



# UPDATE CPDOWL NEWSLETTER

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## Inside this issue

Letter from the Co-Chair

CPDOWL Members' Survey 2019

CPDOWL Membership Statistics  
2005-2020

IFLA WLIC 2021  
CPDOWL Congress Programmes

The CPDOWL Coaching  
Programme by Almuth Gastinger

Knowledge Café 2021, Rotterdam  
by Daria Beliakova & Monica Ertel

Workplace Morale, Burn Out and  
Toxic Leadership by Ray Pun

CPDOWL Toolkit: Transferring  
learning back to the workplace by  
Gill Hallam

### Webinar

New SC Member: Sara Ulloa

International Report: Support for  
the Library Staff in Times of  
COVID-19 by Ulrike Lang

Upcoming CPDOWL Events

CPDOWL Members

## Letter from the Co-Chairs

### Dear colleagues, members and friends of CPDOWL,

Here we are in June 2020 —the middle of the year. Undeniably, COVID-19 has changed everything: not only our working conditions but also our sense of work-life balance and our engagement with CPDOWL. It came as no surprise that the WLIC in Dublin had to be cancelled, along with all the satellite meetings. Meanwhile, members of our section have been thinking about how to stay in touch with each other and how to ensure that we achieve our workplans without the usual face-to-face meetings.

IFLA HQ has already asked whether we want to present the sessions we had planned for Dublin as online events or to hold them over to be included in the programme for the 2021 WLIC in Rotterdam, The Netherlands. We have decided to present them next year and to use this year to reflect on our activities and to look to the future.

Recently, we asked our standing committee members, corresponding members and consultants to complete a short questionnaire about their involvement in the section, their expectations and also to let us know about their special abilities, which we feel may be hidden gems that can enhance the work of CPDOWL. We really hope that everybody will participate, and we can use the results as the basis for future projects or to provide a different focus on CPD.

On February 26 we ran a very successful webinar in cooperation with the New Professionals Special Interest Group (NPSIG), with the support of the American Library Association (ALA), on the topic of "Developing a successful poster presentation". Some great ideas were shared by the presenters, so we encourage you to listen to the recording, [available online](#).



**Gillian Hallam**  
gillian.hallam1@bigpond.com



**Ulrike Lang**  
ulrike@lang-site.de



Gillian Hallam and Almuth Gastinger in WLIC 2019's Knowledge Café Session



CPDWL Section Dinner in Athens, 2019

As part of the Coaching initiative, run in collaboration with the Management and Marketing Section of IFLA, [some further webinars](#) have been planned to help prepare coaches for their role in coaching. Last year we presented a webinar to promote the value of the program to coaches, so we feel that this year is the right time to help people on the other side of the table —the coaches. As the cancellation of the WLIC in Dublin means that we will not be able to offer face-to-face coaching this year, we are going to make the most of the opportunity to adopt a fresh approach and prepare our coaches for online coaching. For further details, please read Almuth Gastinger's article which appears in this newsletter.

We realise that in such difficult times as those we are currently experiencing with the pandemic, you are likely to have other urgent topics on the agenda —but we do hope that the work of CPDWL can also give you some support or, at the very least, imbue some sense of 'normality'. Please, let us know about the ways we can help and support you. Don't forget that you can use CPDWL as a forum to share your ideas about what you can do for the library community worldwide.

In these times of social distancing, we actually feel that we have an advantage: we have confidently used online communication tools for some time, so this makes us some of the 'lucky ones' in the world. Indeed, online interaction has long been the way in which members of CPDWL, all located across the world, conduct most of their work. We are already used to video conferences at all hours of the day or night, working productively in our home offices or relying on open access resources. So many other colleagues have had to adjust and learn in this difficult situation without any preparation —but it is exciting to see how quickly they have adapted to these new ways of communicating.

We all feel very sad that we won't all be able to meet up in Dublin and many of us are aware that international travel restrictions will be in place for quite some time. But, as we noted, the CPDWL community is very used to working remotely and collaborating online. News about the section, our Action Plan, Annual Report and meeting minutes are all just a click away! Visit the CPDWL website: <https://www.ifla.org/cpdwl>. And, of course, we have an active social media presence: make sure that you follow us on [Twitter](#), [Facebook](#) and [Instagram](#) or catch up with the stories on the [CPDWL blog](#).

As CPDWL Co-Chairs, we thank everybody for their contributions to the section and for the work they undertake in different roles. We do hope that, in response to the challenges of the impact of COVID-19 on our communities, others are inspired to take over new roles with CPDWL. Continuing professional development and workplace learning have never been more important as we consider and adapt to the 'new normal', wherever we are.

While we hope you enjoy this issue of the CPDWL Newsletter, we wish you all well. Keep well and stay safe!

## Newsletter Team

### Editors

Juanita Jara De Sumar  
Raymond Pun  
Edward Junhao Lim  
Sara Ulloa

### Design

Sara Ulloa

# CPDWL Member's Survey 2019-2020

## Brief Report

**Raymond Pun**

raypun101@gmail.com

In November 2019, CPDWL SC sent out a brief survey to section and institutional members asking them about their thoughts regarding CPDWL and what CPDWL can do for them. 16 responses came through. Here are the results:

When asked how they engage with the CPDWL section, the two highest responses were: 50% for attending WLIC sessions hosted by CPDWL; and 7 out of 16 stating that our CPDWL newsletter provides engagement for them.

When asked what they like about the CPDWL section, CPDWL webinars had the highest ranking, followed by the newsletter.

When asked, what they need from CPDWL to support their daily work, the responses varied. Some stated that the webinars were helpful and others mentioned that they would like to know more about CPDWL's scope and engagement.

When asked in what ways they currently promote CPDWL resources and the IFLA Guidelines for CPD: Principles and Best Practices, many stated that they shared the guidelines during in-person sessions or on social media channels.

When asked if there were any other ways that CPDWL could help them and their organisations, the top responses were that CPDWL can help them by promoting e-learning and offering relevant and timely webinars. Over 40% stated that they would also like to have more interaction with section members. We thank all members for filling out the form and giving the section an idea on how to improve our work and communication!



### CPDWL Membership Statistics\*

Categories	2005	2008	2009	2010	2013	2014	2016	2018	2020
Personal Affiliates	14	16	15	13	13	16	17	15	21
Associations	13	19	24	23	25	26	29	27	33
Institutions	18	39	44	43	43	42	43	44	50
<b>Total</b>	<b>45</b>	<b>74</b>	<b>83</b>	<b>79</b>	<b>81</b>	<b>84</b>	<b>89</b>	<b>86</b>	<b>104</b>

\* Our current membership (September 2019) shows an increase in all categories, Members represent 47 countries. And our Standing Committee members and consultants come from 20 different countries (see the [SC members distribution map](#))

# IFLA WLIC 2021

## CPDWL Congress Programmes

### 1 PROGRAMME

## The CPDWL Coaching Programme

**Almuth Gastinger**

almuth.gastinger@ntnu.no



The IFLA CPDWL section has been working on integrating the coaching method into the IFLA context for several years. Before 2018, coaching was offered as part of CPDWL satellite meetings. In 2018 and 2019, a full coaching session was available to all delegates at the IFLA World Library and Information Congress (WLIC).

