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Exchange of information in the training and development area is absolutely critical in the library and information profession where activity is quite often fragmented despite much hard work and effort to inform the profession what is going on.

I would like to encourage people from all backgrounds to contribute to the T&D effort — especially those who plan and organise events in their own time, such as the hardworking ALIA Branch and Regional T&D Officers. A recent teleconference of people involved in organising T&D on behalf of State branches revealed an exciting array of events and activities planned for 1993. They include:

Western Australia

- Servicing your customers
- Mentoring
- Multicultural issues
- Effective meeting management

South Australia

- Back to the workforce
- Service quality

Tasmania

- Overview of legal literature
- View on reviews
- CD-ROMs overview
- Standards and protocols - networks
- Designing textual databases
- Marketing and publicity

Victoria

- Workshop on customer focus
- Australian Government publications
- Award restructuring
- Mentoring
- Total Quality Management

Northern Territory

- Selection development policy
- AIMA course for library technicians
- Conservation and preservation

ACT

- Outsourcing and insourcing information services

NSW

- Electronic scholarly communication
- Job hunting workshop

Queensland

- Leadership in library organisations

- Policy and procedure writing workshops
- Enterprise bargaining and job design
- Library design

Recycling

A number of these topics are presentations of Conference papers that have already been given, particularly those where the Conference was in a different State. Many of these activities will be recorded on video- or audio-tape (or both), and groups are making these recordings available to other Branches. Each Branch also plans a number of social functions with a theme or guest speaker. For more details on these activities, watch the *Events* column in *inCite* or contact me at the ALIA National Office.

Think big

It may not always be possible to have a dedicated T&D/professional development program in place but it is important at least to have a strategy for approaching T&D. *ALIA guidelines on staff training and development*, by Jane Hiscock of the University of SA, provides a sound basis from which to begin. The guidelines include steps to ensure that policy is formed, that the current T&D effort is reviewed and evaluated before starting a new approach. There is also a comprehensive list of duties for all players—staff development group, staff development person, the supervisor and individual staff members. Copies are available from ALIA.

Action in staff development

Strategies can involve taking ideas and concepts that have already been tried in larger institutions and using them on a smaller scale. A potential great source of inspiration is the occasional newsletter *Staff development in Australian libraries* compiled by the Staff Development Officer at the University of

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SA. This publication appears about every six months and is a collection of comments and reviews of staff development activity around Australia, particularly University libraries.

The past two years have seen issues with articles relating to unusual or successful staff development activities that have been conducted, potential problems such as replacing staff while they are away on training, dealing with users who have a disability or who have English as a second language. If you would like to receive a copy, contact Katrina Keith on telephone (03) 302 3121 or fax (08) 302 3382.

The quarterly newsletter put out by AIMA Training and Consulting Services Ltd also has a library management focus, with reviews of courses that have been held, reviews of current management and information books and a scan of the literature on chosen topics. The newsletter highlights details of future management programs and is distributed to members of AIMA. Membership for Institutions is \$100 per year (July-June) and \$50 for individuals. Enquiries to Rosemary Turner on (06) 262 1223 or fax (06) 257 1703.

I would like to applaud those institutions and individuals who not only have a coherent and enthusiastic approach to planning and conducting training and development but let others know about it! ■



The latest ALIA T & D package, *Marketing strategies for libraries and information agencies*, was launched by President Jenny Cram at the Council dinner in March.