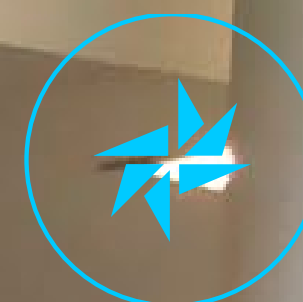


# INCITE



The magazine for library and  
information professionals

Nov/Dec 2018 VOLUME 39 Issue 11/12

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LIBRARIES

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INTEGRITY  
KNOWLEDGE

MAKING THE MOST OF  
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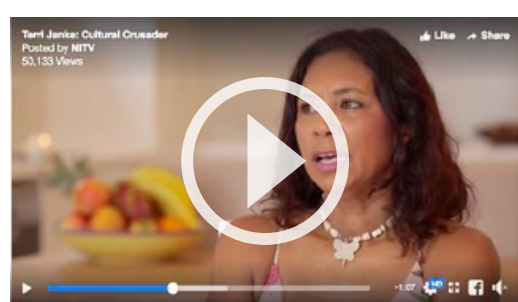




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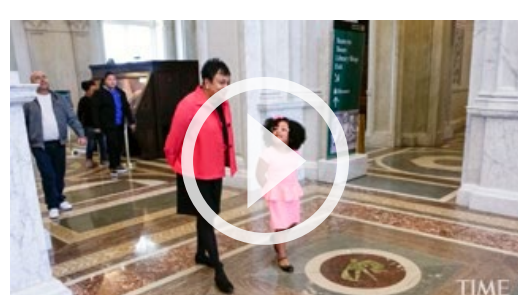
**Terri Janke** — Specialist in Indigenous Cultural and Intellectual Property (ICIP)  
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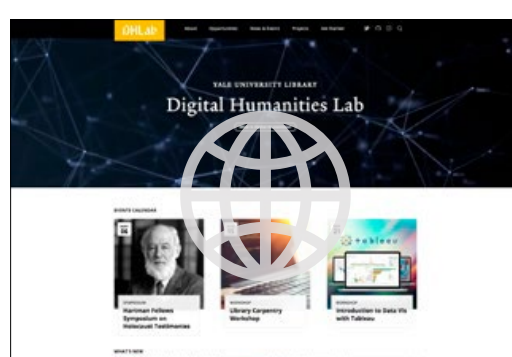
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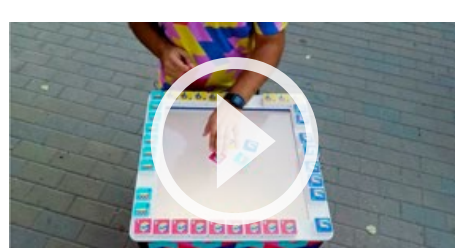


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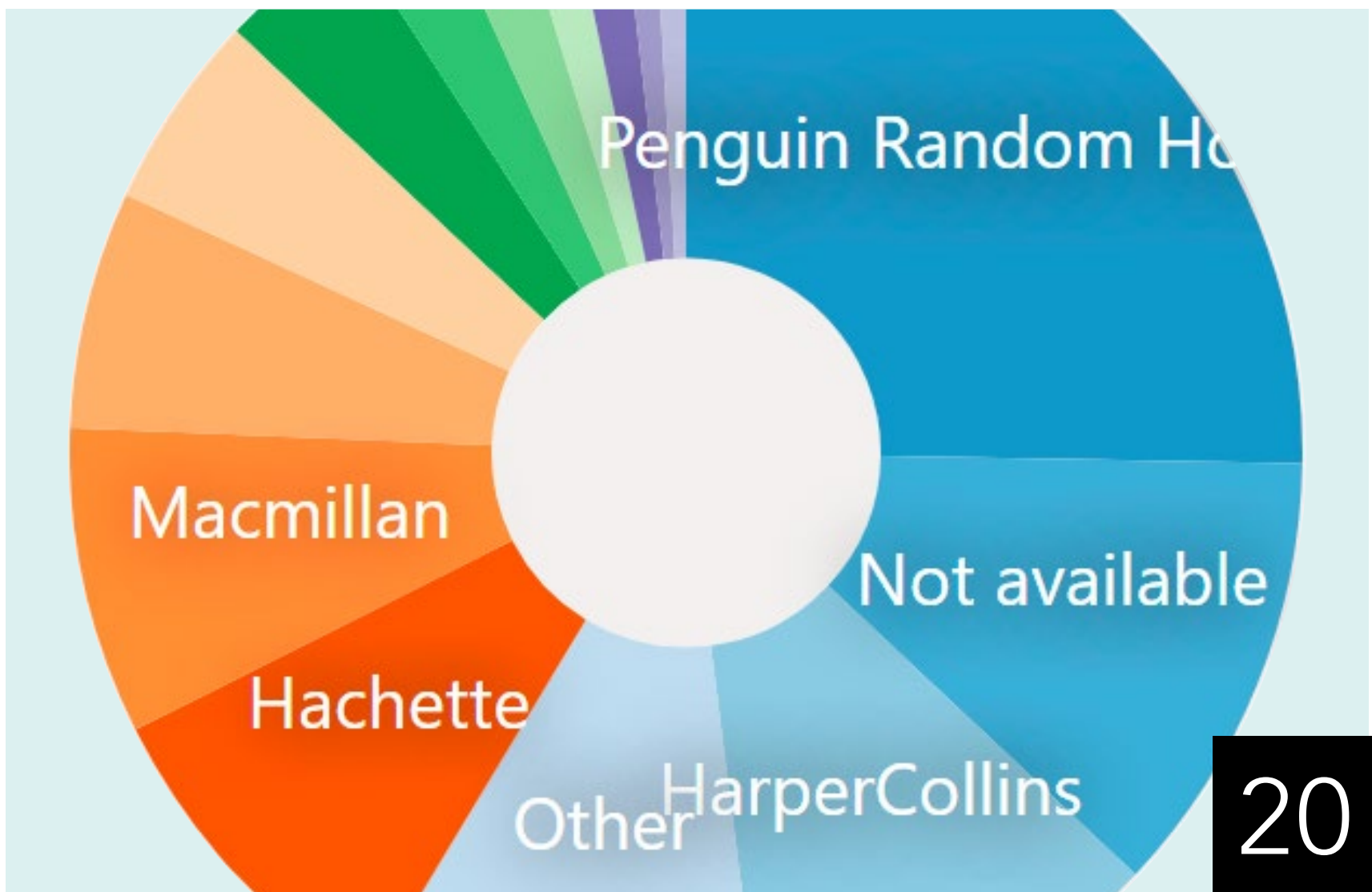




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**Cover:** ALIA Vice-President (President elect) Robert Knight working to promote the Renew Our Libraries campaign  
Photograph by Peter Casey



*INCITE* is the magazine of the Australian Library and Information Association. It presents perspectives on issues relating to library and information science.

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# Libraries hold more than stories

**A** LIA President, LYNDALL LEY, reflects on some of the services that libraries offer their communities that showcase the wide range of benefits libraries create.

*Hello again everyone.*

Libraries are now, more than ever, more than books. We read amazing stories every day of the 'things' that you can access or borrow at your local library; from musical instruments to laptops, tools to toys, ebooks and articles to the perennial paper favourites, libraries offer something for everyone. There's even the incredible [Human Library™](#) – a worldwide movement for social change designed to build a framework for positive conversations that can challenge stereotypes and prejudices. The Human Library™ is a place where real people are on 'loan' to 'readers', and as they say themselves – 'a place where difficult questions are expected, appreciated and answered'. I suspect everyone who works a reference desk will say that all libraries are places where that mantra applies.

But perhaps, even more than being about 'things', libraries today and of the future are about their spaces and their services for their communities. Not only are they safe and inclusive spaces for all, but they mean different things to different people through the innovative use of physical space and the provision of a wide range of services. They are private spaces and playgroups, theatres and lecture spaces,

makerspaces and science labs, Wi-Fi and streaming services, studios and study desks, galleries and creative display areas, places for recreational and social groups to meet and interact and students to learn and study. The library is a destination for fun as well as learning.

I recently visited [Tampines Regional Library](#) in Singapore, a remarkable public library spread over five floors at the heart and hub of its community and which offers such amenities as digital makerspaces, exhibition galleries, and even a culinary studio where cooking lessons are offered. Some of these activities are provided in partnership with local organisations.

The library was recently one of the five finalists in the Public Library of the Year award of the International Federation of Library Associations and Institutions. The prize was [ultimately awarded to School 7](#) in Den Helder, Netherlands, a library where not only can you borrow an ever-increasing range of 'things', but where you can get married in the theatre or celebrate your birthday in the café – truly a library space where everyone is welcome and everything is possible.

Today's libraries are marked by their ability to understand what their communities need and to ensure spaces and services – both traditional and innovative – deliver exciting and important outcomes, whether they be school, special, university, public, or any other sort of library. They are deeply entwined with the communities they serve and are always changing and growing, looking for ways to be ever more innovative and essential. Libraries serve up both the expected and at times, the unexpected. Libraries today are bucking tradition, offering just what their community needs and values. 🌱

LYNDALL LEY AALIA (CP)

ALIA President 2018–2019



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# Australian Reading Hour demonstrates the very real benefits of collaboration

On 20 September, libraries partnered with publishers, authors, booksellers, tech companies, shopping centres, governments and other organisations to present the Australian Reading Hour. This annual event, now in its seventh year, has achieved new heights thanks to its adoption by the whole of the book industry.

The Australian Reading Hour is a fine example of the very real benefits of collaboration. We first ran it in 2012, as part of the National Year of Reading. Over the following years, libraries continued to run events and we had amazing ambassadors in William McInnes, Chrissie Swan and Magda Szubanski, but it was hard to generate momentum at the national level.

In 2017 there was a conversation at a book industry roundtable, one thing led to another, and we now have a national campaign that this year was launched at Parliament House, in Canberra on 18 September; featured on public transport; appeared in print, on radio and TV; and ranked

number one on Twitter for six hours on the day (read more on [page 8](#)).

We talk a lot about partnership and collaboration, but it isn't always easy to identify the benefits. This is an excellent case study of how we have worked with others to identify shared goals and create a joint project which amplifies all our efforts. None of the Australian Reading Hour partners could have achieved the level of engagement and media coverage on their own, however, together we have put reading centre stage with the Australian public.

We have formed collaborative relationships with the book industry, early childhood networks, with GLAM peak bodies (galleries, libraries, archives and museums), digital inclusion agencies, copyright organisations, and with international colleagues, in order to progress our mutual interests.

Participants bring different things to the table – thousands of members or supporters to add critical mass to a campaign; government relations to help us reach influencers and decision-makers; communications channels to build our media presence; and funding for activities.

In these straitened times, we have found that together we can do more and have a much greater impact. Together, we are definitely stronger. ✨

SUE MCKERRACHER  
ALIA CEO



[sue.mckerracher@alia.org.au](mailto:sue.mckerracher@alia.org.au)



## Your Association, your opportunity

**N**ominations for the ALIA Board of Directors open on Monday 12 November 2018. This is your opportunity to make a significant contribution to your Association.

ALIA is seeking nominations for our Vice-President (President elect) and two general Board Members. The successful candidates will take office at the Board meeting following our Annual General Meeting in May 2019 and serve on the Board for two years. Nomination for the Board is open to all personal financial Members of ALIA.



ALIA Directors help to shape the Association's future direction, provide guidance to the executive team, make policy decisions and are responsible for the financial sustainability of the Association. Being a Director provides a unique opportunity to work directly with and for ALIA to ensure our Members are supported into the future.

Details about the role of a Director and how to nominate can be found on the [ALIA website](#). Nominations open Monday 12 November 2018 and close Friday 11 January 2019. Please email ([aliaboard@alia.org.au](mailto:aliaboard@alia.org.au)) with any questions. ✨




# WELCOME TO THE SECOND DIGITAL ONLY ISSUE OF INCITE

**W**hile ALIA is fully committed to producing print issues of INCITE we also want to explore the digital opportunities to communicate with our Members and the wider audience. So, as you can see, this issue of INCITE is again a digital only version.

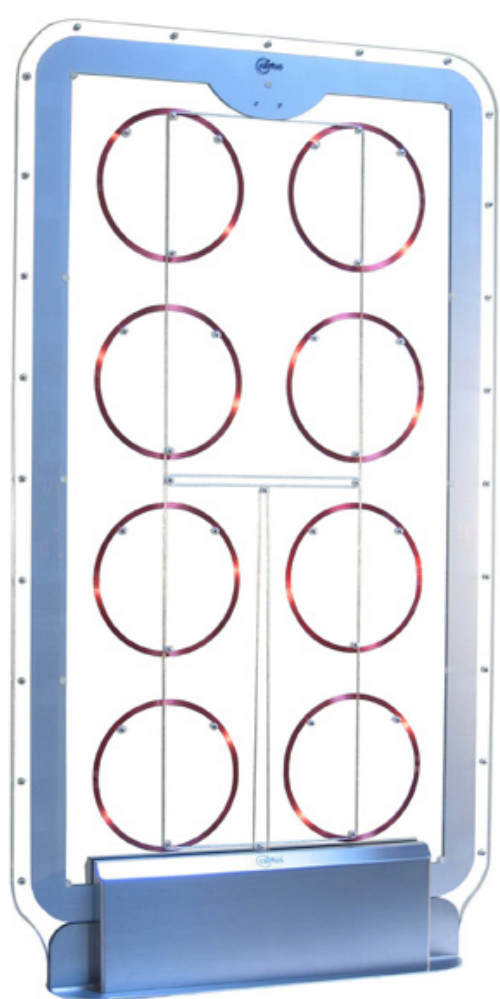
After our first digital only issue, we had a large number of responses to our feedback survey as well as numerous emails. Based on this feedback, we've made a few changes to how we deliver this second digital only issue.

The vast majority of digital *INCITE* readers loved the ability to click on hyperlinks to read more information about what they were reading online, which told us that most are of our readers are using a device with an active internet connection. So, rather than the self-contained format that was used for the May/June 2018 issue, this issue has been designed around users having an active online connection while reading.

This means that we've produced this issue with a significantly reduced file size, as, rather than embedding interactive content into the issue, we have provided links to websites where such content is hosted. This change also negates the requirement for plug-ins for full interactivity and hopefully improves readability across different devices. To give your feedback on these changes in this digital only issue of *INCITE* please email ([incite@alia.org.au](mailto:incite@alia.org.au)). 

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# THE AUSTRALIAN READING HOUR

**T**he Australian Reading Hour for 2018 was a great success, with social media taking off and #ReadingHour trending at number one in Australia on Twitter. GREG BELL has a look at this year's celebrations.

This year, the Australian Reading Hour (ARH) took place on Thursday 20 September after an exciting campaign and promotion. More than 1,000 schools, libraries, bookstores and organisations held an event, and thousands of participants registered.

The ARH was launched at a Parliamentary Friends of Australian Books and Writers (PFABW) event at Parliament House. With PFABW Co-Chairs, Senator Linda Reynolds and Graham Perrett MP, along with the ARH Ambassadors, authors Morris Gleitzman and Judy Nunn (AM) speaking about the benefits of reading and the importance of encouraging everyone to pick up a book by an Australian author.

Author events were held in every state and territory across Australia, and included readings by Dame Quentin Bryce, Morris Gleitzman, Matt Stanton, and William McInnes.



Authors Morris Gleitzman and Judy Nunn (AM)

The CSIRO promoted STEM literature for kids, and 5,000 researchers and staff enjoyed an hour of reading for pleasure on the day as well. Translink and Queensland Rail partnered with ARH to distribute 1,000 Australian books donated by publishers to commuters on Queensland trains, buses, ferries, and trams.

The media achieved for the 2018 Australian Reading Hour campaign was incredible with more than 40 media items being placed. Coverage was widespread across Australia with a reach of just over 7 million, including over 500,000 from TV spots, 2 million from radio, and 4.5 million from print.

The Australian Reading Hour is supported by six major organisations: the Australian Public Library Alliance, the Australian Library and Information Association, the Australian Society of Authors, the Australian Publishers Association, the Australian Booksellers Association, and the Copyright Agency. The Copyright Agency supports the ARH through its Cultural Fund, and ARH is supported by the Department of Communications and the Arts.