After the WLIC 2018, CPDWL started to collaborate with the IFLA Management & Marketing (M&M) section on this coaching programme.

IFLA Headquarters and IFLA's Professional Committee have been supporting the coaching initiative since its beginning.

A similar coaching programme was planned for the WLIC 2020 in Dublin, and the proposal was accepted and supported by the IFLA Professional Committee. But this year's conference was cancelled, and there are no plans to offer an online programme instead.

Therefore, the current working group —Ewa Stenberg (convenor), Almuth Gastinger, Carmen Lei and Ulrike Lang from CPDWL, as well as Barbara Schleihagen and Vera Keown from M&M—decided to offer online coaching as a substitute to the session planned in Dublin.

At the moment, colleagues from all over the world who have volunteered as a coach at WLIC 2020 have been asked whether they are willing to do their coaching online instead, what online platforms they could use, and what timing preferences they would have.

In preparation of the coaching session in 2019, a [webinar on coaching](#) was set up to provide more knowledge about the coaching process, principles, skills needed, the value of coaching, etc. In 2020, we are very fortunate to have Vera Keown from M&M offering coaching training for potential coaches. She has prepared five training presentations which will be translated into most of the IFLA languages. These presentations, as well as the dates for the upcoming training webinars, will be communicated to the IFLA community soon.

# IFLA WLIC 2021

## CPDWL Congress Programmes

### Knowledge Café 2021, Rotterdam

**Daria Beliakova & Mónica Mooney Ertel**

daria.a.beliakova@libfl.ru & monicaertel@gmail.com



Due to the cancellation of the WLIC in Dublin this year, our plans for the Knowledge Café have been moved to the following event in Rotterdam in August 2021. For many years, CPDWL has collaborated with the Knowledge Management Section to host the very popular Knowledge Café. Monica Mooney Ertel (KM Section) and Daria Beliakova (CPDWL) are the two coordinators.

The title for the next event is “Continuous learning in a global, dynamic and ever-changing world”. With the support of members of the CPDWL and KM standing committees, a list of 12 table topics has been compiled:

1. Change management techniques for staff
2. New tools for teaching and learning
3. Upgrade your brain! Top 10 essential competencies for modern info pros
4. Developing an innovative culture in the workplace
5. Finding the motivation for our own professional development
6. Dealing with stress in our professional lives
7. Working with diverse generational staff: Millennials, Gen X and Baby Boomers
8. Designing user-centric services and programs
9. Effective and innovative ways to measure the impact of our learning activities
10. Educating users how to identify and deal with fake news
11. Developing library leaders of the future
12. Innovative literacy programs in libraries

These topics will be the focus of 12 round tables where WLIC participants can share their experience and ideas with the table host, with the discussion captured by the rapporteurs. Please note that we still need 4 additional rapporteurs to take notes, so don't miss the chance to be part of the event —just contact us to express your interest.

We are grateful to all our colleagues who are willing to be part of our professional conversations at the next IFLA Congress. In the meantime, stay safe and see you in Rotterdam!

# IFLA WLIC 2021

## CPDWL Congress Programmes

### WLIC Session 2020 to 2021: Workplace Morale, Burn Out and Toxic Leadership in Library Environments: Mitigation Methods and Wellness

**Raymond Pun**

raypun101@gmail.com

Unfortunately, this session has been transferred to WLIC 2021. However, it's an important topic regarding our work environments and wellness overall. We had planned for round table discussions on a variety of issues related to the topic following presentations by three speakers. We chose this topic because we felt the issues were timely and relevant. Our section partners included: Library Services to Multicultural Population, Management and Marketing Section, New Professionals SIG and the Health and Biosciences Section.

Here's the summary of the session: contemporary libraries of all types are challenged with several cultural or organizational concerns: increasing burnout rates, toxic leadership, and workplace abuse or neglect (morale) —all of which have negative impacts on employee retention and job satisfaction.

This interactive session provides a chance to hear multiple perspectives on these topics and create solid measures against these developments. This program will emphasize how library workers at all levels can create, identify, update, model, and implement behaviors, policies, and systems to ensure inclusive and supportive workplace environments.

The session will begin with three presentations exploring these issues, followed by discussions, case studies, or engagement with artifacts designed to inspire in-the-moment creativity and long-term commitment to inclusive workplaces that prioritize empathy, empowerment, and well-being.

Library workers from all kinds of libraries are encouraged to participate and share their experiences and the strategies they use to affect change and promote work-life balance and wellness in their workplaces.

We hope that those who can attend WLIC 2021 will join us for this exciting session!

#### **Wellness and Librarianship: An Interview with Loida Garcia-Febo**

Since I've heard from some colleagues interested in aspects of wellness, I thought of sharing [this interview](#). Thank you, Ray Pun!



# IFLA WLIC 2021

## CPDWL Congress Programmes

### CPDWL Toolkit: Transferring learning back to the workplace

**Gill Hallam**

CPDWL Toolkit Working Group

For several years, members of the CPDWL Standing Committee had considered the development of a Toolkit to support library and information professionals to transfer their learning back to the workplace after attending a workshop, seminar or conference. At the WLIC in Athens last year, it was agreed that the Toolkit should be a key initiative in the CPDWL Action Plan.

A small Working Group was formed (Svetlana Gorokhova, Rajen Munoo, Ivana Todorovic and myself) to commence the planning work for the Toolkit. The first step was to articulate the rationale for the Toolkit and to identify the objectives we were seeking to achieve. We were working from the premise that the core activities of CPDWL focus on inspiring and enhancing professional practice by building the knowledge, skills and capabilities of the global library workforce.

It was important to know why we should want to develop such a toolkit and agree about the challenges we sought to address. We believe that, in a rapidly changing world, LIS professionals need to continually develop their knowledge and skills to design and deliver high quality programs and services. Investment in continuing professional development (CPD) is important for library services across the world and sound strategies are required to ensure a return on investment. We want the CPDWL Toolkit to help LIS professionals participating in CPD activities to share their learning with their colleagues in new and effective ways, thereby contributing to the development of a stronger, more capable profession worldwide.

Our objectives for the Toolkit are to:

- Provide LIS professionals who attend CPD events with ideas about how to share their learning with colleagues.



