form contact Judith Jacobs (9401 7455) or Malcolm Traill (9841 9327).



Programme

8.30am Registration

9.00am Welcome

- 9.15am** Dr Criena Fitzgerald “Work in progress on Gwalia project”
Gwalia is a former mining town north of Kalgoorlie and Criena will share the heart warming and sometimes startling discoveries she has made during the research and oral history interviewing with former residents and their families for this project.
- 10.00am** **Morning Tea**
10.15am **Juliet Ludbrook and friends**
"Kodja Place: One story - many voices"
- 11.00am** **Busselton Oral History Group.** Members of the group will discuss the group's development and some of their projects, including the Busselton Jetty project, the development of Tourism in the region and Communications between 1830 and 2003.
- 11.45am** **Dr.Christine Choo** “Using oral history techniques to help record/write and publish”. Christine will describe how she has recorded and researched oral histories of a group of indigenous people and then published.
- 12.30pm** **Lunch**
1.30pm **Bill Bunbury**
Recording Equipment Workshop
- 3.00pm** **Afternoon Tea**
3.15pm **Pat Grimoldby**
Transcribing Workshop
- 4.45pm** **Malcolm Traill & Hazel Freeborough**
"Using Oral Histories in a Public Library - ideas and guidelines"
- 5.30pm Close**

All Enquiries to Judith Jacobs judith.jacobs@joondalup.wa.gov.au or **9401 7455** after hours.

Accommodation

Delegates are encouraged to make their own accommodation arrangements in Albany.
As this is the weekend of the Albany Show early bookings are advisable. Some suggestions:
My Place: Ph.: 9842 3242 myplace@iinet.net.au
Vancouver House : Ph.: 9842 1071 vancouverhouse@iinet.net.au
Frederickstown Motel Ph.: 9841 1600 fredmtl@albanyis.com.au
Esplanade Hotel Ph.: 9842 1711 reservations@albanyesplanade.com.au

Travel to Albany

Transwa (ph.9326 2600) has a daily bus service between Perth and Albany. It leaves Perth daily at 9.00am arriving in Albany at 3.05pm. On Fridays there is an extra service leaving at 5.30pm and arriving at 11.30pm. The Albany to Perth bus leaves at 9am Monday – Saturday and at 3pm on Sundays. The full return fare is \$84.70 and the return concession fare is \$42.30. Seniors are entitled to a free bus trip annually – maybe a trip to Albany in November! If we have enough interest a group booking may provide considerable savings. Phone Judith on 9400 4758. **Skywest** has one way flights to Albany for \$99.00 for those in a hurry. Book early.



**Capturing the Missing Voice
OHAA(WA Branch) Inc State Conference 2004
Registration**

Name

Address

.....

.....

Name to appear on badge

Phone (w)Hm.....

Email

I enclose \$..... registration fee.

Signed.....

Please circle costs to indicate breakdown of payment.

Please remit payment before 22 October 2004 to :
Treasurer, OHAA WA Branch
PO Box 1065
Nedlands WA 6909.

Costs (please circle as appropriate)

Conference only

(includes Friday's welcome reception, and lunch, morning & afternoon tea on Saturday 6 Nov.)

Early bird (Before 20 September 2004)

Member delegate	\$55.00
Non Member Delegate	\$65.00

After 20 September 2004

Member Delegate	\$75.00
Non member Delegate	\$85.00

Dinner (Saturday night)

Members	\$30.00
Guest	\$30.00

Welcome reception (Guest) \$10.00

Mt. Clarence and "The Forts"

Guided tour (Sunday morn.)	\$5.00
Self guided walking tour of Historic Albany Precinct	Free



Diary Dates**SEPTEMBER**

DATE: 1ST (WED)

EVENT: Australian Geoscience Information Association

Welcome to Spring Breakfast

VENUE: Country Road Café
Wolf Lane

(Entrance behind 307 Murray Street Perth)

TIME: 7:30 - 9am

RSVP: Bobbie Bruce bobbie.
bruce@bhpbilliton.com

DATE: 1ST (WED)

EVENT: WASLA Job Application PD

Topic; Resumes, job applications, interviews .
How to land that job

SPEAKER: Esther Kingsmill, Kingsmill Consultants

VENUE: Willetton Senior High School
Pinetree Gully Road

Willetton 6155

TIME: 3:30 for 4pm

COST: \$20 members, \$25 non-members

RSVP to Judy Stephenson jstephen-
son@corpus.wa.edu.au

DATE: 2ND (THURS)

EVENT: Health Libraries Australia WA meeting

Topic: ALIA CPD program

Dinner to celebrate Tricia Scolaro's retirement at
Wildfire Bar & Bistro

29 Station Street, SubiCentro

VENUE: Lecture Theatre (next to Library)

King Edward Memorial Hospital

TIME: 5:30pm meeting, 7pm dinner

RSVP (meeting/meeting & dinner/dinner only) to
Cheryl Hamill

9431 2780

Cheryl.Hamill@health.wa.gov.au

DATE: 3RD (FRI)

EVENT: City of Subiaco and the Benedictine
Community of New NorciaLaunch of the New Norcia Studies Journal
September 2004