We can't wait to build on the success of this year's ARH and encourage even more Australians to rediscover the joy of reading in 2019. Now is the time to start thinking about your ARH event for next year, so head to [the website](http://the website) and start planning. 🌟

GREG BELL

Communications Coordinator, ALIA



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Graham Perrett MP at the Australian reading Hour launch



# COALITION ADVOCATES FOR QUALITY SCHOOL LIBRARIES

**A**dvocacy for libraries is a must and **CATHERINE RYAN** looks at some of the ways that the needs of school libraries are being promoted.



Much has been said in the past few years about what should be done to advocate for school libraries. The playing field is uneven between sectors, states and individual schools. One of the moves to bring state and national library groups together is the School Library Coalition. The group is made up of representatives from ALIA and other school library associations, both at a national and state level. The first meeting was held at ALIA House in Canberra in 2015 and the coalition has met on a regular basis over the past three years.

The School Library Coalition aims to work collaboratively to advance the cause of school libraries to the benefit of students, teachers and librarians through lobbying with a consistent message through library and media networks. One of the first initiatives of this group was the [FAIR Great School Libraries](#) campaign which began in 2015 drawing attention to the fabulous things that happen in school libraries throughout Australia. School libraries were nominated for meeting key criteria in servicing their students and staff and principals were lauded for their efforts to support quality library programs and staff.

School libraries both large and small are often considered a supplementary service within a school. Be assured that in this age learning to identify 'fake news' and developing a love of reading for pleasure are vital services which need to be provided to all students. Stay tuned to hear more of the great work being done to ensure that these services are valued within schools and school systems around the country. You can find out more about the new advocacy campaign ran by the School Library Coalition, Students Need School Libraries, on the [campaign's website](#).

CATHERINE RYAN AALIA

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# CROWD SOURCING EXCEEDS EXPECTATIONS



## for zine creator at ALIA conference

**N**etworking is never easy, nor is reflecting on professional development, so when attending the Asia-Pacific Library and Information Conference 2018 on the Gold Coast, KASSI HAYS looked to zine creation to help with both.

Creating zines is a recent hobby of mine, they are hand-crafted, self-published, underground publications. They're made by folding over pieces of paper like a magazine and can contain drawings, words, or anything you want really. Zines are the perfect outlet for me to unleash my creativity without tying myself to a massive writing commitment. Since I discovered zines, I've been wanting to do a GLAM project, which is how the idea of making a collaborative zine at ALIA's Asia-Pacific Library and Information Conference (APLIC) was born.

Under the moniker of 'Rebel GLAM', I went to APLIC on the Gold Coast with an idea and a stack of paper, not really sure how it was all going to work. I stuck a sign on the back of my clipboard with pink glittery tape advertising my desire for contributions to an APLIC zine. I hoped a few people would be willing to take a page. What unfolded was beyond my wildest expectations.

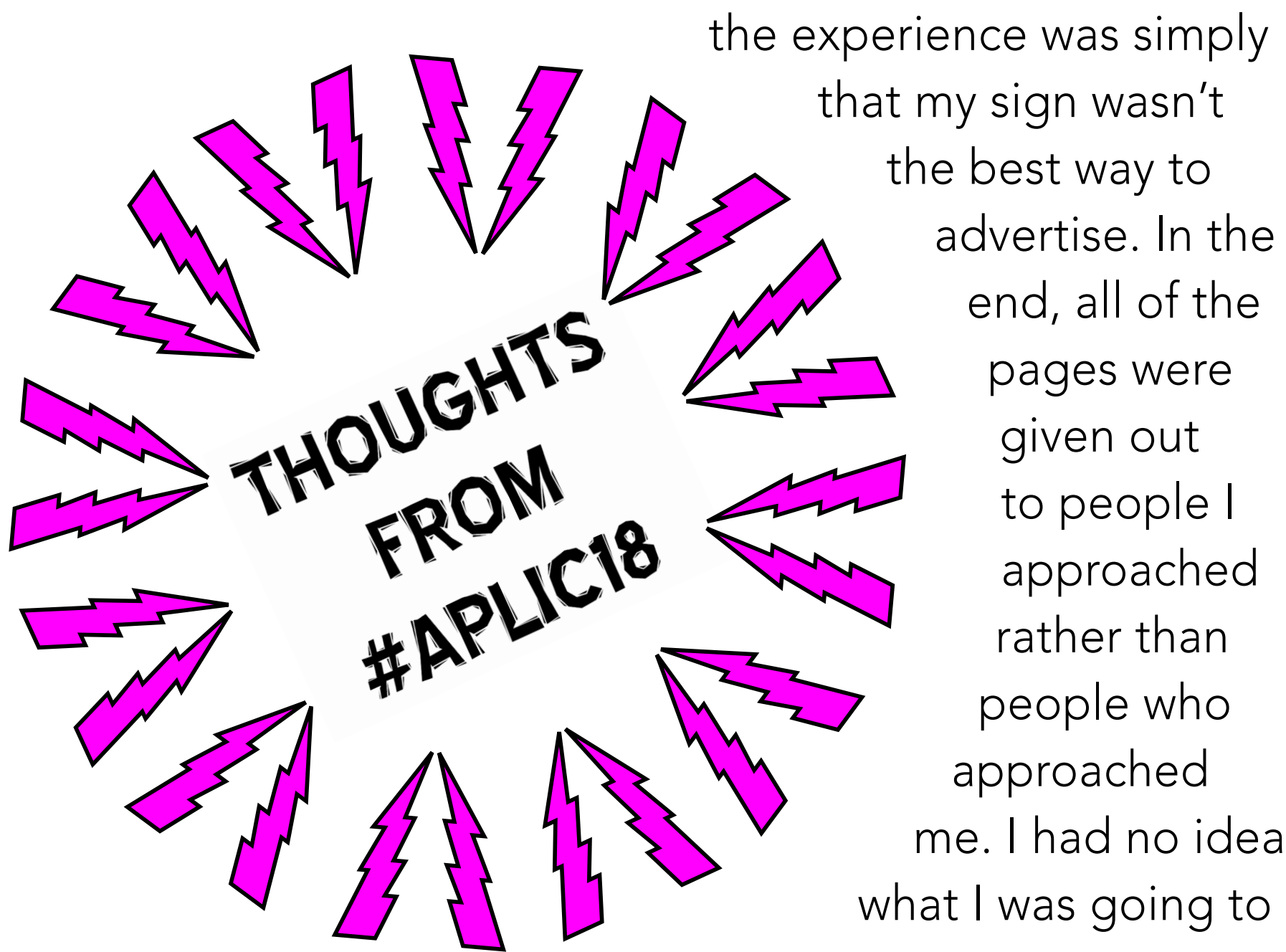
By the end of the first day of the conference I'd already given out all 28 of the A5 pages I'd limited myself to for the zine. People took my theme 'something to do with your APLIC experience' and just ran with it. My first learning from

get back, or even if I'd get any pages back. Another big learning was that I should have kept a list of who I'd given pages to, because trying to remember later has proven quite difficult.

As the conference progressed and people started to hunt me down to return their pages I was amazed by the creativity and ingenuity of the contributors. I hadn't provided any craft supplies (another lesson for next time), so people had taken Post-It notes from vendors, bought their own glue sticks, and even convinced the reception desk to print stuff out. One contributor had used their lipstick. The next time I compile a conference zine I plan to have a little 'zine kit' of supplies I can provide contributors with to help them make their page.

Creating the zine [Thoughts from #APLIC18](#) has allowed me to meet so many amazing people and share my love of zines with them. Contributors included delegates from Australia, New Zealand, and Singapore, as well as keynote speaker Lucy Bloom. The feedback I got was that it was such a great idea, and that it had given them the chance to be more creative. Of the 28 pages I gave out I got 23 back, which was much more successful than I had hoped. The compiled zine is a marvellous summary of an amazing conference experience.

Continuing under the 'Rebel GLAM' name, I hope to make more conference zines, particularly at the National Digital Forum (NDF) in New Zealand later this year. The idea was to inspire people to make more things – whether it be zines or something else – and be comfortable putting their voices out there as I truly believe that we all have something to say. I think that creating and supporting zines is an excellent way to enable more voices to be heard. 🌟



KASSI HAYS  
Library Technician  
State Library of Victoria





# ALIA grant recipient describes 'amazing' PD

**N**ATALIE MUDD, who received a grant to attend the ALIA Asia-Pacific Library and Information Conference 2018, shares her experiences.

After a career spanning nine years of passion in public libraries, I recently made the leap into the world of university libraries and have worked as a librarian and Campus Library Coordinator with University of the Sunshine Coast (USC) at the Fraser Coast Campus since July 2017.

It is often difficult to attend professional development events when working regionally and, as the Fraser Coast Campus Library only has four employees, it is also difficult to develop a professional network. I quickly realised that I had to develop my knowledge of academic research and expand my skill set to ensure I delivered the best experiences for our students, academic staff and the library team. When I first read the conference program for ALIA's Asia-Pacific Library and Information Conference 2018 (APLIC), I knew that I could gain invaluable knowledge about the world of academic libraries by attending. The prospect of keeping up with the current trends and issues in public libraries was also exciting, as I am still passionate about the role of public libraries in contributing to healthy, sustainable and safer communities. I applied for an ALIA grant to attend APLIC, generously made possible by Margaret Allen (State librarian of Western Australia). When I learnt that I was successful I was very excited about the opportunity to attend APLIC and began planning my conference experience immediately.

Once I arrived at the Gold Coast for the conference, I switched into learning mode immediately and I attended the ALIA PD workshop on the opening day. Although I am an active participant of the [ALIA PD Scheme](#), the session gave me a new insight into the program and demonstrated how I could be achieving more from the scheme as an ALIA Member.

With such an amazing program, filled with inspiring speakers and stories, it is difficult to narrow down the stand outs, however, Opeta Alefaio's story of connecting the Fiji Archives with the communities was incredible and inspired me to keep going and achieve goals, no matter how difficult the journey may be. APLIC attendees were fortunate enough to hear presentations from LIANZA (Library and information association of New Zealand Aotearoa) and LAS (Library Association of Singapore), which were insightful into the trends, events, and operational efficiencies of libraries in other countries. The sessions delivered by the academic librarians were vital to my professional development, hearing their stories

and experiences developed my understanding of the roles and influences of librarians working in universities.

Overall, the conference experience was amazing. The inclusion of poster presentations and opportunities to discuss with sponsors and organisations in the exhibition hall was very useful in learning about new products and the green grass seating area was an easy way to meet delegates and develop networks. My experiences gained from attending APLIC will be instrumental in shaping myself as a librarian within a university. The opportunities that this grant has given me are countless. Already I have given a presentation at the APLIC wrap-up event and also written this article for *INCITE* so that I can also share that learning with others. I would like to thank ALIA, USC and Margaret Allen for providing me with this opportunity, and I hope that reading this article encourages you to apply for a grant or an opportunity to grow. 🌱

**Editors Note:** You can view the APLIC keynote addresses on [ALIA's YouTube channel](#).

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Campus Library Coordinator

University of the Sunshine Coast (Fraser Coast Campus)



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# LANDMARK AGREEMENT

## creates 24/7 library for Victorian lawyers

**W**ith more and more users requiring access to the collection outside of normal hours, the Law Library of Victoria can now provide around-the-clock access to its electronic database.

The [Law Library of Victoria](#) and the Victorian Bar have reached a landmark agreement that represents a scalable sustainable growth model for libraries throughout Australia. The Richard Griffith Library (Level 1, Owen Dixon Chambers, 205 William Street, Melbourne) has formally become part of the Law Library of Victoria from 1 July 2018, giving Victorian Bar members around-the-clock access to the same electronic research databases available in the Supreme Court Library and to the judiciary – more information than would ever be achievable in a personal library. This creation of a new branch within the Victorian Bar's existing library has significantly improved access to subscriber-only online legal resources and library services, without the cost of the Law Library buying or renting new premises.

Director of the Law Library of Victoria, Ms Laurie Atkinson, said long-term planning of licence agreements had been necessary to achieve this positive outcome. 'It was a long process but we got there in the end and the result is a gamechanger,' she said. 'This focuses staff and clients on our digital collections and services, which meet the expectations of users.'

**This is a very exciting development for all barristers, but particularly junior barristers and barristers on lower incomes. It will be a significant factor for people when they are deciding whether to come to the Bar – they will know they don't have to give up the level of research support they had at university or their former employer, and they will have access to more information than would ever be possible from a personal library.**

*Dr Matt Collins QC, Victorian Bar President*



(L-R) Mr Ian Upjohn CSC QC, Dr Matt Collins QC President of the Victorian Bar, Ms Laurie Atkinson Director Law Library of Victoria, and the Hon. Justice Cameron Macaulay Chair Law Library of Victoria Committee. Photo by Noah Chrapot

The initiative enables barristers to access top-quality information that previously they could only access during opening hours at the Supreme Court Library, a significant barrier when preparing a case. Further benefits include a qualified librarian available at the Richard Griffith Library during set times to help with research enquiries.

Law Library at the Bar helps realise the Law Library of Victoria's vision to widen the reach of its services to the legal profession and provide a more contemporary, fresh and helpful library service. It increases access to justice by enabling more members of the legal profession to access the critical legal resources they need, when they need them.

Members of the Bar, the judiciary, and the Law Library of Victoria team attended the recent launch of the Law Library at the Bar at Richard Griffith Library on 20 August 2018. In his launch speech, Dr Matt Collins QC, President of the Victorian Bar, thanked all those involved in the project and emphasised the benefits that increased access to digital resources will provide to barristers. Guests present at the launch were impressed by the range of value-added services that will now be provided. 🌟



# BESTSELLING AUTHOR

## Markus Zusak talks writing, books and libraries

**M**ARKUS ZUSAK is one of Australia's most beloved and successful authors. The *Book Thief* spent more than a decade on the New York Times bestseller list and has been translated into more than forty languages. He spoke to the team at Librarians' Choice about his much-anticipated new novel, *Bridge of Clay*.

### **Did the success of *The Book Thief* make it possible for you to take greater risks with *Bridge of Clay*?**

When I started, it felt more like I could take fewer risks because the stakes were suddenly so much higher. When a book is more successful than you imagined, you get a lot more criticisms too, and after a few years of worrying almost more than working, I slowly started to feel like myself again – to take the risks that needed taking – not least just writing the book exactly how it needed to be.

### **You've had the idea for *Bridge of Clay* for a long time. How closely does the completed novel resemble your early ideas? Were there things you wanted to include that you had to leave out?**

There are always regrets about what's been chipped away, or included, or not thought of at the time. In this case, the central idea has remained the same: a boy who wants to build a bridge to make one beautiful and perfect thing. It's more what's built around it that has changed. A bigger family. Five pets with outrageous names (a mule named Achilles and a pigeon named Telemachus, among others). Either way, it's good to have regrets about the book you've just written. Maybe that's how you start your next book – to atone for the sins of the last one.

### **This is *Clay's* story, but it's told by his oldest brother Matthew. Why was he the right person to tell this story?**

I tried everyone to narrate this book – the first being a girl called Maggie, who was erased about six years into the process – which is quite staggering, really. Talk about killing your darlings. But I tried every brother in the Dunbar family, both parents, Clay himself. Matthew, in the end, felt right – and he tells the story out of love for Clay.



Photo of Markus Zusak by Hugh Stewart

### **It feels fair to say that when we read a Markus Zusak book, someone is probably going to get punched. What is your interest in fighting?**

Possibly the greatest question I've ever been asked! It's also fair to say that there'll also be running, and at least a bit of stealing. The reason there's fighting in all of my books is probably because I feel that way about writing. It's a fight. It's a struggle – but a joyful one. You do it because you love it, and no-one comes away from writing a book without a few bruises. As for the running, I've always been a good trainer. My talents were always considered minimal, so working for things was always a necessity. And the stealing is the necessary mischief!

### **Do you ever re-read books? Is there a book you've gone back to again and again?**

Rereading books is how I became a writer. I've always slightly disagreed with people who advocate reading widely as the only way to become a writer – I feel like I became one by reading narrowly. I just read my favourite books over and over – and that's how I learned not only what I loved, but how I could possibly create something of my own – to find my own voice. Books I've reread countless times are *What's Eating Gilbert Grape*, *My Brother Jack*, *The Bell Jar*, *Rumble Fish*, *Wonder Boys*, *The Half Brother* and many more I can't think of right now.