Image credit: <https://www.wishinnovation.it>

- Encourage LIS employers to regard the cost of CPD activities as an opportunity to extend learning to a wider group of staff
- Encourage training providers to think creatively about ways in which LIS professionals can transfer their learning back to the workplace
- Help all LIS professionals participating in PD develop processes to evaluate transfer of learning to the workplace and achievement of targeted competencies
- Make professional knowledge more accessible and less dependent on financial conditions through a commitment to the principles of open access.

The Working Group realises that there will be multiple audiences for the Toolkit, including library staff, CPD coordinators in library services, library managers, training providers, LIS educators, LIS students and volunteers.

Given the wide spectrum of CPD activities on offer, the Working Group felt that it was important to identify what areas should be considered as an initial priority for the Toolkit, highlighting examples of formal learning typically gained at conferences, seminars, workshops and webinars, as well as examples of informal learning through professional reading, library visits, job exchanges, mentoring and coaching. The next steps for the Working Group are to develop a checklist to ensure the Toolkit includes the appropriate scope and quality of resources to meet the needs of LIS professionals across the world, e.g. formats, languages, accessibility, open access etc.

The planning document has been shared with the other members of the Standing Committee, with some excellent suggestions being provided. The CPDWL Toolkit will be a web resource that can be accessed on the CPDWL website. However, as the IFLA website is currently being redesigned, the Working Group is liaising with the IFLA web team to think about the appropriate information architecture for the Toolkit.

The Working Group had been making pretty good progress with the planning—but then—guess what? COVID-19 dropped into our world. The impact of the pandemic in different countries has inevitably resulted in some delays in the work plan, but we hope to pick up speed again in the coming weeks. As we can't move ahead without the new IFLA website being launched, we anticipate that the Toolkit will only become available in 2021. Look out for our updates in the next issue of the CPDWL Newsletter!

# JULY 14TH | WEBINAR

IFLA's Continuing Professional Development and Workplace Learning (CPDWL) and New Professionals Group (NPSIG), with the support of the American Library Association (ALA)

Upcoming IFLA/ALA Webinar:

“Mindfulness to Manage Workplace Stress and Microaggressions”

DATE/TIME: TUESDAY, JULY 14TH AT  
8-9 AM PT / 10-11 AM CT / 11 AM -12 PM ET / 5-6 PM BST

REGISTER HERE: [HTTPS://TINYURL.COM/CPDWLNPSIG2020](https://tinyurl.com/cpdwlnpsig2020)

As announced on our previous Newsletter, the first webinar of the series “New Librarians Global Connection: best practices, models and recommendations” for 2020, took place on February 26. The speakers for Developing a Successful Poster Presentation were Edward Junhao Lim, Bruce Herbert and Juliana Es M. Munawir, Mohamed Fadzli M. Fauzi. If you happened to miss the live webinar, you can still access it using this [recording](#) link.

The next webinar of the series, Mindfulness to Manage Workplace Stress and Microaggressions will take place on July 14. For information about the time (depending on the your time zone), speakers, content and registration link, please visit the [NPSIG' page](#).

## New SC Member



**Sara Ulloa** is from Lima, Peru. She is currently a high school librarian at San Silvestre School. She is also interested in public libraries from her country and abroad, she has visited libraries from Mexico, United States, Thailand, Vietnam, among others. Her favorite one is the New York Public Library.

She has a bachelor's degree in Library and Information Sciences from the National University of San Marcos. Her dissertation explores school libraries in public schools in Lima. In addition, she has studies in graphic design and marketing. Her next study objective is to get a master's degree in Education.

Since 2017, she is a member of the American Library Association and a regular assistant to its conferences. She is also part of the Achikyay Association, the Research and Promotion Center for Reading in Junín, the central highlands of Peru. Last year, she was selected to be part of the Reading, Writing and Orality course for reading mediators given by the Peruvian Ministry of Culture.

# Support for Library Staff in Times of COVID-19

by **Ulrike Lang**  
Co-Chair of CPDWL

The pandemic reached the world after spreading from China via international travellers to all other continents.

Governments and official institutions took and take care at different times and with a variety of reactions to save their population. Some think they have overcome the danger of the pandemic; some are facing a second wave, and some are only at the beginning.

Libraries worldwide started at once to do their best for their customers and support them as helpful as possible while they were facing the closing of their libraries and lockdown with varying requirements. Some countries had special lockdowns for the elderly like Turkey for example, some had an eye on the “risk group”, persons with underlying health conditions.

But how did they act toward their staff? What were the consequences for the working conditions in libraries?

We collected some reports from different countries where CPDWL colleagues are located. The reports are listed in alphabetical order.

You will only find the Italian statement as a separate article, because Italy was the first most affected country in Europe and our colleague Matilde Fontanin wrote a report about the special situation in Italy with such high number

of casualties. Now the US is the most affected country worldwide followed by Russia, Spain and Brazil.

The reports that follow let us conclude already that:

- Information is essential. It must be clear, prompt, comprehensible and necessary. The position of executive staff has to be clear and present and is even more important in times of crisis;
- Libraries which already invested in digital support are the lucky ones because the staff is already trained and experienced in working from home, use video equipment and online platforms;
- Library associations can be very helpful in collecting and providing information for the management and the staff;
- It is important to have a plan and create actions for emergency situations before they arise;
- Dealing with a crisis is not only an issue of work-life balance, but healthcare for everybody.

If you want to send us your experiences dealing with consequences for the library staff in your country, we will be happy to publish them via the CPDWL blog or in the next CPDWL newsletter.

And please visit the IFLA page COVID-19 and the Global Library Field which is being updated regularly and is presented in all official IFLA languages.

Stay safe!

## AUSTRALIA

### Activities of the Australian Library and Information Association (ALIA)

/Gill Hallam

ALIA, with input from the ALIA Australian Public Library Alliance, has been monitoring the impact of COVID-19 on Australian public libraries since early March and has created an interim report summarising feedback from more than 200 libraries. Also with state and territory governments planning to ease restrictions in the coming months, libraries will need to carefully consider the risks associated with reopening, and the measures which will need to put in place when the time comes for them to open. ALIA has created a strategic check list to support this process, including information on staff support, services that need to be phased in (or out), communications planning, and safety precautions.



## EGYPT

### Public Libraries

/Heba Mohamed Ismail

Public libraries in Egypt are supporting their employees during COVID-19 and, according to the regulations related to work that have been adhered based on the decision of the Prime Minister and the instructions of Ministry of Health and Population:

1. Employees who have chronic diseases has been given a leave of absence.
2. Pregnant women and mothers who have children under 18 years old were given an absence leave until further notice

Public libraries are still not open to the public and to ensure implicitly the flow of information during this period, in an effort to protect the staff and prevent all employees from falling ill at the same time, rotating shifts have been implemented for staff, to allow the work to continue despite a reduced workforce.



