



Australian Government
Attorney-General's Department

**Australian Emergency
Management Institute**



ALIES 2011 Conference

Celebrating the past, creating the future

18 to 21 April, 2011

Proudly hosted by the
Australian Emergency Management Institute
Mount Macedon, Victoria

A centre of excellence: building resilience through education, collaboration and innovation

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**Australian Emergency
Management Institute**

The Australian Emergency Management Institute (AEMI), part of the Commonwealth Attorney-General's Department, is a centre of excellence for knowledge and skills development in the emergency management sector. The Institute hosts the ALIES Conference annually at the conference centre in Mount Macedon, Victoria. The Department, through the National Security Capability Development Division, sponsors the cost of accommodation and meals for one delegate from each ALIES member library.

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Conference theme – *Celebrating the past, creating the future*

The 2011 ALIES conference marks the 20th year since ALIES was founded. The first ALIES Workshop was held in 1991 at the Australian Emergency Management Institute. Since then, the network has gone from a small group of emergency service libraries to a vibrant, collaborative network of 45 emergency sector libraries across Australia and New Zealand.

The conference theme '*Celebrating the past, creating the future*' will provide an opportunity to reflect on the development of ALIES and examine key issues for the future. There are three conference themes which are:

- **Emergency management - then and now**
- **Engaging stakeholders and demonstrating value**
- **Creating the future**

Aims of ALIES

Australasian Libraries In the Emergency Sector (ALIES) is a library network that collaborates to fulfil the information needs of the emergency sector throughout Australia and New Zealand by:

- Exchanging and sharing knowledge, skills and resources
- Maintaining a distributed Australasian emergency management collection
- Providing an expert information service

The ALIES network enhances whole-of-government coordination. The ALIES partnership facilitates national coordination and interoperability. It enhances the exchange and sharing of information within the emergency management sector. ALIES assists in building partnerships between government and non-government agencies. A formalised charter ensures the network is accountable.

ALIES strengthens cooperation with regional partners and promotes an Asia-Pacific Community. The integrated approach to emergency management information services through ALIES promotes constructive engagement, and enhances the ability of member agencies to be prepared for, and to respond to, any unforeseen changes in the emergency management environment.

Objectives of the conference

- To assist member libraries to broaden their focus by incorporating current knowledge and information management principles and practices into core business
- To conduct the ALIES Annual General Meeting (AGM)
- To exchange information on current information management trends which will encourage innovative practices within and between emergency sector libraries
- To discuss and plan marketing strategies for ALIES and individual members
- To contribute to a better understanding of resources of other emergency sector libraries by creating improved access to information and people
- To develop strategies for future co-operation between member libraries, parent organisations and government bodies involved with emergency management

2011 Conference Planning Committee

Jennifer Burgess
Janet Bethell
Gillian Laughton

Howard Philpott
Troy Watson /
Joanne Achison

South Australian Department for Families and Communities (Chair)
Fire & Emergency Services Authority of Western Australia
Australian Government - Department of Families, Housing, Community Services and Indigenous Affairs
CSIRO
Australian Government - Attorney-General's Department

Arrival theme:
Getting to know you



Chair: Joanne Achison

Monday 18 April

Time	Item	Speaker	Venue
17.30 – 18.00	Arrival at Mt Macedon Institute		Reception
18.00 – 18.30	Tour of Institute for new members (optional)	<i>Katrina Beard</i>	Meet at front desk
18.30 – 19.30	Evening BBQ		Bar Area
19.30 – 19.45	Welcome / Housekeeping	<i>Joanne Achison</i> <i>Attorney-General's Department</i> <i>Jennifer Burgess</i> <i>South Australian Department for Families and Communities</i>	TV Lounge
	Summary of conference objectives	<i>Rosa Serratore</i> <i>ALIES Executive Chair</i>	
19.45 – 20.00	ALIES speed dating		TV Lounge
20.00 onwards	ALIES networking time		