VENUE: Evelyn H. Parker Library

Corner of Bagot and Rokeby Road, Subiaco

TIME: 6pm

RSVP: 9381 5088 library@subiaco.wa.gov.au

DATE: 7TH (TUES)

EVENT: WA Kinetica Users Group meeting

VENUE: Midwest Room, Mezzanine floor
Alexander Library Building

TIME: 9:15am

RSVP to Pat Willans 9427 3270

pwillans@liswa.wa.gov.au or

Jane Jones 9427 3256

jjones@liswa.wa.gov.au

DATE: 7TH (TUES)

EVENT: ALIA National Policy Congress
Perth MeetingVENUE: Conference room, number 348
Level 3 T L Robertson Library

Building 105

Curtin University

TIME: 5:45pm

RSVP by 3/9 to Kay Poustie 9382 1261

kpoustie@tpg.com.au

DATE: 7TH (TUES)

EVENT: Pub Mentoring

VENUE: Floreat Hotel, Floreat

TIME: 5:30pm

DATE: 8TH (WED)

EVENT: IIM WA AGM and Breakfast event

Knowledge as a business imperative

SPEAKER: Christine Slattery, Manager,

Development Services - Legal Aid of WA

VENUE: WA Club, 101 St. George's Terrace, Perth

TIME: 7am (AGM)

COST: \$30 IIM members and students

\$45 non-members

Prepayment by 3/9

Registration form at

<http://www.iim.org.au/perth/html/regopolicy.cfm>

[return to Sue McLennan starsem@bigpond.com or

fax (08) 9409 6278]

Enquiries: starsem@bigpond.com

Cheques to:

IIM Ltd

PO Box 192

Carlton South VIC 3053

DATE 14TH (TUES)

EVENT: Library Technician of the Year Award

Dinner

VENUE : Villa Italia, William Street Northbridge.

TIME: 6.30 pm.

CONTACT: Bonnie Rae Bruce

b.bruce@curtin.edu.au.



DATE: 19TH (SUN)
 EVENT: Family History Fair, State Library of WA
 VENUE: Alexander Library building
 CONTACT:
 Lesley DuBois 9427 3175
 ldubois@liswa.wa.gov.au
 WA Genealogical Society 9271 4311
 genealogy@wags.org.au
 James Butterfield 9470 7531 jamesb@naa.gov.au

OCTOBER

DATE: 6TH (WED)
 EVENT: Perth ANZIIL Forum [Australian and New Zealand Institute for Information Literacy]
 Catering for International Students:
 An Information Literacy Focus
 Freehills Lecture Theatre, Law School
 Murdoch University
 TIME: 9am - 4:30pm
 COST: \$55 ANZIIL member, \$80 non-member, \$35 students
 CONTACT:
 Merrilee Albatis m.albatis@murdoch.edu.au
 Gill Westera g.westera@curtin.edu.au
 Nancy Stokes nancy.stokes@central.wa.edu.au
<http://www.anziil.org/events&meetings/index.htm>
 Registration form and payment due by 24/9 to
 Ms Irene Doskatsch
 Executive Director ANZIIL
 University of South Australia
 Holbrooks Road Underdale SA 5032

DATE: 6TH (WED)
 EVENT: WASLA Professional Development Seminar for Library Technicians/Officers /Aides and Assistants
 Keynote speaker: David Koutsoukis
 Panel Discussion on the issues and concerns that occur in the day-to-day running of a school library
 Concurrent sessions:
 Session A - Val Baird, Budgeting
 Session B - Marilyn Graham, Job applications
 VENUE: Boulevard Centre
 Lower Level, Cambridge Library
 99 The Boulevard, Floreat
 Registration form and cheque by 17/9 to
 Executive Officer
 WASLA
 PO Box 1272
 West Perth 6872
 TIME: 8:45am - 3pm
 COST: \$58 WASLA members, \$65 non-members, \$40 students
 Contact: Judy Stephenson 0500 500 052
 jstephenson@corpus.wa.edu.au

DATE: 9TH (SAT) - 10TH (SUN)
 ALIA WA Mentoring
 Mentoring retreat in Gin Gin
 Developing your mentoring skills
 Workplace skills
 TIME: 9:30am - 3:30pm (SAT)
 9:30am - 4pm (SUN)
 COST PER DAY: \$60 ALIA members, \$65 non-ALIA, \$40 ALIA student, \$50 non-ALIA student
 RSVP by 30/8 to Simon Lewis 9346 7296
 slewis@library.uwa.edu.au

DATE: 11TH (MON) - 15TH (FRI)
 EVENT: inFIRE (international network for Fire Information and Reference Exchange) Conference
 Theme: a safe community: the information network
www.infire.org

DATE: 15TH (FRI) - 17TH (SUN)
 EVENT: ALIA Local Studies Group
 Golden Pipeline Wheatbelt Tour
 COST: Travel and accommodation approximately \$80 - \$100
 CONTACT: Dawn Palm 9202 3671
 Janet Nowicki 9461 3598

From the Editors

The deadline for copy is the 25th of the month.

Articles and photos about recent events, news about upcoming events, suggestions for columns, and contributions from groups may be sent to
 Bonnie-Rae Bruce: b.bruce@curtin.edu.au