## GERMANY

### State and University Library Hamburg

/Ulrike Lang

Germany is a federation of 16 states and health organization is under the regulation of these states. The central government can give advice and organize that they speak with one voice, but in the design and timing the states are independent. Here is a short diary of the actions in the state of Hamburg.

March 11. Restriction for returning-from-holidays staff to quarantine at home for two weeks, regardless of symptoms of COVID-19. For the library staff, the director and the government gave the following orders:

- to stagger the core working hours, so staff was able to use the public transportation system outside the rush hours;
- working from home possible for everybody, but they had to check their mail account daily for urgent information;
- staff had to provide their private telephone number according to the data protection orders.

March 13. Announcement that the library would be closed by March 15.

- working from home for everybody.
- reduction of overtime, with extended flexitime framework.
- Release from work without any loss in pay (usually possible in Germany for 10 days per year for care for children, elderly or persons in need.
- certificate of disability could be created by doctors by telephone and sent online.
- ban for the management to take leave.

March 16.

- demand to all staff members to stay at home. All meetings to be only online.
- students are completely exempted from physical presence. The educators have to provide materials for self-study or online materials.
- areas with a higher risk of infection like sanitary facilities, doors etc. have to be cleaned several times daily. Working desks are cleaned at least once a day.
- regular updates from the IT department of the library for the private computers to be connected with the working spaces.
- recommendation to use DFN [confhttps://www.conf.dfn.de/](https://www.conf.dfn.de/), Microsoft Teams or JITS. Zoom is not recommended because of data protection regulations.
- provision of laptops and cameras for home use and handouts for the use of this equipment.
- electronic timecard for home office hours.

April 3. New instruction and hygiene training in written form, including regulations for social distancing, sent to all library staff.

April 20. Governmental instruction allows re-opening of academic libraries on 4/27. Deployment plans were created taking in consideration the demands of the staff, such as being part of a risk group.

The Federal Minister of Labour and Social Affairs explained at the end of April that he will pass a law for the right of working from home on the ground wherever it will be possible. Important message not only for librarians after the pandemic.



## NORWAY

University library of the Norwegian University of Science and Technology (NTNU), Trondheim (status on 8th of May)

/Almuth Gastinger



Norway closed all higher education institutions, libraries, schools, kindergartens, gyms, hairdressers, etc. on 12th of March. Most restaurants, pubs and cafés were closed too. That means that all library staff has been working from home since the following day, at least until the 20th of April. Some of my colleagues were not used to working from home or using laptops when working.

They got laptops from our teaching classroom, and all necessary software was uploaded onto these laptops. If needed, these colleagues were also taught how to get access to and use the various tools and library systems on the laptop. Thus, they felt well prepared for working from home.

During the last two months of working from home my colleagues and I regularly had meetings to talk about the status quo and occurring challenges. People were doing rather well, but everybody missed the physical contact and talking to each other face to face.

The head of my section also suggested to meet for short online courses in order to learn more about the functionality of tools like Microsoft Teams, Zoom, Outlook, Blackboard Collaborate, Mentimeter, Leganto (Ex Libris resource list management system). We are using Zoom, Microsoft Teams or Skype for business for our online meetings.

The library management has had daily meetings during the first weeks, because there was so much to organise and decide, and there was new information all the time. I feel the flow of information from our management is better these days, that means new information is distributed immediately.

The library management has also created an internal website/document folder with information on and links to possibilities for continuing professional development (CPD). All staff was requested to use some time in their home office hours to improve necessary skills or develop new ones, and to update their knowledge. Everybody could and should add information about useful and interesting CPD activities.]

The management also told us to write full hours per day, even if we have days where we might not have enough work to do. Colleagues with children who also had to stay home were able to take some time off for childcare if needed and still got fully paid (care leave).

On the 20th of April a few colleagues were allowed to work in their offices for two or three hours per day again, because our library –together with many other public and academic libraries in Norway– opened up for ordering printed literature from its own collections. Now users can either pick the literature up in front of the buildings where our 15 branch libraries are located (the campus is still closed for all students and most staff), or the literature will be sent to the users by mail. Many students are very happy since they needed the literature for their exams in May and June. Colleagues from the acquisition and cataloguing department also started to work a few hours in the library again, but most colleagues are still working from home.

On the 27th of April the so-called Virtual Library (in Zoom) started for all students and staff at NTNU –with a different focus every day. Between 10 am and 12 noon users can talk to and get guidance from library staff, attend courses and get some real writing done at ‘Shut up and write’. The service is offered weekly throughout the spring semester 2020.

There has been a lot of creativity throughout Norway in order to offer library services during the closure of libraries. You can read more in this blog (in Norwegian): <https://bibliotekettarsaka.com/2020/03/19/kreativitet-mot-korona>

**CPDWL** **PODCAST**  
LIS CONTINUING PROFESSIONAL DEVELOPMENT



Search for IFLA CPDWL. **Listen previous** Conversations here!

## SWEDEN

### Malmö University Library

/Ewa Stenberg

In Sweden, some libraries are open and others not. The open libraries have all some kind of restrictions, either in opening hours or in the services. The universities changed to distance education for all students in the middle of March, and at my university the library has been asked to keep one out of three libraries open.

At Malmö University Library we no longer work at the physical information desk, but give digital reference services by chat, email and telephone.

Students have found their way to us through our digital channels, for example chat calls have increased by 400-500% after the digital shift in March.

Library teaching and individual guidance are also performed only by digital means, we have all become more or less experts on using zoom, and it often works quite well to meet the students this way. But we ask ourselves how the situation would have been without the level of digitizing the university already had in place before the corona pandemic.

There have been several workshops and training opportunities to learn more about using zoom, both conducted by the IT-pedagogues of the university and internal by the library staff. The training sessions continue and are

very appreciated. Part of the staff were already familiar with producing films, and we have been turning more and more digital in our work during the last few years, a conscious turn, so there was quite much competence in place when the pandemic forced us to go mainly digital. We are also lucky to have a sharing culture where people are happy to teach others/learn from others.

As soon as the restrictions started because of COVID-19, the university put information on the web about how to act – the usual things like washing hands, keeping distance etc. Also, flyers and posters were produced. Our security company has guards controlling people coming into the only open building, where our biggest library is, because it is only open for students and staff at Malmö university, not other students who often use our library and borrow from us. At the library we have been working hard to get new routines in place, much work to secure the staff and minimize the physical contact with users. We have been writing almost daily emails from the management to update everyone – we are but 47 people in the staff, and we need to make sure not all of us get sick at the same time.