### **Did you grow up using libraries? Is there a memory that stands out for you?**

It was borrowing W.P. Kinsella's *Shoeless Joe*, which I loved and reread, and made me want to write books that made us see the world in a way we recognised but delivered in a lyrical way. 🌟

MELANIE MUTCH AALIA & MEGAN TOLNAY  
Co-Founders  
Librarians' Choice



[info@librarianschoice.org](mailto:info@librarianschoice.org)



## LEADERSHIP & INNOVATION FORUMS 2018

MEANINGFUL AND RESPECTFUL ENGAGEMENT WITH  
ABORIGINAL AND TORRES STRAIT ISLANDER KNOWLEDGE,  
CULTURE AND HERITAGE  
WHAT MORE DO WE NEED TO DO?

#libraryleaders



# ALIA Leadership & Innovation Forums in 2018

**L**yndall Ley announced 'Indigenous matters' as her theme for 2018-2019 when she became ALIA President in May. ALIA's Leadership & Innovation Forums are one example of how the theme has been brought to life.

ALIA Leadership & Innovation Forums are biennial events, taking place in every state and territory, and bringing together Members and the wider GLAM sector to discuss issues of interest and concern. This year the theme has been 'Meaningful and respectful engagement with Aboriginal and Torres Strait Islander knowledge, culture and heritage'.

The South Australian Leadership & Innovation Forum was the first of 2018 and was hosted by ALIA Board Director Jonathon Guppy on Friday 20 July. The panellists included Jenina Haines, a doctoral researcher looking at the ethical recording of the stories of traditional Indigenous knowledge and their archiving and preservation; and Geoff Stempel, then acting (now confirmed) Director of the State Library of South Australia. Discussion between panellists concerned building relationships with Indigenous communities based on mutual commitment and collective trust, and reasoned that libraries have a role in serving marginalised communities and as proactive catalysts of social change.

The New South Wales Leadership & Innovation Forum was chaired by ALIA President-elect Robert Knight on Thursday 13 September. The theme was discussed by the



(L-R) Panellists Anne Reddacliff, Douglas Watkin, Debra Cooper and Anita Heiss

panellists – Kirsten Thorpe from the Jumbunna Institute for Indigenous Education and Research; Shannon Foster, a PhD candidate at the Centre for the Advancement of Indigenous Knowledges at the University of Technology Sydney; and Michael Gonzalez, University Librarian at the University of Technology Sydney.

The Queensland Leadership & Innovation Forum was also held on Thursday 13 September at the University of Queensland Art Museum. There were a diverse and exciting set of panellists – author Anita Heiss; filmmaker Douglas Watkin; and librarian Debra Cooper among them. There was also a presentation by academic and psychologist Clinton Schultz and a presentation on an artwork of St James' College Indigenous student Claire Magro. Attendees had exclusive access to the two different Indigenous exhibitions at the museum before the panel discussion around the topic of Indigenous engagement commenced.

The Victorian Leadership & Innovation Forum was held on 30 October at the Library at the Dock in Melbourne. Included were panellists Nick Thieberger from the University of Melbourne; and Maxine Briggs from the State Library of Victoria; as well as a special guest session from Patricia Genat of the Indigenous Literacy Foundation.

Leadership & Innovation Forums will also be held in the Australian Capital Territory (December); Northern Territory (6 December); Tasmania (13 November); and Western Australia (28 November) in the remaining weeks of 2018. See ALIA's [Event Listing webpage](#) for more information.



(L-R) Presenters Geoff Stempel, Jelina Haines and Jonathon Guppy with SA ALIA State Manager, Emily Wilson. Photo by Lachlan Young



# Back-to-basics ethics campaign focuses on the vital role of libraries in society

The Australian Library and Information Association (ALIA) will be running the [Truth, Integrity, Knowledge](#) (TIK) campaign throughout 2019 on the FAIR platform. The campaign will focus on why librarianship is one of the most trusted professions in Australia and how people working in libraries (whether LIS qualified or from another discipline) promote the free flow of information and ideas in the interests of all Australians. It will remind people that, in a society driven by fake news and the 24-hour media cycle, they can rely on libraries for quality information.

One of the ways we will promote this campaign is with the new '10 ways' poster, which will be released on 28 November. This poster, *10 ways that library and information professionals promote truth, integrity and knowledge*, highlights TIK principles. Details of these principles will be revealed one a week in the lead up to the 28 November release of the poster.

Through 2019, 10 guest bloggers from the library and information profession will write articles for the campaign highlighting how and why their chosen principle is so important. TIK is designed to promote the ethical basis of our profession, to explain why this is important, and to show how our work makes a positive difference to everyday lives across Australia. The TIK campaign has been

developed with support from the ALIA New Generation Advisory Committee.

There will be TIK themed functions held in each state and territory across Australia during 2019 where Members will be able to come together, discuss the campaign and explore ideas that could be added to the campaign. We also encourage you to share your thoughts and opinions on the matter and encourage you to talk about the campaign on social media using #ALIATIK. You can always email any thoughts you have to us via ([advocacy@alia.org.au](mailto:advocacy@alia.org.au)). 📧



## Letter to the editor

**Dear INCITE Editor,**

It is good news that NSW public libraries have recently received a \$60 million boost, partly as a result of ALIA's advocacy. I was glad to join this campaign to help save NSW public libraries.

The ABC is experiencing serious staff and budget cuts which are jeopardising its ability to function as a free and independent public broadcaster. In July 2018 the *Australian Book Review* included a full-page [open letter of support](#) for the ABC signed by 100 writers, artists, commentators, and public figures.

Librarians can provide their support by:

1. Joining the [Friends of the ABC](#).
2. Including links on library websites to relevant ABC TV and radio programs such as: [Kids listen](#) for children and [The Book Club](#) for adults.

Yours sincerely,

DR DIANA WYNDHAM – ALIA Associate Life Member  
Committee Member Friends of the ABC (NSW)  
02 9954 1217 [diana.wy@bigpond.net.au](mailto:diana.wy@bigpond.net.au) 📧



Goals A+N has successfully planned and managed numerous library relocations – both large and small. We pack and unpack sequentially, replicating your preferred shelving system. We can also help with interfiling, archiving or changing to a new shelving system.



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# It's time to RENEW OUR LIBRARIES

**W**ith public libraries in New South Wales facing a funding crisis, the NSW Public Library Association and Local Government NSW joined forces to campaign for a sustainable funding model for public libraries across the state.

In 2018, NSW public libraries face an urgent funding crisis despite the inherent value they provide to our communities. Between 2000 and 2018 visits to public libraries have increased by 8 million – to 35 million visits per year – however, the NSW state government contribution for libraries has been diminishing for almost 40 years. In 1980 the NSW state government funded 23.6% of the operating cost of the state's 368 public libraries. By 2018 that proportion had decreased to just 7.8% – the lowest level of state support for public libraries in Australia.

Local councils now bear 92.2% of the cost of operating the NSW public library network and the funding shortfall presents a significant problem that has to be confronted each year. Most NSW councils maintain a strong commitment to the provision

of high quality libraries, but many communities have still seen a gradual attrition of opening hours, staffing, collections, programs and services over the past 40 years.

In December 2017, the Local Government NSW (LGNSW) annual conference unanimously passed a resolution to work with the NSW Public Libraries Association (NSWPLA) to increase public awareness about the role of public libraries in local communities, and to advocate for improved NSW state government funding in the lead up to the 2019 state election.

As part of the planning process the campaign committee, comprised of representatives from both LGNSW and the NSWPLA, came together to participate in a workshop which comprehensively laid out objectives, key targets, audiences and messaging. The committee determined that the two primary objectives would be to 'double the NSW government contribution to public libraries', and to 'create a new funding model that is sustainable'. Robert Knight, ALIA Vice-President (President elect), is a NSWPLA representative on the Renew Our Libraries Committee and has acted as a campaign spokesperson since the initiative was launched.

The name 'Renew Our Libraries' was chosen, speaking both to the need to address the immediate funding crisis but also to the act of renewing and evolving these valued intuitions into the future. After a substantive creative process, the Renew Our Libraries logo, a small human figure standing outside a library building from which golden light (representing knowledge) emanates, sought to portray public libraries as institutions that were highly valued by the community and worthy of both community advocacy and government support.

The strategy to educate local councils about the issue and secure their formal support was developed by research into community attitudes toward public libraries. We engaged council assistance through public libraries to help in spreading the message to their communities and provided a website to inform and recruit supporters from both metropolitan and regional areas. We used social media to continue campaign momentum, informing and engaging new supporters. Finally, we utilised this broad base of council, library, and community support to call on all political parties to commit to the campaign's objective in the lead up to the 2019 NSW state election.

We launched on 1 August 2018, with a media conference at Waverley Library in Sydney's eastern suburbs and an [exclusive story](#) published by the *Sydney Morning Herald*. The Renew Our Libraries campaign quickly gained steam. In quick succession, close to half the councils in NSW signed up to the campaign and it soon became clear that public libraries hold a very special place in the hearts of our communities. In just six weeks, over 7,500 supporters [signed up](#) to support the campaign and the Renew Our Libraries messages reached over 140,000 people on social media.



Cr Romola Hollywood (Blue Mountains City Council and NSW Public Libraries Association Vice President); Cr Marjorie O'Neill (Waverley Council and Local Government NSW Treasurer); Cr Linda Scott (City of Sydney Council and Local Government NSW President); Cr John Wakefield (Mayor of Waverley Council); Cr Dallas Tout (Deputy Mayor of Wagga Wagga City Council and NSW Public Libraries Association President)





*Cr Linda Scott (City of Sydney Council and Local Government NSW President) and Cr Dallas Tout (Deputy Mayor of Wagga Wagga City Council and NSW Public Libraries Association President)*

The campaign has inspired dozens of stories in local newspapers and additional online news stories with Fairfax, the ABC and SBS. Committee representatives have undertaken multiple radio interviews and participated in several regional TV news segments.

On 26 March 2018, well before Renew Our Libraries was announced, the NSW Labor Party had pledged that if they were elected to government in 2019 they would supply an additional \$50 million for NSW public libraries through 2019-20 to 2022-23. Inexplicably, on 19 June 2018 the current NSW government announced a 5% reduction in library funding direct to NSW councils as part of the state budget.

However, on 24 August 2018, a few weeks after the Renew Our Libraries campaign had commenced, the NSW government demonstrated that the voices of local councils and supporters were being heard by announcing a \$60 million funding injection to public libraries across NSW over four years. This would be the largest single NSW government cash injection into the public library network in 40 years. While a welcome first step, both commitments from the major parties only go part way to resolving the funding crisis faced by NSW public libraries after 40 years of underinvestment.

However, even with the NSW government and NSW Labor announcing their intended commitments of additional funding over four years of \$60 million and \$50 million respectively, the increase still falls considerably short of delivering on the Renew Our Libraries challenge to double the state funding of public libraries in NSW (which would need \$94 million over the four years).

At the time of writing (September), neither party has made a commitment to addressing the second objective of the Renew Our Libraries campaign of delivering a new, sustainable, funding model for public libraries. Without a sustainable funding model, including an indexed NSW

Government contribution, public library funding will soon fall behind again, creating another funding crisis in the near future.

It is for this reason that it is so important that the Renew Our Libraries campaign continues. While we welcome the initial commitments that the campaign has achieved, we will continue to call on all political parties to 'fill the shelves' by committing to properly funding NSW public libraries. We encourage councils and community supporters who have not yet joined the Renew Our Libraries effort to do so as soon as possible. The greater our unity, the greater our chances of success.

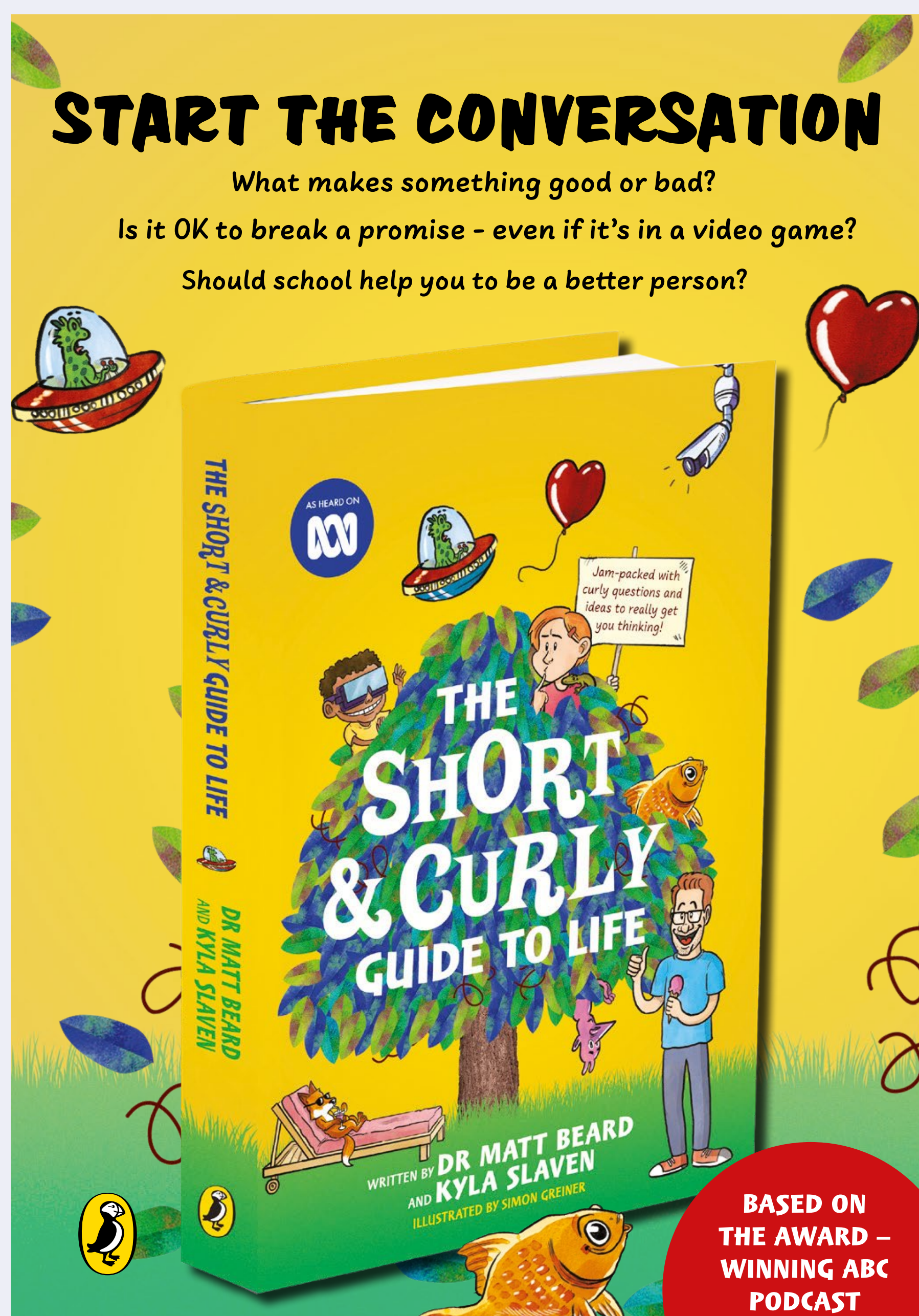
The politicians are listening, and while much has been achieved, much more remains to be done. Together we remain deeply committed to ensuring that this historical funding problem is finally addressed, so that once and for all, we may renew our libraries. 🌱

## RENEW OUR LIBRARIES

[renewourlibraries.com.au](http://renewourlibraries.com.au)

[twitter.com/renewlibraries](https://twitter.com/renewlibraries)

[facebook.com/renewourlibraries](https://facebook.com/renewourlibraries)





# CELEBRATING 50 YEARS

in the National Library of  
Australia building

**D**irector General of the National Library of Australia, Dr MARIE-LOUISE AYRES, examines the wonderful successes that the institution has achieved for Australians in the past and will continue to provide into the future.