Day 1 theme:
Emergency management - then and now



Chair: Jenni Burgess

Tuesday 19 April – Day 1

Time	Item	Speaker	Venue
8.30 – 8.45	Welcome	<i>Rosa Serratore ALIES Executive Chair</i>	Macedon Ranges Theatre
8.45 – 10.15	ALIES Annual General Meeting	<i>Rosa Serratore ALIES Executive Chair</i>	Macedon Ranges
10.15 – 10.40	Morning tea		Bar Area
10.45-11.00	Official opening	<i>Raelene Thompson, Executive Director, Australian Emergency Management Institute</i>	Macedon Ranges
11:00 – 11.40	Surviving future disasters in New Zealand	<i>David Johnston, Director, Joint Centre for Disaster Research, Massey University/GNS Science, Wellington, New Zealand</i>	Macedon Ranges Theatre
11.45 – 12.25	The role of research, information and the media in emergency management	<i>John Schauble, A/Deputy Commissioner/Manager Research & Strategic Projects, Office of the Emergency Services Commissioner, Victoria</i>	Macedon Ranges Theatre
12.30 – 13.30	Lunch		Dining Room
13.30 – 14.30	20 years of ALIES Panel Presentations and discussion with founding ALIES members – a retrospective	<i>Anne Pickles Nina McPherson Jill North Margaret Davson Kerry Johannes</i>	Macedon Ranges Theatre
14.30 – 14.45	Sponsor presentation	<i>Emerald</i>	Macedon Ranges Theatre
14.45 – 15.10	Afternoon tea	<i>Sponsored by Emerald</i>	Theatre Foyer
15:15 – 17:00	Workshop – Disaster planning for libraries (creating your library disaster plan)	<i>Facilitator: Sue McKerracher, The Library Agency</i>	Ash Wednesday Theatre and syndicate rooms
17.00 – 18.30	Networking time		
18.30 – 20.00	ALIES Awards Dinner - celebrating 20 years of ALIES	<i>MC – Rosa Serratore</i>	Dining Room

Day 2 theme:
Engaging stakeholders and demonstrating value



Wednesday 20 April – Day 2

Chair: Janet Bethell

Time	Item	Speaker	Venue
8.30 – 10.00	ALIES panel: Demonstrating the value of your service 3 x 20 minute presentations and panel discussion	<i>Chris Nelson (Geoscience Australia)</i> <i>Denise Clarkson (NZ Police)</i> <i>Jeanette Clarkson (DEEDI Qld)</i>	Macedon Ranges Theatre
10:00 – 10.15	Sponsor presentation	<i>EBSCO</i>	Macedon Ranges
10:15 – 10.40	Morning tea	<i>Sponsored by EBSCO</i>	Bar Area
10.45 – 11.25	Libraries Australia, Trove and ALIES Libraries	<i>Debbie Campbell, Director Collaborative Services Branch, National Library of Australia</i>	Macedon Ranges Theatre
11.30 – 12.25	Engaging with stakeholders and demonstrating value	<i>Bruce Hills, Executive Director Incept Labs</i>	Macedon Ranges Theatre
12.30 – 13.30	Lunch		Dining Room
13:30 – 15.30	Workshop – Advocacy and library metrics - how to demonstrate the library's value.	<i>Facilitator: Sue McKerracher, The Library Agency</i>	Ash Wednesday Theatre Syndicate Rooms
15.30 – 15.45	Afternoon tea		Theatre Foyer
15.45 – 16.30	ALIES Poster sessions		Ash Wednesday Theatre Syndicate rooms
16.30 – 17.30	ALIES Syndicate meetings		
17.30 – 18.30	Networking time		
18.30	Dinner		Dining Room
20.00 – 21.30	ACTIVITY – Libraries at the movies and Networking time		Bar Area / TV lounge

Day 3 theme:
Securing the future



Chair: Gillian Laughton

Thursday 21 April – Day 3

Time	Item	Speaker	Venue
8.30 – 9.00	ALIES Committee meetings		
9.00 – 10.20	ALIES panel: securing the future 3 x 20 minute presentations and panel discussion	<i>Karen Collier (Attorney-General's Department)</i> <i>Phillipa Gabelle (Australian Federal Police)</i> <i>Laurie Atkinson (Vic. Govt. Shared Library Services)</i>	Macedon Ranges Theatre
10.20 – 10.30	Outcomes finalisation	<i>Executive Committee</i>	Macedon Ranges Theatre
10.30 – 10.55	Morning tea		Bar Area
11.00 – 11.45	Keynote speaker – The most important disaster books (and why you should read them)	<i>Scot Phelps, The Emergency Management Academy, New York (via Skype)</i>	Macedon Ranges Theatre
11.45 – 12.00	Closing address	<i>Neil Head</i> <i>Director Community Awareness & Education, Australian Emergency Management Institute</i>	Macedon Ranges Theatre
12.00 – 13.00	Lunch		Dining Room
13.00	Bus departs for Melbourne Airport		

Speaker Profiles

In order of presentation

Raelene Thompson

Executive Director
Australian Emergency
Management Institute

Official Opening

Raelene Thompson was appointed as the Executive Director of the Australian Emergency Management Institute in September 2010. Raelene has over 25 years experience in the Commonwealth public service across a range of portfolios, including social security, employment and workplace relations, and health and ageing.

David Johnston

Joint Centre for Disaster Research,
Massey University/GNS Science
Wellington

Surviving future disasters in New Zealand

David Johnston is a senior scientist at GNS Science (New Zealand's Geological Survey) and Director of the Joint Centre for Disaster Research in the school of Psychology at Massey University, Wellington.