Right now, people work from home if they do not have hours "at the information desk", when they are at the library answering our desk phone and do the work with circulation and other media work.

Things might change quickly, so we are prepared for more restrictions, total close down, more sickness in the staff, etc.



## UNITED STATES OF AMERICA

/Loida Garcia-Febo

I asked librarians on twitter: "Libraries working on plans to reopen, help me identify information about: How do the libraries ensure that their staff can stay healthy and how is the staff supported to fulfill their family duties due to closure of schools and kindergartens?"

A total of 74 people liked that tweet, 24 re-tweeted it, and many commented; all were from the USA. Commented tweets ranged from people mentioning that their library plans included to be flexible for all the various impacts and let people with situations related to childcare, transportation, vulnerability of self, personal/medical reasons to work from home. Others mentioned that they were considering working from home options and also limiting service point contact and providing flex hours for staff to work a schedule best for their needs. Some academic libraries have agreed to give the librarians an extra year to go up for promotion.

Some issues still being discussed and expressed by the librarians include:

- must obtain support from administrators,
- would those that continue working from home be at a disadvantage for promotions /raises/reviews since they

might not be able to keep up?

- what about people without children, but that do not want to be exposed to unhealthy and unsafe environments,
- why open physical buildings where library workers would use equipment needed by nurses and health practitioners,

I am also happy to share that ALA has created an online Forum for members titled ALA Connect Live: COVID-19 to share information and discuss matters of interest with members.

Last year while I was President, my team and I revamped the Wellness website of the ALA- Allied Professional Association, a companion organization to ALA. During this pandemic, more resources on how to manage stress and anxiety have been added to the Emotional Wellness section.

- Emotional Wellness Resource
- Financial Wellness Resource

As well as resources regarding Family Support:

- Wellness Resources for Parents
- Social Wellness Resources



Italy was one of the most affected countries after China, at least in the public perception. From my point of view, Italy was definitely one of the most outspoken and open countries in declaring the spread of the pandemic and in taking restrictive measures to hinder its spread, which is a global problem; and the later spread in other countries confirmed this view.

In January and February I travelled a lot. From the 12th of January across Italy, then I keynoted at BOBCATSSS2020 in Paris at the end of the month, and I was back home on the 25th of January. I left again soon after and on the 20th of February I was in Padua, where I was teaching English to some public librarians of the provinces of Padua and Vicenza. I arrived in Padua in the late afternoon, the day after I was to teach in Abano Terme, I stayed at some friends of mine – he is a librarian from a medical library who recently retired – and we heard in the news of the first two infected people being in intensive care.

They would both die. The first one on the evening of the following day, as I had finished my course and was travelling home. They were both from Vò Euganeo, a village 18 km far

mask, and our lesson took place in a room for about 30 people where all seats were taken. To me, coming from an area where social distancing had started earlier, it was almost inconceivable. On that very day, a decree by the Prime Minister started the lockdown on a national level, forbidding all public gatherings, congresses, conferences, sport events, and suspending school attendance. The University “La Sapienza” cancelled lessons from the next day. I was still able to go to the Department office for some paperwork, they were open with some restrictions, but the Campus was deserted: social distancing had started.

On March 9th, another decree stated that it would be forbidden to move to and from certain areas in North and Central Italy – namely, the whole Lombardy region and some provinces in Veneto, Emilia-Romagna, Piedmont and Marche. Before it could be enacted, the decree was anticipated to the board of the Governors or Regions and the news leaked out. The areas involved are highly



# Italy during COVID

## Observations of a traveling librarian

**Matilde Fontanin**  
mfontanin@gmail.com

from the town where the course was held: participants were librarians from the area, the atmosphere was tense. Yet, we were also excited because the “English for librarians” course would close with a week’s trip to London. We were supposed to leave on the 28th of February from Venice airport, participants would attend a language course and we would visit the British Library, the National Archives, Tower Hamlets libraries, the Cambridge Public Library and more. Needless to say, we have not done that journey yet: Venice airport was closed from that very day, and few days later the UK started imposing quarantine limitations to those arriving from abroad —particularly from Italy, arrivals from our country were refused in many countries for some weeks, at least until it was clear that it was a pandemic, and the problem was not only Italian. Italy had done the same with flights from China before the spread of the virus— according to some, not a wise move. Checking people who were in China for business as they flew home to Italy directly might have allowed to check the spread more efficiently than forbidding them to do so, because some found alternative routes, and it was impossible to check everyone flying to Italy from wherever.

Other positive cases were immediately declared in Codogno, Lombardy. A total lockdown started for those two towns (Vò Euganeo and Codogno) immediately. Today there are no positive cases there. Lombardy and Veneto immediately after started gradually widening the lockdown to the rest of the Region, but it had not reached the rest of the country yet. On the 4th of March I attended a PhD class in Rome: it was weird walking in a half-empty capital city - few people in the street, vehicle traffic perceptibly lower - yet hardly anyone wore a

industrialized, and site of many universities, they are the targets of much internal migration. The news that soon it would not have been possible to leave the area caused a stampede: people crowded all means of transport to get back to their hometowns. There was much worry at the time that this would bring an uncontrolled spread of the infection all over the national territory, and the numbers increased, but apparently no new meaningful foci started elsewhere. The focus remained the area of Bergamo and the region of Lombardy.

Italy is not a federal state, but the Governors of Regions have some degree of autonomy, and the health systems depend on Regional governments: this caused at the beginning some differences in regional regulations, also after the Decree of March 9, but basically we were all locked down after that date -though some regional governors decided to take even more rigid measures.

Nevertheless, much sense of responsibility was conveyed by the national decrees. Cases such as the stampede I mentioned above had to be kept in check by self-responsibility, I know it well also because my daughter studies in Milan: she decided not to return on that day, fearing the infection, and graduated online on the 29th of April. We still have to see her: she will be home on the 11th of May and isolate herself for a fortnight, then finally we will be able to hug her. We were able to see her and shared out screen with her friends, she declared on the Town Facebook page that she was happy to have all her friends with her, and this eased up her sense of isolation. I wondered what life must be like for parents with lower digital skills. Yet, I doubt authorities can check that everyone stays isolated when they move from a region, such as her case will be.

## What about the libraries?

After this country overview, a brief one on the library universe. Libraries depend on their parent institutions: academic libraries from their universities; public libraries from their city councils -though they are often coordinated also by library systems or consortia. Moreover, a certain number of libraries depend on the ministry of Cultural Heritage and Activities (MiBACT) and there are many more cases of special libraries serving museums, foundations, specific research institutions and so on. In this landscape there could not be a homogeneous treatment, but patterns may be traced.