On 15 August 1968 in the nation's capital, Parliamentary Question Time was adjourned for the grand opening of the sparkling new National Library of Australia building. Prime Minister John Gorton officiated at the opening but recognised that the splendid new building owed its existence to the vision of former Prime Minister Robert Menzies, who had retired from politics in January 1966, and to the persistence of Sir Harold White, Parliamentary Librarian from 1947, who from 1960-1970 was the Director-General of the National Library. Sir Harold's passion and advocacy for a grand national library building matched his passion for building a magnificent national collection. Tenacity runs deep in the veins of librarians.

The timeless exterior of the building, designed by Walter Bunning of Bunning and Madden, uses traditional materials – marble, granite, bronze, slate, and copper – which remind us that so much of the National Library's work is continuing, building long-term value for Australia. Our collections continue to grow, and those of us who work in this beautiful building can delight every day in seeing the flow of people in and out of the building, its reading rooms and its public spaces. We can almost hear the new knowledge being created within our walls.

But those traditional materials also belie the ever-changing, ever-expanding and living collection housed within the walls, and the enormous changes in how we connect Australian communities with their national collection. And indeed in who we are serving, and how we can add value to their lives.

In thinking about how to celebrate the building's 50th birthday, these changes were very much in our minds. Our 1968: *Changing Times* exhibition, which ran from March to August in 2018, situated the building of the library within its

international, national and national capital context. More than 30,000 visitors enjoyed the exhibition – including me! I started school in Canberra in February 1968, so the exhibition spoke very directly to my own sense of personal and spatial history.

Fast forward to 2018, and for every person who comes into our building, there are 60 people using our digital collections and services. So as well as knowing that our building is filled to the brim with our magnificent physical collections that are used daily, we also know that Australia's digital heritage is streaming out from our server room, 24 hours a day, 365 days a year. We used digital channels to reach Australians throughout this anniversary year – not so much to commemorate 50 years in the building, but to communicate what we offer in 2018, how, and to whom. We know those digital collections are reaching Australians in every city, town, and outback property, giving us the opportunity to serve Australians who may never be able to visit in us in person. Australia, after all, has a small population scattered across a very, very large continent.



Visitors at the National Library of Australia Open Day in August 2018. Photos by Craig Mackenzie.





Photo by Greg Power



Photo by Max Dupain

We are also serving a much more diverse community than was the case in 1968. A few examples show how profound this change has been. In 1968, for example, could we have foreseen that Australia's first inscription on UNESCO's 2019 [International Year of Indigenous Languages website](#) would be a book published by the National Library, for children, in the Kaurna language – the language of the people of Adelaide and the Adelaide Plains? That our *Cook and the Pacific* exhibition – running from September 2018 to February 2019 – would begin with welcomes to country by the traditional custodians of the land on which the library stands, and continue with welcomes from the many First Nations peoples whose cultures and communities were forever changed after Cook's three Pacific voyages?

Who could have foreseen that Trove Newspapers would be delivering digitised newspapers in numerous community languages and scripts? Or the *Papua New Guinea Post-Courier*? Or the *Fiji Times*? Or the (forthcoming) *A voz de Timor*?

Some 8,500 people of every age and every one of Australia's glorious plethora of cultural backgrounds streamed through our doors for our 12 August 2018 Open Day, hungry to know more about their national library and their national collections.

The National Library has gone on to become the backbone of research infrastructure in humanities and the social sciences, from the development of the National Bibliographic Database in 1981 to Trove, which – in 2018 – is nearing its 10th birthday and is poised for major transformation to serve Australians for the next decade.

Well, hindsight is a wonderful thing, not least because it tells us that we cannot predict what will happen in the future. But we can focus today on the things that endure, the things we have always done. And for the National Library, those three things are clear in our minds. We collect today what will be important tomorrow. We connect with communities and connect communities with collections. And we collaborate with others to maximise the national impact of cultural collections.

For further reading, see [Dream library takes shape: Sir Robert Menzies and the building of the National Library of Australia](#) by Robyn Holmes.

Here's to the National Library of Australia of 2068. 🌱

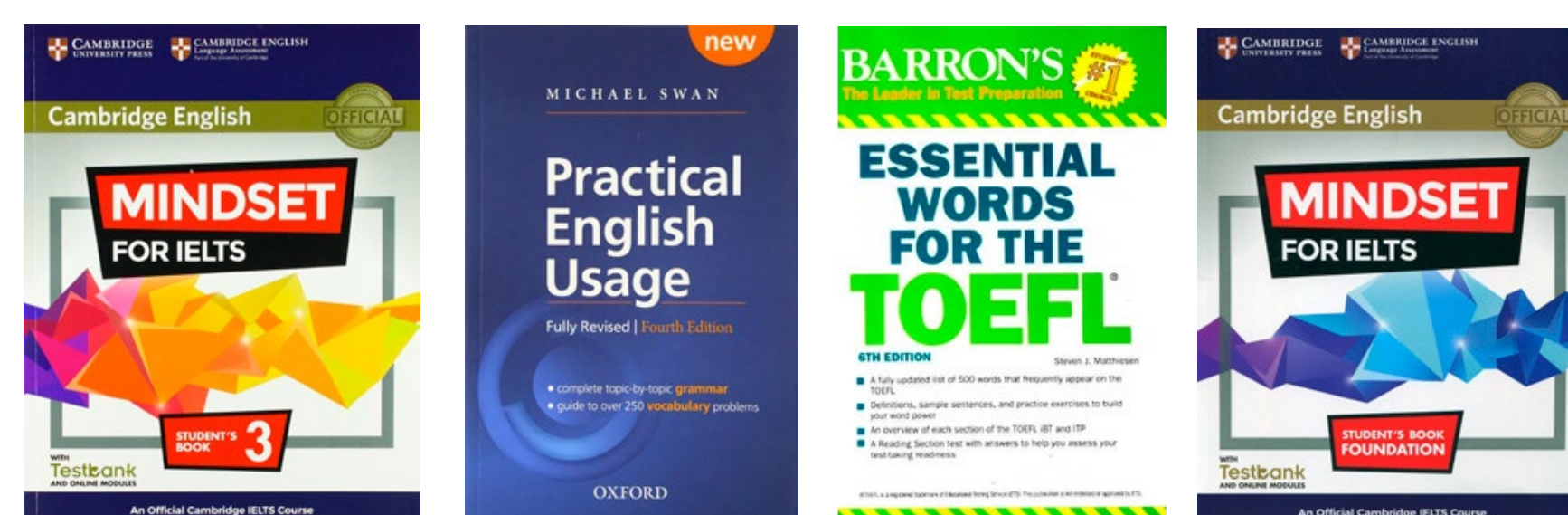
DR MARIE-LOUISE AYRES  
Director-General  
National Library of Australia

**James Bennett**  
YOUR SOLUTIONS PARTNER

**CAVAL**  
Language Resources

## Finding it difficult to select library-suited resources in ESL?

Simply provide your ESL preferences, budget and branch allocation and we will deliver a shelf-ready year-round collection that's tailored to your community.



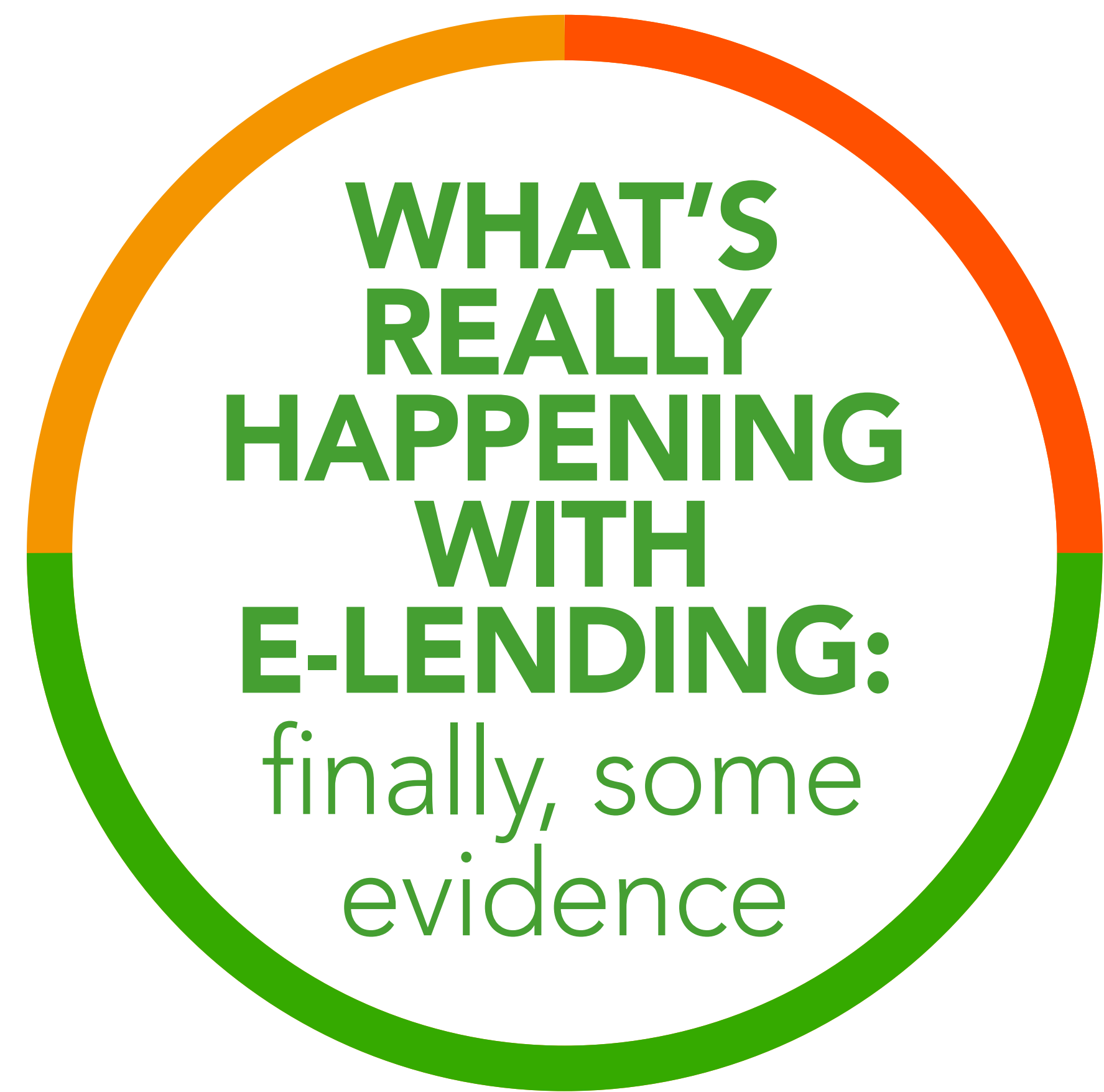
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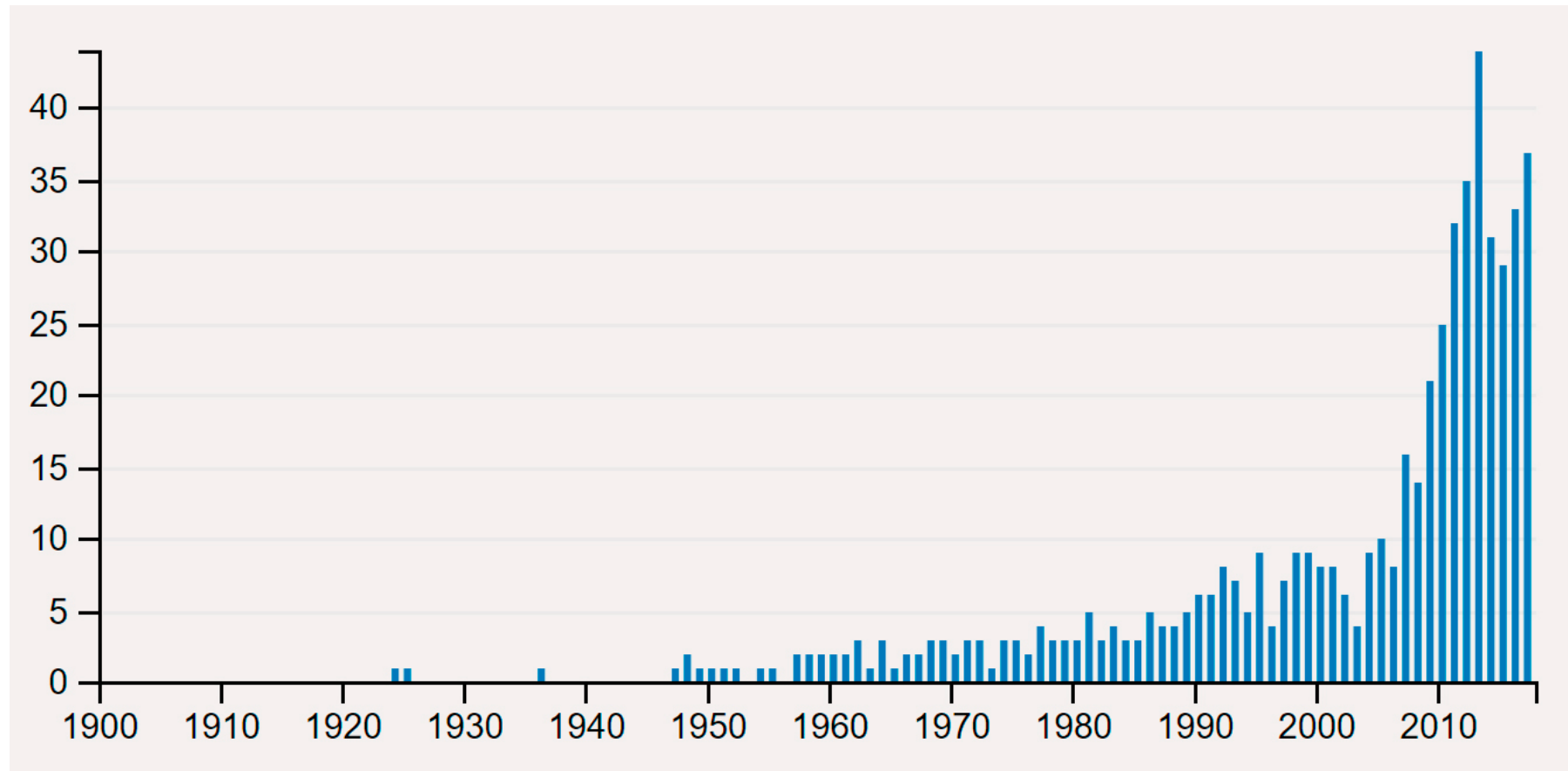


**R**EBECA GIBLIN reports on what the team working on the E-lending Project has discovered so far and what the next steps are.

Libraries have always been able to buy and lend physical books without requiring publishers’ permission. For ebooks it’s different. Buying and lending ebooks involves making copies and transmissions, and this means copyright is involved. Ebook publishers have the right to impose special conditions on library access – or refuse to allow libraries to hold titles on any terms at all.

For the last two years my team of data science, law and communication researchers has been working with library partners to investigate how this affects the abilities of public libraries to fulfil their missions. The results and data are open to all and you can find them at ([elendingproject.org](http://elendingproject.org)). There you’ll also find interactive dashboards you can use to visually query the data and get a better picture of how the information might affect your library and readers.

The years that the books in the study were published



I have recently explained the results in talks at ALIA’s Asia-Pacific Library and Information Conference and IFLA’s World Library and Information Congress, and you can find recordings of these talks on the website. But for now, here are three quick take-homes about what we found.

**AVAILABILITY IS BETTER THAN WE’D BEEN WARNED TO EXPECT – BUT IT’S STILL NOT GOOD**

It was encouraging to find older titles available at rates above 65%. That’s far better than we had been warned to expect, suggesting the publishers and aggregators have greatly improved their back catalogue offerings since the early days of elending. However, this still compares poorly to the 94% availability we found for the same books in physical form.

