



**UNDERCOVER C.o.Ps (Communities of Practice):
Exposing the Operations of the Information Literacy Underworld**



CAVAL REFERENCE INTEREST GROUP

2013 Seminar

*Undercover C.o.Ps
(Communities of Practice):
Exposing the Operations of the
Information Literacy Underworld*

Wednesday 27 November 2013
Angliss Conference Centre
William Angliss Institute
Melbourne Victoria

#CRIG2013 This year, we have set up a Twitter hash-tag for the event! We encourage participants and attendees to tweet before, during and after the seminar. Feel free to tweet questions for our presenters during the event too – we will endeavour to make sure your questions are answered on the day! #CRIG2013

Last year, we received comments regarding applying new ideas in your respective workplaces. This year, we want to keep the conversation going. Follow us on Twitter (@CRIGseminar) or join our DIIGO group (CRIG-IL-Seminar-2013) to see follow-up links to web sites to keep your PLNs up-to-date.

Program

Morning

9.00 - 9.30am: Registration

9.30 - 9.45am: Welcome / Introduction

9.45 – 11.00am: **Keynote** Carole McCulloch, <http://www.coachcarole.net/>
Tales from the Underworld

11.00am: Morning tea

11.30 – 12.30pm: **5 Minutes of Fame**

Andrea Hurt, University of Melbourne

The Power of Pictures: Instagramming the University of Melbourne Library

Kerry Sullivan, La Trobe University

What links do academics and e-books have with Faculty Librarians?

Jo Menzies, University of Ballarat

Moodle and more: Taking the blended approach to CoP.

Wendy Haszler, RMIT University Library

Problem finding as part of the development of information literacy skills

Dennis Warren, La Trobe University

LibGuides: Useless or Useful? Making the transition from Useless to Useful

Caroline Ondracek, La Trobe University

Research Data Management Librarian Trial

Peggy Hsu, University of Ballarat
High value – low cost e-Content Creation

12.30 – 1.00pm: Darren Ryan – One Umbrella
Surfing across the library sector

1.00pm: Lunch

Afternoon

2.00 - 3.30pm: **Concurrent sessions**

- **a) Connecting the C.o.Ps**
Carole McCulloch - <http://www.coachcarole.net/>
- **b) Tending to the 'roadkill' student**
Dr Inger Mewburn, Australian National University
- **c) Sneaky techniques with Geoffrey**
Geoffrey Bardwell, La Trobe University

3.30 – 4.15pm **Keynote** Dr Inger Mewburn, Australian National University
(in)visible work in the performance managed university

4.15 - 4.30pm: Summary and evaluations

Carole McCulloch, <http://www.coachcarole.net/>

Tales from the Underworld

Carole McCulloch is now a retired (rewired) coach for Educators in Toastmasters International and fulfils a local District Officer role as Area Governor for Toastmaster clubs in southern NSW. She is currently designing and developing an online course for Toastmasters who use the Easy Speak database and scheduling online system. Carole is currently mentoring and supporting students enrolled in the Uni4U program delivered in tandem by MACE (Mansfield) and Swinburne University. She supports students currently studying in blended mode in Diploma of Business and Diploma of Community Services using e-learning tools and strategies from her home in NE Victoria.

Carole is also researching and writing family history stories from her genealogical records of her Welsh ancestors. She is a keen networker online and subscribes to many educational and genealogical communities to keep up to date with the latest trends in professional development and writing.

Dr Inger Mewburn, *Australian National University*

(in)visible work in the performance managed university

Dr Inger Mewburn is a researcher, specialising in research education since 2006. Prior to this she lectured in architecture and worked in architecture offices for around a decade.

She is currently the Director of Research Training at The Australian National University where she is responsible for co-ordinating, communicating and measuring all the centrally run research training activities and doing research on student experience to inform practice.

Aside from editing and contributing to the Thesis Whisperer <http://thesiswhisperer.com/>, she writes scholarly papers, books and book chapters about research student experiences. She is a regular guest speaker at other universities and does the occasional media interviews.

Darren Ryan, *One Umbrella*

Surfing across the library sector

Darren has been a consultant at The One Umbrella since July 2010. He likens his role to the eighties TV show 'Perfect Match', where he matches employers to candidates and vice versa but without Dexter the robot.

Over the past twenty years he has been ticking off his 'list of things to do' he started in the early nineties when he graduated. He's worked in academic, public and special libraries in various roles from library officer up.

Concurrent Sessions

a) Connecting the C.o.Ps

Carole McCulloch

Bring your own device or use the computers provided to explore and participate in the open source environments for yourselves.
Learn how to become a self-directed learner and delve into the curious world of MOOCs.

b) Tending to the 'roadkill' student

Dr Inger Mewburn

Librarians are often a key 'touch point' for distressed students within the university community, but are generally offered little support for this work. In this workshop with Dr Inger Mewburn, director of research training at the ANU and managing editor of the Thesis Whisperer blog, we will discuss some common reasons for PhD student distress and what we can do about it. How should we respond to these stories of woe? Is there a role for us in grievance processes? Should we share what we know with others? During the workshop there will be plenty of time to share strategies and talk about tactics for assisting students, and ourselves, in this difficult work.

Sneaky techniques with Geoffrey

Geoffrey Bardwell

How do I communicate my information more effectively?
What do I need to be more persuasive?
How can I manage or conceal any nerves?
You will leave this workshop with information and techniques that you can use right away.
It will cover what people need to hear to make a decision and how you can provide it to them.
It will combine logical and rational argument with persuasion, body language and emotional communication.
This will help your audience say "yes" to your ideas and help you if they say "no"!
You may be disappointed to know that you will not be required to stand up, role play or speak aloud.

Biography

Geoffrey Bardwell is a learning and development professional with 20 years' experience in fields such as professional development, leadership, customer services, sale and induction programmes. He is also an experienced and qualified HR generalist.

He currently runs a variety of programmes at La Trobe University including performance development, presentation skills, client services, personal effectiveness and leadership skills.

Outside of work he's a media spokesperson for Amnesty International, speaks publically on their behalf through their Speakers Bureau and coaches many of their representatives.



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Acknowledgements

2013 CRIG-II Seminar Committee:

La Trobe University: Graeme Oke (Chair)

Deakin University: Fiona Russell

Monash University: Caroline Knaggs

Swinburne University: Maha Abed

University of Melbourne: Jennifer Warburton

Victoria University: Jennifer Murphy

CAVAL: Linda Rooney

The committee would also like to thank Meredith Badger for the design of the seminar graphic, and Angliss Conference Centre staff.

This seminar has been created taking into account environmental considerations and sustainability.