After March 4th most libraries closed their reading rooms and remained open to register loans and returns. In the hot epidemic areas outlined above this procedure had started on the 24th of February and permanence inside the library premises had been limited to the essential. After March 8, all libraries were closed by decree and the closure maintained until May 3. After that date, some gradual, partial reopening is taking place.

The Italian Library Association (AIB) issued various statements to comment and foster the adherence to the law, which recommends working from home whenever possible and to put in place a series of procedures and good practices to protect the health of the staff remaining within the library premises. These basically reflect the WHO (World Health Organization) recommendations and go deeper into the kind of personal protective equipment useful in a library and how to use it, and the level of infectiousness of the virus on the materials normally found in libraries. Librarians did what they can do better: they looked for information and made it publicly available for the library community through the association Website (with an English translation[1]), and communicated their results in a letter to the main institutions in charge of libraries in Italy.

Another track AIB followed was information and recommendations about and for library staff: all in all, for at least 2 months libraries were closed. The situations and reactions varied. Working-from-home plans were put in place wherever possible, but where this was not possible staff were asked to use their paid leave for a limited number of days per week, or governmental temporary unemployment benefits were advocated.

Nevertheless, most staff in Italian libraries do not have permanent positions. Many of them have fixed-term contracts, but, most importantly, many libraries have their services increasingly outsourced to private contractors. This means there are a large number of library staff who are left without the social security a permanent position in a public administration still ensures. The Association expressed its concern in a public statement on March 16, reminding all administrations that closing the library implies devising strategies to allow these people to work from home and not simply that —being the library closed— they will not be able to work their contract hours and therefore not paid.

As regards the services delivered, after closing the libraries and suspending all circulation of documents, various services continued remotely: digital reference, assistance in using digital

resources and services, e-reading, and everything the digital collections and services allow to do remotely. Interlibrary Loan was obviously suspended, and also document delivery, unless it referred to digital resources –it was in fact impossible for the staff to go to the library to copy resources in print.

New initiatives were started as well. Distance book-reading, for example. An experienced external provider NPO, Damatrà[2], made the National Radio News when they started reading stories on demand over the phone. The idea for the Telephone Tales[3] is drawn from Gianni Rodari[4], the creative author who in the 1960s created stories that imagined that a salesman had a daughter to whom he read a bedtime story. Since he traveled, and calls were expensive, the story had to be short. Thus, a masterpiece collection of witty, creative stories, which a Goodreads reviewer compares to the atmosphere of the Paris of Amélie[5], was published and it never stopped entertaining generations of children and parents. Thus, Damatrà gave it new life. Some issues about copyright infringement were raised, though, and, unrelated to the present project, the Library Association started a process with the Publishers' association (AIE) to set works free from author's rights.

Some libraries used this time to brush up plans whose priority had been scaled down when faced with the daily activities of an open library, such as continuing and refining retrospective conversion and polishing the catalogue. Some others enacted plans that had remained in the drawer for some time, such as putting up digital exhibitions of library treasures.

At that time, I received the call from CPDWL to collect stories of library staff in libraries. I forwarded it to AIB-Cur, the Italian most used listserv by and for librarians, and I received some feedback which I summarise here:

- The Facebook page of the “Friends of the Public Library of Santa Margherita Ligure” hosted various regular columns, edited by the librarians, for art lovers, on local history, with stories of libraries round the world, or offering meetings with authors. On top of that, they offered book reviews and tips for readers divided by age, from toddlers to adults.
- Libraries of nursery schools offered storytelling on the phone, carried out by psychologists as a means for psychological support;
- Various National Archives started initiatives based on the campaign #Istayathome, proposing access to their collections;
- The National Central Library in Florence offered a “Travel with the books” initiative on its Facebook page[6], and a YouTube series of videos enacting literary journeys through their collection items[7]. Further, they started the “Astrolabio” project, uploaded on Internet Archive the hundreds of digital copies produced by the reprographic services of the library for research purposes, after library staff, working from home, verified which of these copies could be legally opened to public domain.
- The library of the Free University of Bolzano used their staff to teach University administrative staff to take advantage of library resources. Within #StayHomeandInformed their subject librarians offer short introductions to various services and one-on-one appointments on specific research needs.

Much time was devoted to opportunities for Continuing Professional Development and Training courses during the lockdown, and e-learning was given a boost.

From May 4 onwards Italy started "Phase 2": schools are still closed and will remain so at least until the end of school year, but some businesses started again —bookshops among them— and some libraries re-opened. Recommendations everywhere foster staff safety:

- Availability and use of personal protective equipment;
- Leaving paper materials untouched for up to 3 days before shelving or lending it again;
- Fostering as much as possible smart working and working from home;
- Continuing and enhancing digital and remote services.

On the other hand, the situation is far from homogeneous: academic libraries are still mainly closed, following the trend of University classes. Some provisions for catching up lost time are under way, for example PhD programs are considering to postpone the closing date for as long as the lockdown, since researchers were not able to use labs or libraries, but much remains uncertain and if there is one thing this time taught us all, is probably that we should plan carefully and look ahead —but not too far ahead— always ready at changing our track.

[1] Vittorio Ponzani and Rosa Maiello, 'Covid-19 and Health Protection in Libraries', AIB-WEB(blog), 21 April 2020, <https://www.aib.it/attivita/2020/80687-covid-19-and-health-protection-in-libraries/> - translated by Matilde Fontanin.

[2] See their Facebook page posting the initiative: <https://www.facebook.com/damatraonlus/posts/2328173900617610>

[3] See the Library off Congress: Rodari, Gianni. [from old catalog] Favole al telefono. English. [from old catalog] Telephone tales. London, Harrap [1965]. <https://lccn.loc.gov/67118522>. They also show a 2019 reprint in available.

[4] [https://en.wikipedia.org/wiki/Gianni\\_Rodari](https://en.wikipedia.org/wiki/Gianni_Rodari)

[5] Le fabuleux destin d'Amélie Poulainis a film by Jean-Pierre Jeunet, France, 2002

[6] <https://it-it.facebook.com/BNCFirenze>

[7] <https://www.youtube.com/channel/UCA0-KD-WLTYyoOhVNXxs4dg>

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## IFLA CPDWL ACTIVITIES

Check out our Webinars, social  
media chats, podcasts and  
more!