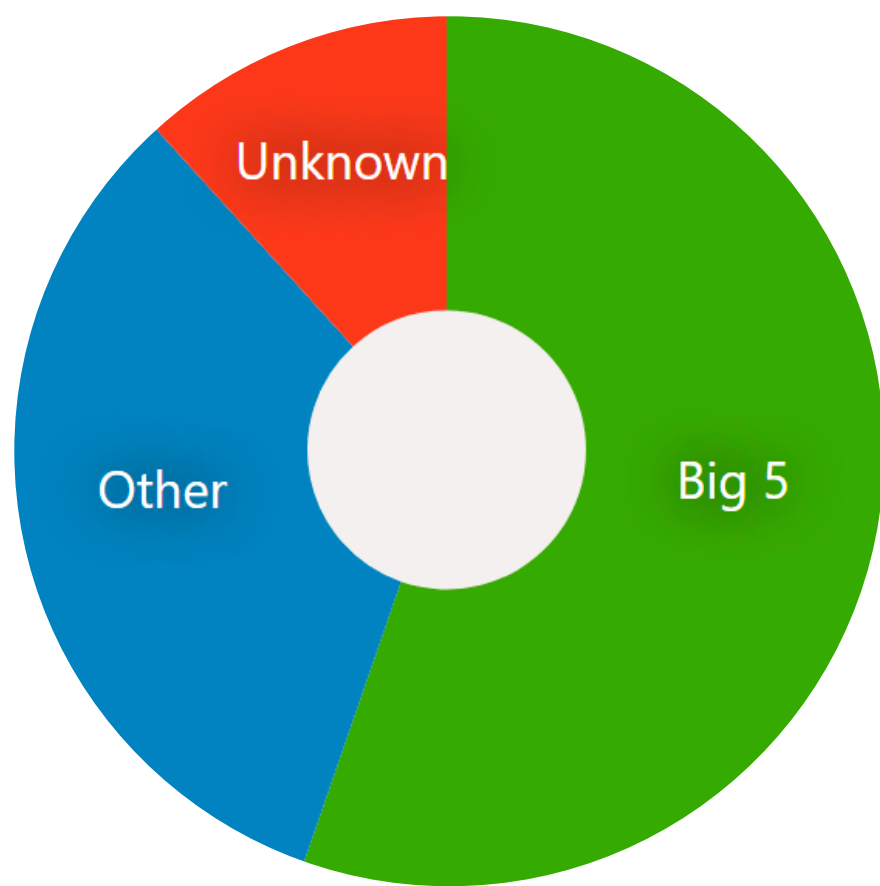
**EVEN WHEN BOOKS ARE AVAILABLE, THEY ARE NOT NECESSARILY ACCESSIBLE**

After analysing almost 100,000 books across five different countries, we discovered licence terms and pricing don’t seem to be impacted by book age. That is, older books are made available on the same kinds of terms and with the same kinds of prices as the newest ones. That means high rates of time-limited licences, which expire after a set period or time (or sometimes alternately after a set number of loans – whichever comes first). That’s concerning, because libraries keep telling us that they need to stretch their circulations budgets by maximising circulations. They may not be able to justify purchasing older books on time-based licences, even if they remain culturally significant. That potentially leaves money on the table (if libraries would have purchased on different terms) and raises questions about the changing nature of libraries’ roles in curating and preserving access to books.

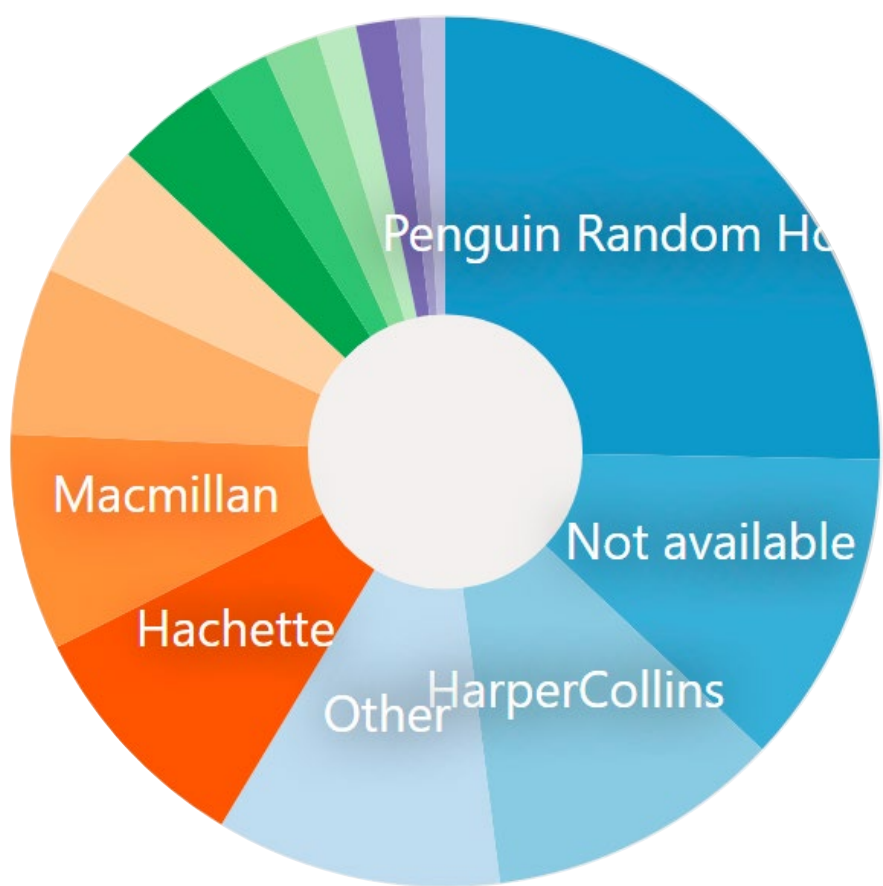
**THERE’S A STRONG CASE FOR MORE TRANSPARENCY**

When we first set out to gather this data, some ebook vendors told us there was no point, since pricing and terms were set by publishers and they would be identical across

Publisher Distribution



Publishers

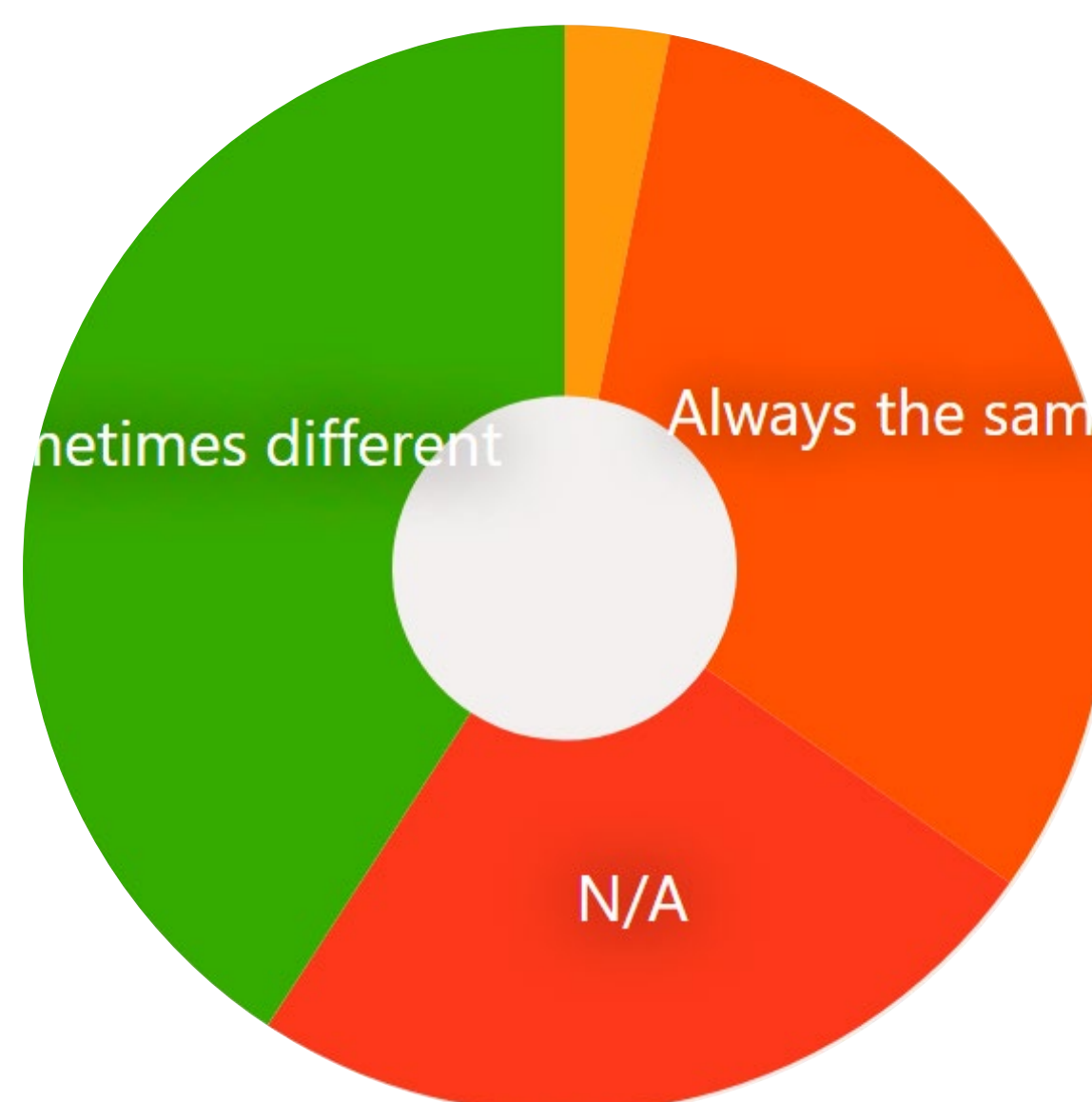




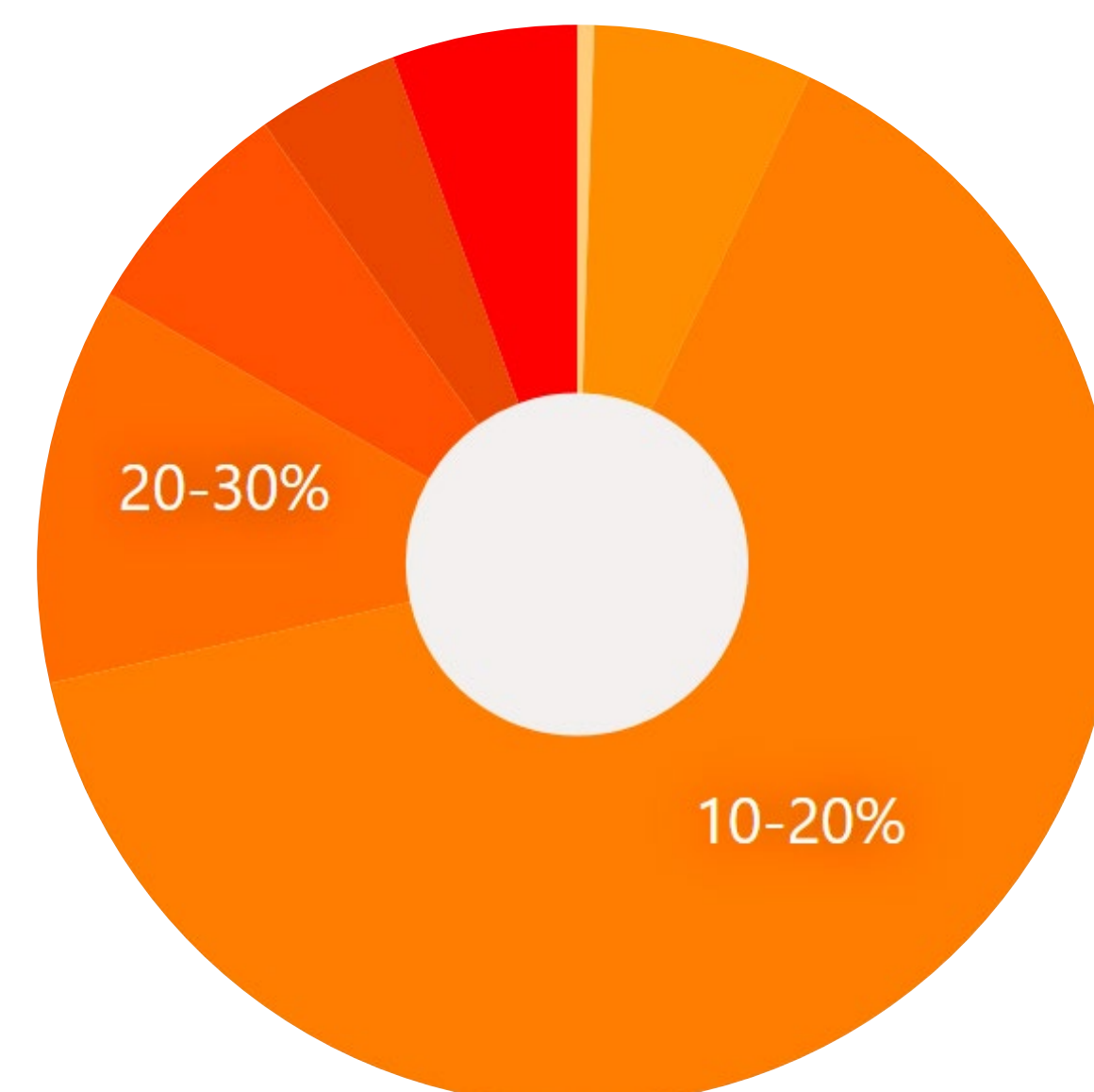
Where are the books available in digital formats?



Are the same titles offered on different licence terms?



Are the same titles offered at different prices?



platforms. But that's not what we found. Almost half of the books in our Australian sample had licence differences across platforms. This came as a big surprise to vendors and they are now talking to publishers about ensuring there's a level playing field. Prices were all over the place as well. Even where a book had been made available on exactly the same licence across platforms, there could be a huge difference in how much it cost: for example, Lisa Gorton's *The Life of Houses* was offered for as little as \$9.08 and as much as \$45 by different Australian elending platforms. We couldn't explain this – and the vendors couldn't either. Library ebook contracts tend to have strict confidentiality restrictions, and it took us over a year to obtain the permissions necessary to gather this data. There's a strong case for more transparency around terms and pricing to enable libraries to shop (and aggregators to compete) on price.

We are now about to enter the next phase of the research – understanding how the practices we have uncovered affect library decision making. We'll shortly be distributing a survey to all public libraries – please watch out for it and take the opportunity to have your voice heard. Once we have received and analysed this data, we'll be developing recommendations for reform. Should ebooks be treated more like physical ones? What does this evidence mean for updating the public lending rights? Stay tuned for answers.

This elending research project was funded by the Australian Research Council (LP160100387), National and State Libraries Australia and the State Libraries of Western Australia, South Australia and New South Wales, with additional support domestically from ALIA, Yarra Plenty Regional Libraries, Gold Coast City Council and Brisbane City Council, and internationally from Vancouver Public Library, St Mary's County Library, Auckland Libraries and Hampshire Libraries. 🌐

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 Australian Library and Information Association



COLLABORATE DEViate INNOVATE

**SAVE THE DATE**

5-7 JULY 2019, ADELAIDE  
ALIA NEW LIBRARIANS' SYMPOSIUM 9

**KEYNOTE SPEAKERS**

 <b>Craig Middleton</b> The Centre of Democracy	 <b>Sarah Brown</b> Code like a Girl
 <b>Jacinta Koolmatie</b> South Australian Museum	 <b>Dr Eva Balan-Vnuk</b> Department of the Premier and Cabinet, SA Government

**MORE TO BE ANNOUNCED**

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# How to make your PUBLIC LIBRARY A WINNER



(L-R) Emily Ros, Alice Goddard, Clare Fisher, Jayshree Mamtara (ALIA NT Manager), Kate Gilbert, Alice Woods, Hannah Ekin

## **C**LARE FISHER reports on what the Alice Springs Public Library achieved, which led to the 2018 ALIA Northern Territory Recognition Award.

The Alice Springs Public Library (ASPL) team has won the 2018 [ALIA Northern Territory Recognition Award](#). ASPL is an integral meeting, learning and recreational space for the remote community of Alice Springs in central Australia. With 14,000 visitors each month and over 10,000 library members, the enthusiastic and hard-working library staff provide a wide range of services and programs for the community. The library has a comprehensive and fascinating collection and regularly receives great feedback from the community about the range of items that is available for loan.

ASPL has created a number of innovative new programs including STEAM into Alice, Connect to Tech, and the YesterMorph Project.