Webinar Series with  
NPSIG and ALA

Toolkits, Guidelines  
and Coaching  
Initiative Resources



## AFLI Initiatives During COVID-19

Heba Mohamed

Ismailheba\_13@hotmail.com

The Arab Federation for Libraries and Information (AFLI) was founded in 1986 with over 32,000 members in over 20 Arab countries in the MENA region. AFLI Headquarter located in Tunisia. It focuses on the main issues as follows:

1. Cooperation & partnership with Arab as well as International associations that have similar objectives to AFLI.
2. Strengthen cooperation between Library and Information and related societies and institution in the Arab World.
3. Strengthening the ties between the national libraries organisations and preserving the written, oral, and visual heritage of the Arab world.
4. Support all efforts to promote the profession and Librarianship through training and workshops in order to develop librarians' knowledge and capabilities.
5. Conduct and encourage scientific research and studies in the field of libraries and Information science as well as hold specialised seminars, symposiums and conferences.
6. Endeavour to improve the standards of pre-service and in-service training institutes for librarians and specialists in the Information field, AFLI signed an agreement with IFLA to initiate the IFLA Standards Translation Project. About 60% of IFLA Library Standards have been translated to Arabic Language, in order to facilitate the work of professionals.
7. Unify and standardise library and information field terminology.
8. Help in setting standards, rules, regulations and policies to govern libraries and Information institutions.
9. Participate in the development of the profession by publishing specialized guides (AFLI publishes a yearly conference proceedings and AFLI journal).
10. Support founding National societies of libraries and information specialists in those Arab Countries where such societies have not yet been established.

AFLI seeks to be innovative in developing the field and practices in the Arab region and apply all technological, human, and other resources to initiate and support activities by all generations at all levels.

In responding to the Corona virus pandemic and how badly it affected many countries and libraries around the MENA region, AFLI took upon itself to implement "AFLI initiatives" coinciding with the Corona virus crisis, many activities applied and target the professionals such as:

- A professional development programme that deals with a variety of topics in the field of libraries, information, knowledge management and crisis management provided through webinar service. The webinars are broadcasted live on the Federation's

YouTube channel due to the high turnout. The program has made ten webinars, and it is still ongoing:

1. Our Arab heritage manuscript between sanctification and marginalisation.
2. All about IFLA: Inspire, Enable, Engage and Connect.
3. Librarianship specialisation identity: who we are and how we protect our identity.
4. The role of libraries in light of health crises.
5. The role of knowledge management in risk and crisis management: The Corona crisis as a model
6. Increasing the effectiveness of remote work.
7. Publishing and Intellectual Property Rights.
8. Systems and software for Document Management and Archiving.
9. Manuscripts in the time of digitisation.
10. Techniques of the fourth industrial revolution and future jobs.



Christine Mackenzie during "All about IFLA" webinar

- The initiative to honor active libraries during the period of the Corona virus crisis. The libraries were divided into two groups, one for large libraries and the second for medium and small libraries. The initiative ends at the end of May 2020.
- The Knowledge Continues Initiative, which is a short record of well-known academics and professionals in the Arab world to talk about the importance of continuing knowledge and readership during the period of home quarantine. There are more than 25 posts.
- This is my Book Initiative, which is a short presentation of book titles and author's photos (Authors can be academics and professionals), to raise the awareness about Arab authors and books in their fields and related topics and introduce young authors in those fields. There are more than 20 posts.
- In the Corona virus crises and the quarantine, AFLI targeted the children of librarians and information professionals in an initiative named "Young Innovative" where they draw whatever they imagine in relation to books, libraries, reading and culture in general and send their work to the committee. Each child will get a certificate and six children will get prizes.

# Social Media Events

## Stay tuned!

JUN 5





#CPDWLCHAT

**JOIN US FOR IG LIVE CHAT ON COACHING!**

Date/Time: June 5, Friday  
at 9 am PT/6 pm CET  
Follow us on IG @IFLA\_CPDWL



**Ewa Stenberg**  
Sweden

JUN 18

Join us for #CPDWLChat on Twitter!



**Sara Ulloa**  
@sarisimas  
Peru



**Dr. Gill Hallam**  
@GillHallam  
Australia



**Rajen Munoo**  
@RajenMunoo  
Singapore



**Carmen Lei**  
@CarmenLei5  
Macau

HOSTED BY IFLA'S CPDWL SECTION @IFLACPDWL, THIS TWITTER CHAT BRINGS LIS PROFESSIONALS TO TALK ABOUT LIS PD ACTIVITIES GLOBALLY. ALL ARE INVITED TO JOIN US AT #CPDWLCHAT

 **JUNE 18, THURSDAY AT 6 PM PT / 8 PM PET**  
**JUNE 19, FRIDAY AT 9 AM SGT/CST / 11 AM AEST**  
(PLEASE CHECK YOUR TIME ZONES)

# CPDWL Members

# Responsibilities

Revised May 22, 2020

## Officers

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### **Gillian Hallam**

#### **Co-Chair**

FALIA, Professor (Retired)

Brisbane, Queensland, Australia

Email: [gillian.hallam1@bigpond.com](mailto:gillian.hallam1@bigpond.com)

2nd term: 2019–23

Oversee strategic direction and revision of Action Plan

Section representative

Coordinating SC meetings

Communications working group

CPDWL guidelines working group

Toolkit working group

### **Heba Mohamed Ismail**

#### **Secretary**

Libraries Technical Manager

Egypt's Society for Culture &

Development (Formerly Integrated

Care Society)

42 Abdallah Diraz st. off Al Thawra st.-

Golf Area Heliopolis, Cairo, Egypt

Email: [heba\\_13@hotmail.com](mailto:heba_13@hotmail.com)

1st term: 2019–23

Organise committee meetings and manage agenda/minutes

### **Ulrike Lang**

#### **Co-Chair**

Head of Education + Training Dept.

State and University Library

Von Melle Park 3 D-20146 Hamburg

Germany

Email: [ulrike@lang-site.de](mailto:ulrike@lang-site.de)

1st term: 2019–23

Oversee strategic direction and revision of Action Plan

Coordinating SC meetings

WLIC 2020 sessions working group

Coaching working group

### **Ray Pun**

#### **Information Coordinator**

Research/Instruction Librarian

Alder Graduate School of Education

Redwood City, CA, USA

Email: [raypun101@gmail.com](mailto:raypun101@gmail.com)

1st term: 2019–23

Manage website

Provide information to IFLA website coordinator

Member of communication group;

Newsletter team

WLIC 2020 sessions working group

# Standing Committee Members

## **Almuth Gastinger**

Senior Academic Librarian  
NTNU University Library  
Norway  
Email: almuth.gastinger@ntnu.no  
2nd term: 2019–23  
Coaching working group

## **Beliakova Daria**

Director, library's educational center  
M.I. Rudomino All-Russia State  
Library for Foreign Literature  
Russia  
Email: daria.a.beliakova@libfl.ru  
1st term: 2019–23  
Knowledge Café

## **Carmen Ka Man Lei**

Head of Library  
Institute for Tourism Studies Library  
Colina de Mong-Há, MACAO, China  
Email: carmen@ift.edu.mo  
1st term: 2019–23  
Coaching working group