### **STEAM into Alice**

Taking STEAM robotics to town camps around Alice Springs, the goal of the [STEAM into Alice](#) program is to increase digital literacy in indigenous families through fun and educational weekly sessions. Supported by the Youth Services Innovation Grant from the Northern Territory Government, from October 2017 to January 2018, ASPL has partnered with Tangentyere Council to provide children aged 4–17 years with access to emerging technology. The STEAM into Alice officer has also facilitated a three-month program covering robotics and coding using OzoBots, Spheros, LEGO Mindstorms and WeDos.

### **Connect to Tech**

[Connect to Tech](#) is ASPL's new weekly program for adults wanting to improve their skills in everything from using iPads to Android devices, Internet security to online shopping. Participants have the opportunity to increase their digital literacy in a relaxed and low-pressure environment, while practising new skills at an easy pace. Connect to Tech is delivered in partnership with Be Connected, an Australian Government initiative through the federal Department of Social Services.

### **YesterMorph Project**

The [YesterMorph Project](#) began in the January school holidays thanks to a Youth Vibe Holiday Grant from Territory Families. It linked digital content held in the Alice Springs Historical Photography Collection into digital manipulation apps on an iPad to create a space where young people can tell their story. ASPL recruited two digital artists in residency to explore the Alice Springs Historical Photography Collection and the digital manipulation technology available via library resources. The program then expanded its reach, utilising the library's geek in residence to facilitate access to the program in the youth space of the library. This allowed broader access to the program with more art and stories being generated. The program has the potential to expand further with discussion underway to include creative content in the Partjima Festival and discussion with traditional owner Helen Liddle to record reflection on the photography collection. 🌟

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# For big changes to collections, programs and spaces, **read on**

All too often we hear about this 'new' concept of a shared economy, however, libraries have been sharing things forever. We've built our collections around the needs of the communities that we serve and are always looking for ways that we can better meet these needs. New non-traditional collections have been driven by community demand and for this issue of *INCITE* we asked our Members what the term 'the library of things' meant to them.

We received stories of ways that libraries across the country are changing what they do to meet the needs of their users. Some libraries are collecting and lending out unusual items, while others hold special collections unique to their area. We heard about collections and services across Australia, and internationally, with examples of ways that



libraries collaborate with their users to meet demands in new and decisive ways. Whether it be the loan of computing equipment, or structuring storytimes to include a wider audience, we heard stories about how libraries around Australia are bucking tradition to improve their services. 

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# How I took Aussie storytime to children in Dili

**A**LEX SEFTON talks about the experience of organising in a multilingual storytime event in Timor-Leste.

Arriving at Xanana Gusmão Reading Room (XGRR), the only public library in Dili, visitors enter past a pair of shattered four-wheel drive vehicles: crumpled bonnets, flat tyres, smashed windcreens. These cars were carrying Xanana Gusmão, Timor-Leste's first President and convoy during an assassination attempt in 2008. It's a matter of fact representation of Timor-Leste's traumatic past – a country brought to ruins yet remaining unfailingly optimistic. While pain lingers, it doesn't impede the future. XGRR was established by Kirsty Sword Gusmão – the Australian born wife of Xanana Gusmão – in June 2000, two years before Timor-Leste became an independent nation after 400 years of Portuguese occupation and 25 years of brutal rule by Indonesia. Today I am part of a small group of Australians travelling with Kirsty being welcomed to XGRR with traditional dance and music. We will explore the Reading Room, and I am running a dual language storytime.

In March when I joined the tour I had some hazy library-related ideas, one resulted in me collecting 22 kilograms of donated Duplo for XGRR's children's programs. The other idea was a dual language storytime. As a public librarian I've conducted storytimes but I wasn't sure if this would even be a 'thing' in Dili. Would it be imposing, not needed, or unwanted? Incredibly Kirsty took my idea and turned it into a reality.

The most challenging aspect of preparing storytime for Timor-Leste was finding appropriate books in English, and the national language Tetum. I emailed foreign language bookshops, googled, contacted authors, despaired. Via external loans I obtained a Tetum copy of Mem Fox's *Whoever you are*. This arrived with the threat of a \$300 fine should anything happen to it, so I decided I wouldn't use that! A Tetum copy of *Hattie and the fox* came from another external library but couldn't be renewed. In June I emailed Kirsty to say 'this storytime thing really isn't going so well because I have no books.' I should've confessed earlier – Kirsty already owned a copy of *Whoever you are* in Tetum. Gaspar Freitas, the manager of XGRR, had a Tetum copy of *The boy and the crocodile*, a local legend of kindness explaining how Timor got its shape, which incredibly I could buy here in Australia. Unsure of the resources



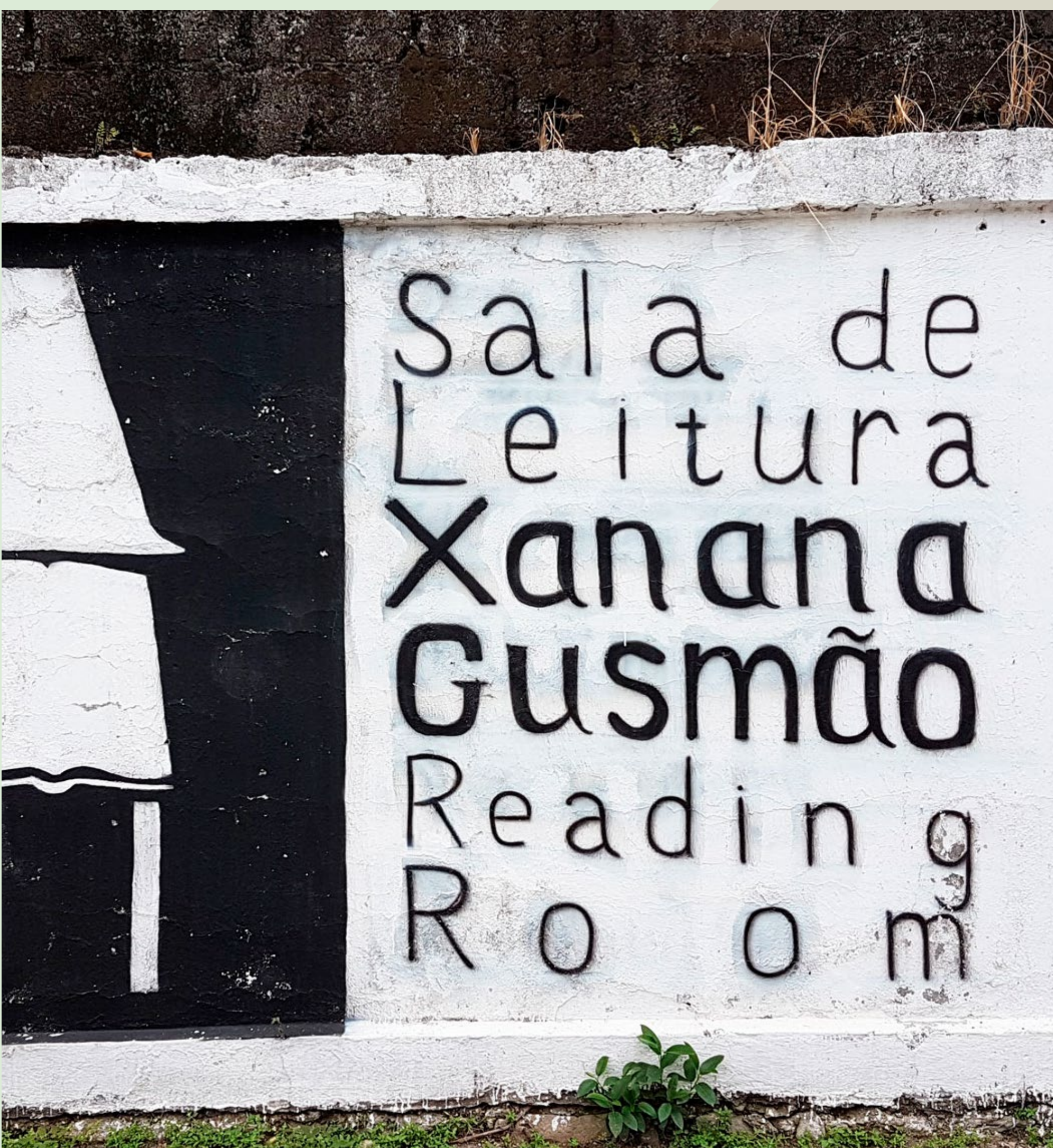
The dual language storytime in action. Photo by Nandy Gurr

at XGRR for children's craft I needed something self-contained: Big W booklets of eight animal masks that could be pulled out and coloured. The crocodile story led to animal masks which made the theme easy. All storytimes need stickers and stamps, so I purchased these, and all was set. In Dili, Gaspar organised a group of students to come, and Kirsty invited teacher-trainer Ana Mafalda from UNESCO to read alongside me.

After the stunning cultural welcome to XGRR we visited their museum, art space, open pavilions for learning programs, main library and children's area (known as the bebeteca). It was hot, I was suffering a prolonged bout of Dili Belly, but it was storytime. The kids who came were a much wider age range than I anticipated, from around 5–12. They were all East Timorese but schooled in English and they loved to sing! Storytime in Australian libraries is interspersed with songs but I wasn't sure if this would work here, however Ana came with the words to *If you're happy and you know it* written in Tetum on a huge piece of paper. We hastily discussed songs, plus agreed on how to read in both languages.

Ana was an extraordinary reading companion and I was blessed to have her. Although the kids had a good command of English it was a dual language event, so Ana translated everything back to Tetum. Listening to the group sing *If you're happy and you know it* and *Twinkle twinkle* in English, then belting it out in Tetum gave me goose-bumps. However, they did refuse to sing *Wheels on the bus* in Tetum – kids





these days! The books were perfect. Reading *Whoever you are* to this feisty new generation of East Timorese, it felt like this book was written for them. It doesn't matter who you are, we are all the same. Although the legend of the crocodile is firmly part of their culture, the kids listened expectantly until the last page – 'and the crocodile became...TIMOR' they all yelled. The teachers then announced the kids wanted to sing for me. I didn't think my heart could take much more, I was so overwhelmed by the resilience and strength of this country, and its people.

By now we were running wildly late but there is always time for some arts and craft. I'm thinking of how we set up craft stations at home, but here everyone is sprawled comfortably on the floor flicking through the mask books choosing an animal to colour in. I stand here the luckiest librarian in the world: in dusty Dili, the bebeteca is absolute proof that libraries bring the world together. Thank you, Timor-Leste. 🌟

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# Award-winning program makes storytime fun for ASD kids

**L**ibraries are as much about the sessions they hold as the books they possess and in this article KYLIE CARLSON talks about how she worked to ensure that the storytime sessions in her library met the needs of the local community.

One of the first things I noticed when I started as Branch Manager at Mill Park Library was the enthusiasm and dedication for delivering storytime. I was completely in awe of my branch staff and the way they managed the large crowds at each session, seemingly without breaking a sweat and always with a huge smile on their face.

One other thing I noticed was a particular mum struggling to settle her son in the crowd. He wouldn't sit on the mat, or follow the actions the other kids were doing, and when the singing started he would cover his ears and retreat into his mum's lap.

My heart sank as I saw how uncomfortable they were, remembering the similar experiences I had with my two boys at community events and shopping trips. It wasn't until they were later diagnosed with Autism Spectrum Disorder (ASD) that I fully understood why my boys couldn't cope with programs



Kylie Carlson and her City of Whittlesea Access and Inclusion and Citizen of the Year award for 2018

like storytime, so I understood how this mum might be facing a similar journey.

I distinctly remember meeting her gaze and giving her a knowing, encouraging smile. I approached her after the session and asked if she was okay. She explained that her son found the storytime sessions quite overwhelming, and how she was desperate to have him attend but felt embarrassed that he wouldn't participate like the other children.

This became an opportunity for me to create an alternative program for families with children who don't enjoy the noise and high energy storytimes we usually conducted; an alternative program that would cater for this mum, and other families who were at risk of social isolation or felt there was nowhere suitable for their children. I enlisted the expertise of my colleague Helen Lightbody and together we developed a storytime model that responded to the needs of children who displayed signs of distress or anxiety at our regular storytime sessions.

We were aware that children with ASD need concentrated exposure to various forms of literacy, media and text in order to help develop their reading and language skills. We were conscious of these needs and did not advertise the program at first; we let word of mouth and staff referrals build a small group of no more than ten children. This ensured we were able to meet the particular needs of each child.

[Sensitive Storytimes](#) ran weekly and were similarly structured to our other storytime sessions but included sensory materials and picture exchange communication system cards (PECS).



Children participating in a Sensitive Storytime



Sensitive Storytimes provide a controlled environment for children with ASD and their families to participate and enjoy the session as much as a neurotypical child enjoys a regular storytime. They ensure social interaction for children and families and have provided a much needed networking opportunity for parents and carers experiencing similar journeys.

I contacted AMAZE (the peak body for Autism in Victoria) about the work we were doing in this space. After observing a session and meeting with us, they sought to develop a more formal resource to highlight Sensitive Storytimes. AMAZE received a grant from the Newmans Foundation and developed an online teaching resource for all librarians to learn how to run their own Sensitive Storytimes.

As a result of working closely with AMAZE and through community feedback, I then developed an Inclusive Storytime Model at Yarra Libraries, which is run in conjunction with separate Sensitive Storytime sessions.

We introduced visual schedules, sensory tents, fidget toys, ear muffs and visual timers into our regular storytime sessions – Rhymetimes and Pre-school Storytimes. We've also included some of these practices into our code clubs and after school activities as part of our inclusive

practices. This has helped families and children who might be ASD (those not diagnosed or not wanting to disclose their diagnosis) feel included and able to participate in all regular library programs.

For my family and for many families, true inclusion is having these practices embedded into regular programming and regular environments. That's what true inclusion looks like, and that's what we are aiming to achieve. 🌟

**Editor's Note:** The author of this piece, Kylie Carlson, was awarded City of Whittlesea Access and Inclusion and Citizen of the Year award for 2018 for her work in inclusive practices and innovation in programming for libraries.

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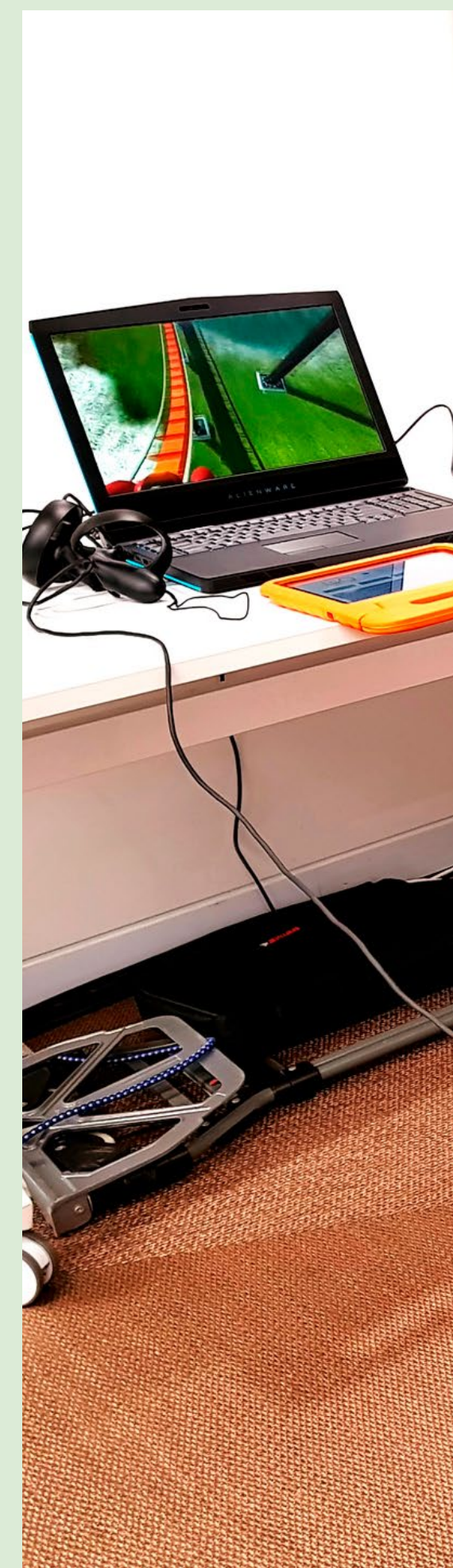
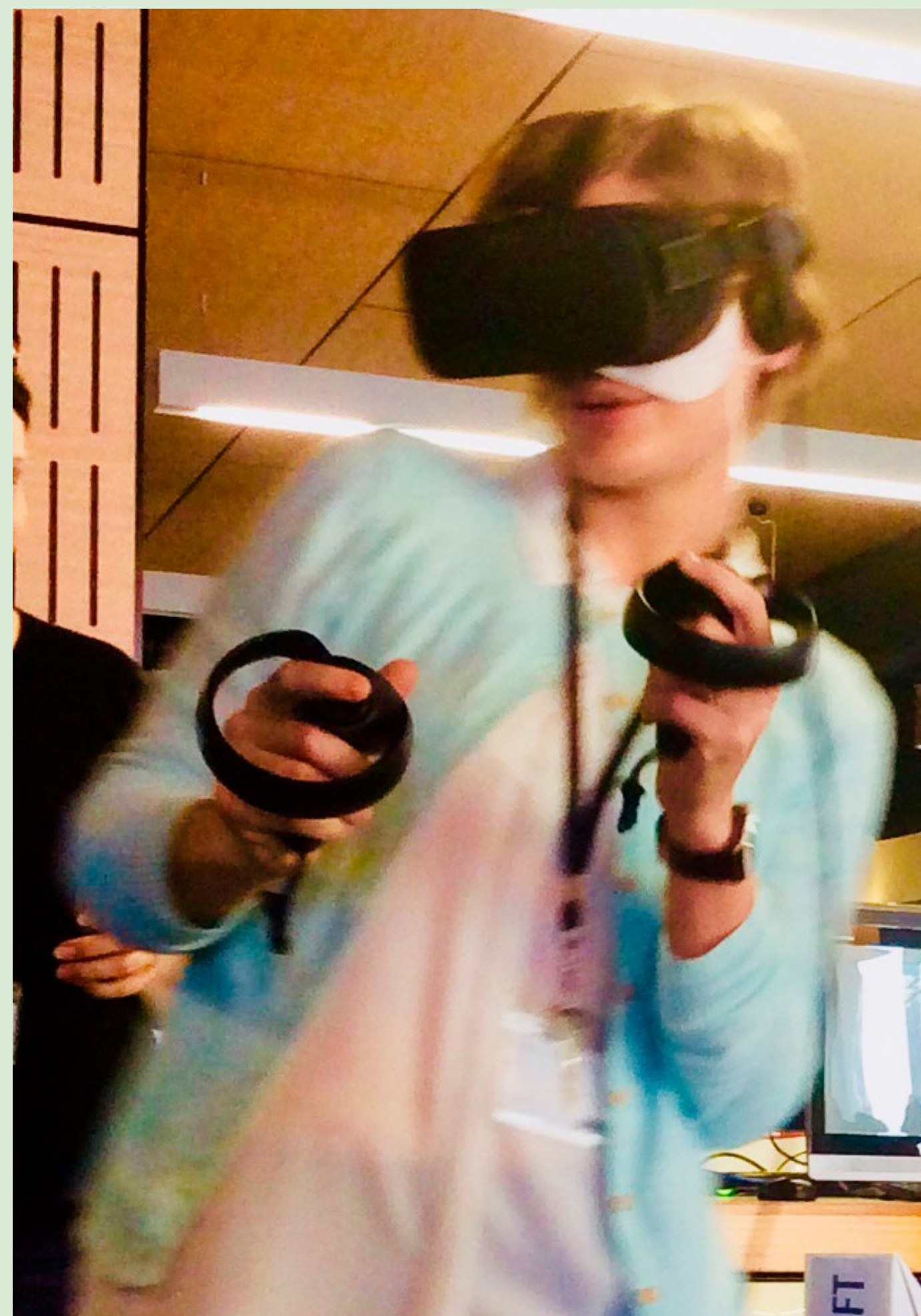


# Library adds lustre to QUT's reputation as a tech-leader

**Q**ueensland University of Technology Library supplies IT devices so users can create, play and learn writes ELLEN THOMPSON.

Unlike public libraries, university libraries are not usually associated with collections of realia. However, the Queensland University of Technology Library has an established, if modest, history of making 'things' available to its user community. For example, our curriculum collection loans objects such as toys, musical instruments and [Bee-Bots](#) and our health collection includes anatomical models such as the Denoyer-Geppert [giant five-part model eyeball](#). Recently we have started to invest in Virtual Reality (VR), Augmented Reality (AR) and 360° video technologies – blurring the line between traditional realia collection development and IT infrastructure.

In recent years, many university libraries in Australia and internationally have been experimenting with and embracing VR, AR, and 360° content, and offering access to



equipment and experiences. North Carolina State University, McGill University, and California State Library are renowned internationally for these kinds of services. Closer to home, there are makerspaces in the [University of Wollongong](#), [Edith Cowan University](#), and [RMIT University](#), just to name a few.

As stated in its Blueprint, Queensland University of Technology's (QUT) principles include: 'to optimise opportunities provided by technology. We ensure that technology pervades the University's education and research agendas, leveraging and optimising opportunities provided by digital technologies as these evolve.' At QUT, access to AR and VR equipment, both high-end and low-fi, is not available across the breadth of the university community. Outside of specialist labs or designated degree programs and units, the majority of QUT students and staff do not have ready access to this increasingly ubiquitous technology.

The higher-end equipment, while coming down in cost, is still out of the reach of many faculty budgets, let alone individual students. The various technologies are still developing and diversifying, and it is important for the QUT community to be able to access a 'showroom' type experience in order to explore, experiment with and compare platforms, headsets and content.

Academic staff who are pioneering the use of AR, VR, and 360° content in their teaching need ready access to class sets of equipment which are well managed, maintained and bookable. QUT Library sees an opportunity to respond to the Blueprint and remove some of these barriers, enhancing QUT's reputation as a technological







All of these activities were possible solely because the library holds the equipment and makes it available to the general QUT community and has the ability to buy content on demand as need arises.

It's early days yet for these initiatives, and there are many logistical and procedural challenges to respond to. However, momentum is growing. Word of mouth is generating interest in the equipment, and early adopters amongst staff and students alike are influencing their peers to engage with VR, AR, and 360° content. As the technologies evolve and mature, QUT Library will continue to add to its 'library of things' to ensure that anyone and everyone at QUT has the opportunity to 'have a go' – and to experience, explore, and implement these emerging technologies. 🌟

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university with a real-world brand identity. The library brings to the table its buying power, service ethos, collection management expertise and, importantly, its commitment to providing equitable access to resources.

QUT Library does not have a makerspace, so its activity is centred around particular pieces of equipment with a focus on unmediated, unconditional access. The equipment currently available includes: class sets of Voxkin headsets; class sets of Merge headsets; class sets of Merge Cubes – three-dimensional AR objects; a PlayStation VR headset and console; and Oculus Rift and Touch Controllers, running on an Alienware gaming laptop. To purchase content the library also manages PlayStation and Xbox accounts, an Oculus account, and a Steam account.

There have been a wide range of activities in the last 15 months which have made use of the library's equipment. These include: university visits for grade 10 and 11 school students who experience QUT as a place of cutting-edge technology; STEM student teachers exploring and comparing VR and AR technologies for application in the classroom and to experience the tech that children are growing up with; developing scanned AR content to enable paramedic students to experience a birth situation via the Merge Cube; animation students testing their VR animated film; a 360° tour of an off-site biofuels plant, delivered in-class to Science and Engineering Students using the class set of VR headsets; a 360° experience of theatre bump-in and industry showcase event via the Oculus Rift; and a pop-up VR experience for the public at [Robotronica 2017](#) using PlayStation VR.

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# Put Uncle Google and Auntie Alexa to work in your library

**D**oes your workplace use a chatbot? In this piece **INDRA MCKIE and BHUVA NARAYAN**, academics at the University of Technology Sydney, look at the research around chatbots and discuss how libraries can use them to streamline their workplace.

Libraries are increasingly using chatbots to provide services to clients. They are referred to variously as digital assistants, virtual agents, or intelligent agents (Vincze 2017). These chatbots are robotic software that respond to customer requests through predefined rules and questions and are based on a flowchart of expected questions and built-in replies (if this, then that or 'IFTTT'). Often, this interaction is via a live chat window on the library's website. In this article, we look at some research around chatbots and discuss how libraries can use them to streamline the workplace.

Voice user interfaces such as *Alexa*, *Echo*, *Siri*, *Cortana* and *OK Google* are ubiquitous in society now, and can potentially provide greater access and inclusivity for people

## MEMBERS OF THE RAC:

Dr Bhuvu Narayan, UTS (co-chair);  
 Fiona Salisbury, La Trobe University (co-chair);  
 Dr Diana Hodge, University of South Australia;  
 Dr Tina Du, University of South Australia;  
 Dr Ying Hsang-Liu, CSU;  
 Dr Katherine Howard, RMIT;  
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 Liz Walkley Hall, Flinders University;  
 Terri Pamment, retired from Adelaide University;  
 Janice van de Velde, State Library Victoria;  
 Lyndall Ley, AIATSIS (ALIA Board Liaison on the RAC);  
 Janine Schmidt, library consultant.



with cognitive and physical limitations, but their level of actual use is varied, as they are yet to follow and maintain the flow of naturalistic conversation. They have anti-narrative affordances wherein every object in the database has equal value or follows a database logic rather than human logic (Manovich 2001). As a result, although users engage with the designed humanness (Smestad 2018) they are also aware of the presence of something else, leading to an 'uncanny valley effect' of unease and discomfort (MacDorman & Ishiguro 2006). Nevertheless, it is also true that this designed humanness can unwittingly take on a social role in our lives. The authors of this piece recently witnessed this 'crossing' when we observed a two-year-old refer to the device-based chatbots she interacts with in her home as *Uncle Google* and *Auntie Alexa*, thus associating them with members of her family. The question arises: what must be done for us to bring this level of ease of everyday interaction and familiarity with chatbots to our library users?

Research has shown that there are two demographics that have adopted chatbot technology with ease: millennials globally, and the Chinese, who have quickly adopted *WeChat* and other voice messaging platforms as their core form of communication (Vincze 2017). As our university libraries cater to both these demographics (according to the June 2018 report from the [Department of Education and Training](#), Chinese students form upwards of 30% of all international students in Australia), it is time for libraries to integrate these technologies into our services.

Unlike a live chat service (with a human) offered by most libraries, chatbots have no constraints around office hours, do not need supervision, can scale to handling a large volume of requests, and can even handle multi-language support. This automation will not get rid of library and information



jobs, but instead allow busy library staff the opportunity to focus on innovative library services. The responses created for a chatbot can augment or enhance existing library services and can include answering queries; finding and accessing materials, library spaces and services; as well as upskilling and assignment support. A user can find the answer to most of these queries almost instantly using a chatbot, for a request that might otherwise take up five minutes or more of a library staff member's time.

Research into data from one of the earliest library chatbots in service in the United States from 2009–2012 (named Emma the Catalog Bot, or *CatBot*) shows that clients feel more confident in interacting with chatbots due to their anonymity, patience, politeness, and consistency (Vincze 2017). Additionally, they provide a means for us to document and understand the types of questions and resources requested to allocate resources for library patrons. 📧

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# Makerspace unites engineers, artists, entrepreneurs and fashion students

**K**AREN MILLER looks into how the Makerspace at Curtin University Library creates opportunity for users to learn and develop through the act of creation.

Curtin University Library has been exploring ways to share non-traditional resources through the development of a makerspace to help clients develop creativity, critical thinking and problem-solving skills. To achieve this, we have built a maker community that shares equipment, experience, and expertise. Although there are challenges to meet, the Makerspace is an important contribution to fostering creativity in our users.

The equipment reflects the interests and needs of our users. We have electronic equipment such as Arduinos, Raspberry Pis, and Makey Makeys; virtual reality headsets and 3D scanners; video and audio gear; sewing machines, badge makers, graphics tablets, and creative software. This equipment is available for anyone to use. Occupational therapy lecturers, for example, have borrowed the 360 Fly cameras to create home visit safety assessment videos to provide an immersive 3D virtual experience for online students.

As more people discover our Makerspace, the space itself has become a popular resource to 'borrow'. The space is relaxed and welcoming and is well equipped to host meet ups and events. Alongside daily drop in sessions, our Makerspace hosts visualisation and interactive media, game design, and popular culture classes. The space has been used for design thinking workshops and drop-in coding assistance, while student groups such as Bloom Curtin (for young entrepreneurs) and the Illustration Club also meet there. These activities help create a vibrant space, and often lead to serendipitous encounters and new ideas.

Perhaps the most important resource-sharing in our Makerspace is the exchange of experience and expertise. We have tried to create a community where people can learn from one another and it has been wonderful to see users share knowledge and skills derived from their personal interests.

Our Makerspace sharing culture has also fostered many collaborative projects and events. This year, the cross-disciplinary Poppy project has involved engineering students working with the library to create a robot mascot, while fashion students explored designs for suitable outfits for



*Makerspace clients can use equipment for their projects, such as sound and video recording devices.*

it. We also collaborate with makers to facilitate workshops, such as clay sculpture or learning to use Arduinos. We share these experiences with the wider community by talking with community groups about our work, and we frequently run sessions for visiting school groups.

Undoubtedly, there are challenges in redefining ideas about what services and resources academic libraries provide. We need to work hard to communicate what we are doing and why, and to demonstrate the efficacy of having a makerspace in our library. We need to be aware of the safety and wellbeing of our clients, and to ensure that we provide equity of access to our Makerspace and make clear the benefits of it for all our students. We endeavour to find the right balance between procedures and rules, and strive to be flexible, spontaneous and experimental – all necessary ingredients for creativity to flourish.

While meeting these challenges, our Makerspace remains true to the purpose of the library – helping our community develop their skills. 🚫

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# Innovative industry partnerships: bucking the traditional practicum placement model

**S**haring an industry placement achieves substantial, tangible results for the host and provides a rewarding, real-world experience for the students, writes REBECCA SHILLINGTON.

Adrenaline surged as Murdoch University confirmed its interest in building on the 2017 concurrent placement experience that saw seven Curtin University library and information science students work collaboratively for three weeks to improve the library's renowned science-fiction collection (see 'Message from the Martians' by Dawn McLoughlin in *INCITE* v.38 i.11/12).

Due to the success of the program in 2017, the 2018 applications had far more students responding to the call for the 'creation of engaging, interactive digital promotional material', than Murdoch University Library could possibly host. After meticulous vetting by the staff from both universities, five postgraduate students were selected for the 2018 program. Last year's concurrent placement had been a tremendous success and everyone involved wondered if that success could be repeated with a different brief and a new group of students. Only time would tell – three weeks to be exact.

Curtin library and information science students have historically participated in a variety of practicum placements with dedicated industry partners, some concurrent. However, more often than not this means students are placed with one or more library and information science students from different tertiary library and information science programs and with different teams in the host organisation. By contrast, the Murdoch inspired program enables a substantial, tangible output in part because students work as a team, with a common goal. The model provides the opportunity for industry partners to take a proactive approach to programming, particularly project output. This collaborative approach provides a genuine opportunity for students to challenge themselves, to truly experience workplace integrated learning, and to foster and build key graduate attributes.

The team dynamics of the selected students proved encouraging. They worked swiftly to unite and come to terms with the brief. Along this journey staff noted the compression of Tuckman's (1965) four stages of group development – forming, storming, norming, and performing. The students worked solidly to 'form' and 'storm' as they came to grips with the task and became familiar with the special collections, and the 'norm' of

working out who would do what and how, saw the output increase. They then came together to 'perform' – by creating a highly professional digital learning object, soon to be made available on the Murdoch University website. The students emerged from this experience ready to cross the bridge into the profession.

Feedback has been excellent from all involved, and the digital learning object is being actively used to promote Murdoch's special collections. Another benefit is that there is genuine interest from other industry partners in establishing a similar collaborative program in the future. 🌟

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# A novel approach to university library design

Rocking chairs, deckchairs, beanbags, and cushions are all accoutrements you'd expect to find in residential or resort interiors. However, TONIA ZEMEK reports that RMIT University Library's comfy furnishings are right at home in an evolving library environment.