## **Claudiane Weber**

Executive Director, University  
Libraries  
Universidade Federal de Santa Maria  
Rua Roraima, Cidade Universitária  
Brazil  
Email: clauweber@gmail.com  
1st term: 2019–23  
Webinars working group

## **Constance Lehro Kouï**

Directeur de la Documentation, des  
Archives et Publications  
Ministerie de l'Economie et des  
Finances  
ABIDJAN 225 Cote D'ivoire  
Email: gbeulyconstance@gmail.com  
1st term: 2019–23

## **Edward Junhao Lim**

Business & Entrepreneurship Librarian  
University of Connecticut. USA  
Email: edward.lim.jh@gmail.com  
1st term: 2019–23  
Newsletter team  
WLIC 2020 sessions working group  
CPDWL guidelines working group

## **Ewa Stenberg**

Librarian  
Malmo University Library  
Malmo University, Orkanen Library  
MALMÖ 205 06 Sweden  
Email: ewa.stenberg@mau.se  
2nd term: 2017–21  
Oversee the Coaching Program  
Coaching working group

## **Ivana Todorovic**

Senior Librarian  
National Library of Serbia  
Department for Research and  
Development of the Library Information  
System  
Skerliceva 1, 11000 Belgrade  
Email: ivana.todorovic@nb.rs  
1st term: 2017–21  
Toolkit working group

## **Juanita Jara de Súmar**

Retired Librarian  
Home: 55, St. Sylvestre #106  
Longueuil, Quebec, J4H 2W1  
Canada  
Email: juanita.jaradesumar@mcgill.ca  
1st term: 2017–21  
Newsletter editor  
Member of communication group  
Translate CPDWL documents into  
Spanish  
CPDWL guidelines working group

## **Kok Eng Lim**

Head, Centre for Professional  
Development  
People Management & Development  
National Library Board  
100 Victoria Street, #07-01  
Singapore 188064  
Email: Lim\_Kok\_Eng@nlb.gov.sg  
1st term: 2019–23

## **Mary Ellen Davis**

Retired Librarian  
Deerfield, Illinois USA  
Email: davisemek@gmail.org  
2nd term: 2019–23  
Oversee the Webinar series

## **Mitsuhiro Oda**

Professor, Library & Information Studies  
Aoyama Gakuin University  
4-4-25 Shibuya, Shibuya-ku  
Tokyo 150-8366. Japan  
Email: m-oda@ephs.aoyama.ac.jp  
1st term: 2019–23  
CPDWL guidelines working group

## **Nyakundi James Nyambane**

Library User Services  
US International University - Africa  
NAIROBI Kenya  
Email: nyakundijames23@gmail.com  
1st term: 2019–23

## **Rajen Munoo**

Head, Learning Services & Research  
Singapore Management University, Li  
Ka Shing Library  
70 Stamford Rd  
Singapore 178901  
Email: rajen@smu.edu.sg  
1st term: 2019–23  
WLIC 2020 sessions working group  
Toolkit working group

## **Sandy Hirsh**

Professor and Director, School of Library  
and Information Science  
San Jose State University  
San Jose, CA 95192-0029, USA  
Email: sandy.hirsh@sjsu.edu  
2nd term: 2017–21

## **Svetlana Gorokhova**

Head, Center for International  
Cooperation Rudomino All Russia  
State Library for Foreign Literature (VGBIL)  
Russia  
Email: svetagorokhova@gmail.com  
1st term: 2017–21  
WLIC 2020 sessions working group  
Toolkit working group

# Corresponding Members

---

## **Antonia Krupicka-Smith**

Library Manager  
Pikes Peak Library District  
Colorado Springs, CO USA  
Email: AKrupicka-Smith@ppld.org  
1st term: 2019–21

## **Chinwe Anunobi**

University Librarian  
Nigeria  
Email: librarian@futo.edu.ng  
2nd term : 2019–21  
CPDWL guidelines working group

## **Maria Micle**

Erasmus Departmental Coordinator  
West University of Timisoara  
Romania  
Email: maria.micle@e-uvt.ro  
1st term: 2019–21

## **Sara Ulloa**

Head Librarian of Secondary  
San Silvestre School  
Peru  
Email: saraulloag@gmail.com  
2nd term: 2020–22  
Member of communication group  
Newsletter team

## **Wanda Kay Brown**

Director Library Services  
Winston-Salem State University  
601 S Martin Luther King Jr Dr,  
Winston-Salem, NC 27110 USA  
Email: brownwa@wssu.edu  
1st term: 2019–21

# Consultants and other roles

---

## **Anne Lehto**

Directo,  
Tritonia Academic Library  
Finland  
Email: anne.lehto@tritonია.fl  
Consultant

## **Catharina Isberg**

Library Director  
Helsingborg City Libraries  
Sweden  
Email: cathis.isberg@gmail.com  
Consultant  
CPDWL guidelines working group

## **Jana Varlejs**

Professor Emerita,  
Rutgers School of Communication  
& Information  
USA  
Email: varlejs@rutgers.edu  
Consultant  
CPDWL guidelines working group

## **Loida Garcia-Febo**

President  
Information New Wave  
New York, USA  
Email: loidagarciafebo@gmail.com  
Consultant

## **Mary L Chute**

State Librarian  
New Jersey State Library  
PO Box 520 (185 West State Street)  
Trenton, NJ 08608 USA  
Email: mchute@njstatelib.org  
Consultant

## **Matilde Fontanin**

PhD Student  
University La Sapienza  
Rome, Italy  
Email: fontanin@pug.units.it

## **Mary-Jo Romaniuk**

Vice-Provost  
Libraries and Cultural Resources  
University of Calgary  
Canada  
Email: maryjo.romaniuk@ucalgary.ca  
Consultant

## **Monica Ertel**

Director, Global Information Services  
Bain & Company  
San Francisco, USA  
Email: monicaertel@yahoo.com  
Consultant

## Join CPDWL!

The CPDWL Section embraces all aspects of professional development and learning in the workplace in the period post-qualification to the end of a career.

New developments and trends in information and communication technology, higher expectations of users, requirements of employers and managers of libraries and information service organisations and competition from information professionals in the broader information industry emphasize the imperative for associations and institutions to be 'learning organisations' and develop their staff by providing opportunities for continuing professional development and training in the workplace; and for individuals to be responsible for their own career planning and development.

Our membership engages institutions, organisations and individuals in a community of practice which supports practical and research-related activities within our area of subject expertise. The Section also brings together those who are interested in and responsible for the quality improvement of systems for delivering continuing professional development and workplace learning programs.



# IFLA CPDWL