Photos by Petter Bennetts

RMIT's New Academic Street (NAS), located in the heart of Melbourne's CBD, dedicates two floors to library space. A connection to the community is palpable at every level, with the library opening out to multiple balconies on both floors. Naturally, NAS library users can frequently be found catching some fresh air as they study. The design itself is best described as a breath of fresh air but so too are the collections it houses. Image banks, music databases, editing software and digitised archives are among a long list of online resources available to students and staff of RMIT – either for research purposes or for artistic inspiration.


Deirdre Gillespie, the Associate Director of RMIT University Library Services, admits she and her team have long considered their collections as comprising both physical objects and digital resources. 'We're quite accustomed to operating in the digital space, and we think of that as quite normal, but this design has really challenged us to think differently about the look and feel of a library's physical space and that's been a very interesting and rewarding journey.'

At NAS, the library environment is one where students are encouraged to make the space their own. The inclusion of moveable furniture, together with long benches, all provide students the freedom and flexibility to redefine spaces to suit their needs – for either individual study or peer-to-peer learning.

Lyons Architecture developed the design idea and design approach for the NAS library, based on collaboration

with MvS Architects, NMBW Architects, Harrison and White, Maddison Architects and landscape architects Taylor Cullity Leathlen. Lyons Architecture took primary responsibility for the redevelopment of the NAS library and the practice's Director and NAS Project Director, Carey Lyon, was determined to completely refresh the space. 'Internally, we radically transformed the student experience at the library, which is one of the main areas students gravitate towards. We prioritised a significant amount of space primarily for student use – rather than academic or staff use,' Carey said.

Part of that transformation included the addition of the Maker Space, which included input from RMIT Interior Design student Keira Kailun Wu – who won a competition to help design the space. Depending on student requirements and requests, anything from 3D printers and laser cutters, through to hammers and nails, can all be found within these walls. Popular with engineering, architecture and design students, the Maker Space is a dynamic area designed to evolve in line with students' needs and to promote cross-pollination between disciplines.

Academic staff have even deployed the library space as a 'test bed'. A user experience study has already been undertaken within the space, along with an augmented reality project. 

TONIA ZEMEK



# LIFE BEGINS AT 40

**C** AVAL's Chief Executive, Dr Michael Robinson reports on CAVAL's 40th anniversary.

CAVAL was established in 1978 as an agency to manage shared cataloguing services on behalf of its Victorian university and college library membership. Commencing in rented premises with a staff of three, we have grown over the years to a staff of over 80, located in purpose-built premises at the La Trobe University Research and Development Park as well as premises in an inner Melbourne hub.

Over the 40 years, CAVAL has developed a diverse range of services for its immediate membership and the greater library communities of Australia and New Zealand. Our original commitment to promoting benefit through library collaboration has remained a constant. Our strategic plan provides a new direction through to 2022, one deeply committed to client engagement, services and solutions, and culture and capability. Life really does begin at 40 as we prepare for continued growth

*Paul Campbell (Australian Catholic University) and Eileen Loudon (ALIA Victorian State Manager) enjoyed the celebrations in Melbourne*



and innovation in the service of Australia and New Zealand libraries.

Collaboration remains our core principle and we could not have prospered for 40 years without the support and active involvement of library professionals, the vision of our Board of Directors and the expertise and commitment of our staff.

In August, we celebrated our 40 years in style with a party in Melbourne with many colleagues who have contributed to our success over the years. Their support and appreciation made the event a memorable milestone. We are privileged to be working with such a talented group of people and thank you all for your contribution to CAVAL's success. 🎉

**DR MICHAEL ROBINSON AALIA**  
Chief Executive, CAVAL

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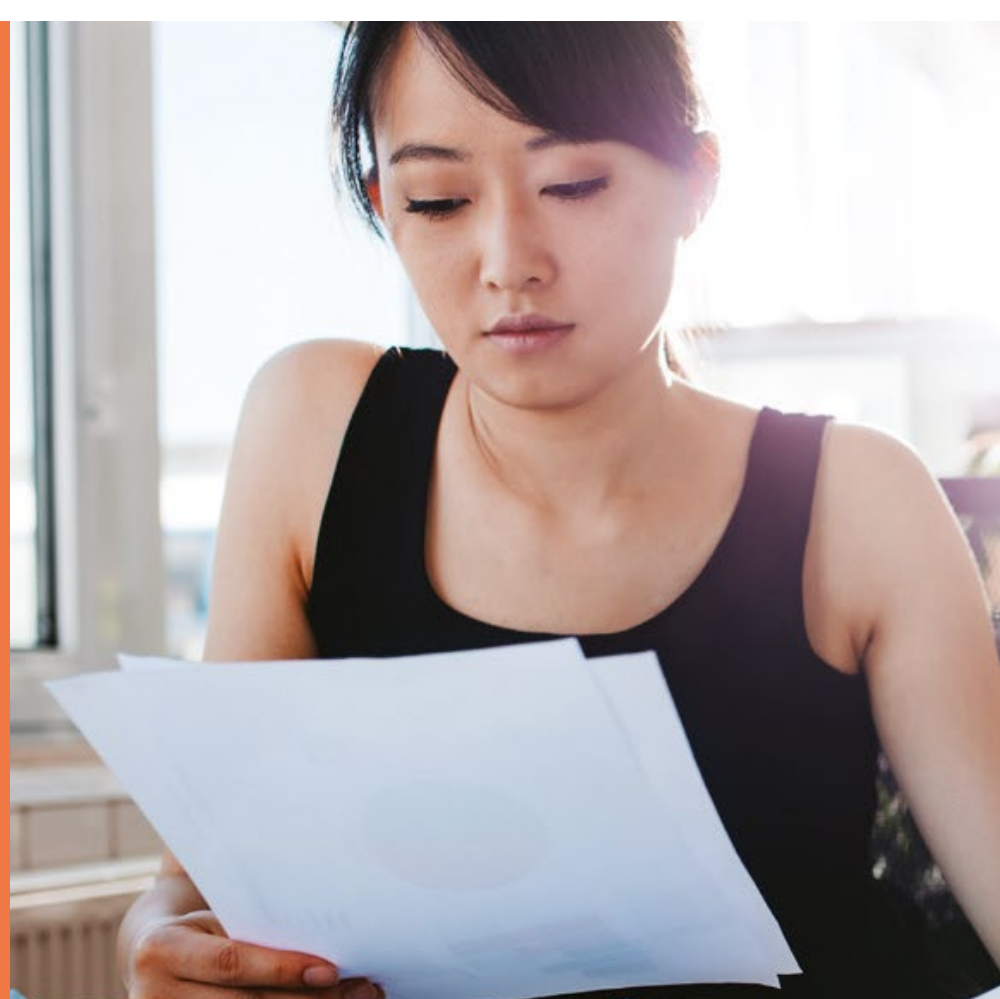


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# THE LATEST FROM YOUR STATE AND TERRITORY MANAGERS



## ACT

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I would like to take this opportunity to thank all the ALIA

ACT Groups and their Members for the hard work and time in putting together such a varied and informative selection of events throughout the year. Whether you attended the ALIA University and Research Libraries ACT 'Spring at the National Botanical Gardens Library' tour, took part in the ALIA website renovation party, or came to one of the ALIA Canberra and Region Retirees monthly 'Connect and Chat' meet up at the National Library, there really has been something for everyone. In December, Canberra will host an ALIA Health Libraries Australia one day workshop, a great opportunity to build your skills and earn PD points in the ALIA PD Scheme. And now is the time to volunteer if you'd like to be a part of the ACT GLAMR Christmas function.



## NSW

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I've enjoyed hearing about the creative ways our Members are

engaging with their communities. From the first Drag Story Time at Broken Hill Library to the University of Wollongong's MakerSpace in the library, staff are constantly striving to introduce people to library and information services in meaningful ways. I was delighted to attend Newcastle Region Library's Sustainable Development Goals (SDGs) workshop in October which focused on 'Think Global, Act Local' with attendees workshopping ways to embed the SDGs into library programming and collections. And as *INCITE* goes to print, ALIA Sydney is preparing for its first social justice and critical librarianship unconference. This event is an opportunity for participants to engage in discussions on increasing access to libraries for marginalised communities, explore critical librarianship and what it looks like in everyday GLAM sector work.



## ACT

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Lauren Gobbett ([@librarylaureng](https://twitter.com/librarylaureng)), a familiar face to many of you, will be taking over as ALIA's South

Australian State Manager from 2 November. Working for ALIA has been a wonderful experience, and I am leaving an incredible team who share my commitment to promoting and improving library and information services. In my two years as State Manager I have enjoyed showcasing the contribution that South Australia makes to the library sector and am particularly excited about the New Librarians' Symposium (NLS9) Committee's announcement that its four keynote speakers all hail from here. The diverse line-up of keynotes demonstrates that South Australia is packed with unique talent, fresh perspectives, and innovative collaborators. This isn't goodbye, our paths will cross again, and if you want to keep in touch you can still tweet me!



## SA

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I enjoyed presenting advice and guidance on keeping up-to-date in our profession at the Guilford

Young College, Hobart campus in September. In October, at the Devonport Library, Kerrie Blyth and Anne-Marie Loader reported on the highlights of the Australian Council for Adult Literacy conference held in Melbourne, and prior to this event Anne Guest conducted a tour of the new Devonport Library building. The popular Leadership & Innovation Forum on 'Meaningful and respectful engagement with Aboriginal and Torres Strait Islander knowledge, culture and heritage – what more do we need to do?' will be held at the TasTAFE Library on 13 November and will provide a fascinating insight into how our Tasmanian institutions are tackling the challenges involved. Please contact me if you would like to be on the ALIA Tas Committee for 2019.





## NT

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Acquiring new knowledge and skills is an important aspect of being a professional. We do

this through professional learning and ongoing learning activities. In the Northern Territory, PD opportunities are made available to Members both online and face-to-face. One of the highlights of the PD calendar is the biennial ALIA Top End Symposium, recently held at the Michael Long Learning and Leadership Centre in Darwin. A big thank you to the event sponsors, the delegates, and the volunteers who worked so hard work in making it happen. It was also a pleasure to meet with Members and friends of the ALIA Red Centre group at the PD event at the Alice Springs Public Library and to learn of some of the interesting and varied projects that are taking place in the community.



## QLD

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From Librarians and Dragons, to the Leadership & Innovation

Forum, the Asia-Pacific Library and Information Conference, to ALIA Queensland's trivia night, I just want to say thank you to all our Queensland Members for their support. Over the last few months Queensland has had New Farm public library and Garden City public library completely renovated in the Brisbane area, a brand new public library at Springfield and a renovation at Redbank Plains public library in Ipswich, as well as the University of Southern Queensland Springfield campus academic library being completely remade. It is fantastic to see such innovation in space and access to collections. I can't wait for 2019 and the opportunities the new year will bring, and don't forget, you can always get in touch with me on social media or email.



## VIC

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We have just wrapped up ALIA's Victorian [Leadership &](#)

[Innovation Forum](#), which was held at the Library at the Dock in Melbourne on 30 October with the focus of 'Indigenous matters and what more do we need to do?' You can see all the action from the forum and also the interstate forums on social media with the (#libraryleaders) hashtag. 2018 has been a great year for ALIA events through our hardworking Groups, including writing conference paper workshops, creating diverse collections, challenging webinars, trivia nights, and celebrating National Simultaneous Storytime with both children and adults. Although the year is coming to an end, there are still events that you can take part in, including ALIA Victoria's 'Most GLAMRous Picnic' on 9 December at the Royal Botanic Gardens. Have a safe and happy Christmas and New Year.



## WA

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I'm so excited to be organising the Leadership & Innovation

Forum for our WA members on 28 November. I hope to see you all there. We've also been celebrating professional development in WA recently, and I've had the honour of presenting two of most our passionate and dedicated ALIA PD Scheme participants with ALIA Certified Professional Certificates. In September, the air hummed with positive energy at WALT Group's 'Insights, Updates and Other Matters Mark IV: Networking with Style' one-day conference, where we were updated on topics such as Little Libraries, copyright and the Literacy Matters initiative; while ALIA Students and New Graduates Group brought the Librarians and Dragons workshop to Perth. Those who missed out on attending ALIA's Asia-Pacific Library and Information Conference 2018 had the opportunity to attend the Kay Poustie Scholarship Report Back event in October, co-hosted by ALIAWest.



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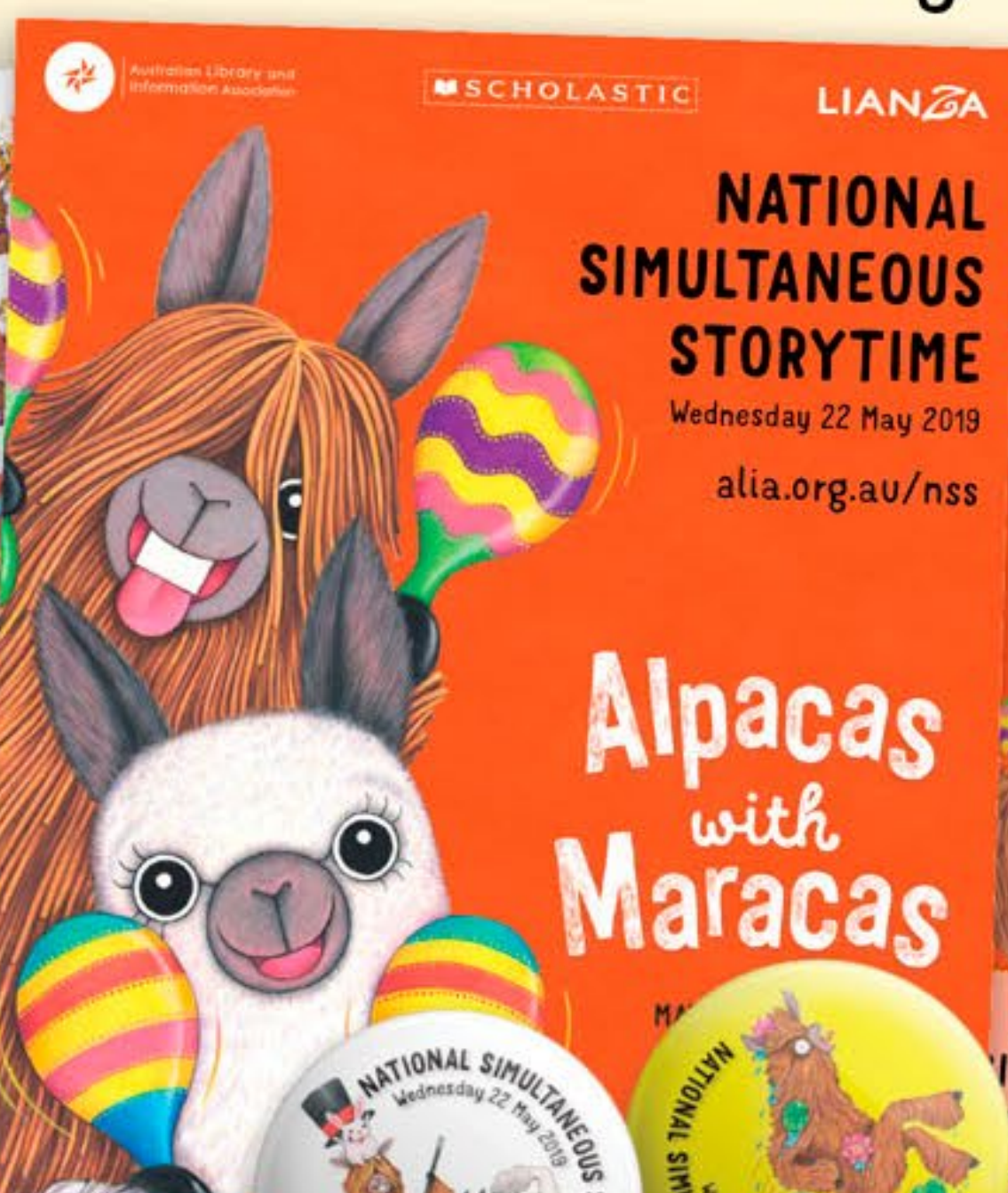
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