New Zealand is vulnerable to a wide range of potentially devastating impacts from diverse hazard phenomena. Until the September 2010 Canterbury earthquake, New Zealanders have had a relatively benign period, with only relatively small natural hazard events over the last 79 years. The fact that few residents have experienced disastrous hazard events is a good thing. The downside, however, is the resulting complacency and limited understanding of natural hazard risk. The increasing complexity of our society will require improved capacity and capability across all areas of emergency management. There is compelling and urgent need to continue to develop more effective strategies for surviving future disasters in New Zealand.

John Schauble

A/Deputy Commissioner/ Manager,
Research and Strategic Projects
Office of the Emergency Services
Commissioner, Victoria

Engaging communities in times of crisis

John Schauble leads a seven-member research team at OESC. He joined the Office in 2007 after a 25-year career as a journalist with The Age and the Sydney Morning Herald. He holds degrees in history, law, international relations and emergency management and is a volunteer captain in Victoria's CFA.

The changing roles of research, information flow and an increasingly diverse media present both challenges and opportunities for information managers working in the emergency management sector. Capturing, prioritising, verifying, re-disseminating, storing and cataloguing information thrown up around emergencies and disasters has become increasingly critical, especially in view of the growing trend towards review and investigation of critical events. There are two streams of particular interest. The first is the historical record, the accuracy of which will determine its usefulness in informing future policy. The second is the impact of ongoing and responsive research efforts, which are an increasingly influential basis for policy formulation in the emergency management sector.

Sue McKerracher
Director
The Library Agency

Sue McKerracher is a library specialist who worked with the British Library and Museums, Libraries and Archives Council in England. Now based in Victoria, she was commissioned in 2010 to put together the national vision and framework for public libraries. She also ran 18 Every Member An Advocate workshops around Australia and managed the ALIA disaster recovery project, launched in response to the Victorian bushfires and Queensland floods in 2009. Her particular areas of expertise are strategic planning, project management, advocacy and communication.

**Workshops – 1. Disaster planning for libraries (creating your library disaster plan)
2. Advocacy and library metrics – how to demonstrate the library's value**

Chris Nelson
Library Manager,
Geoscience Australia

Chris Nelson has been the manager of N.H. 'Doc' Fisher Geoscience Library since 2007. Prior to this he was the PIMRIS Coordinator (2004-2006) and Senior Librarian, Alafua Campus (2001-2004) of the University of the South Pacific and College Librarian, Australian Maritime College (1996-2001).

Unearthing the riches: Demonstrating the value of services at the N.H. 'Doc' Fisher Library, Geoscience Australia

The Geoscience Australia Library (renamed in honour of Doc Fisher in 2007) has existed ever since the agency was created in 1946. The current staff demonstrates the value of services provided by various means, including aligning planning and policy documents with the strategic plan of the organisation; maintaining a client focus and engaging clients in decision-making, recording metrics and client feedback to determine the effectiveness of services; and by a commitment to quality and innovation in service provision.

Denise Clarkson
Library Manager
New Zealand Police

The New Zealand Police Library is the library and information provider for all New Zealand Police employees nationwide. Denise undertook the role of Library Manager in August 2008. Since then the Library Team's energy has been focused on updating and marketing the Library's policies, print and electronic collections, intranet resources, and improving access to information for all 12,000 Police employees around New Zealand.

Show them the money: demonstrating the financial value of the library to your parent organisation

Many libraries talk about intangible or 'soft' values of their library service when pressed to demonstrate their value to their parent organisation, for example the importance of the information provided for a specific project or research paper, or the excellent customer service provided to customers. Others try to demonstrate their value by showing hard data - increases in customer usage or transaction volumes. Since December 2009, the New Zealand Police Library has undergone a prolonged period of informal review, culminating in a reduction of floor space and a Business Process Mapping exercise by external consultants. Having already worked through other tangible and intangible means of demonstrating value, the team at New Zealand Police Library have been working to prove their financial value to the parent organisation, and the increased costs New Zealand Police would incur if the Library were disestablished.

Jeanette Clarkson
Manager, Library and Research Services
Department of Employment, Economic
Development & Innovation

In her role as Manager, Library & Research Services, for Department of Employment, Economic Development and Innovation (DEEDI) Jeanette oversees the provision of information services to a diverse clientele located throughout Queensland. DEEDI's functions also span tourism, mining, agriculture and trade and investment, making for an interesting and challenging mix of clients.

What have you done for me lately? Delivering value to diverse library clients

The Department of Employment, Economic Development and Innovation (DEEDI) Library & Research Services was formed in 2009 following the amalgamation of 7 Queensland government departments. This saw the scope of the library service expand to encompass diverse subjects such as employment, tourism, economics, fair trading, agriculture, regional development and business. Strategies used to demonstrate the value of a comprehensive 'in-house' service included keeping statistics on the use of the service, compiling 'good news' stories, marketing L&RS, and clearly aligning the activities of the library with the strategic direction of the agency.

Debbie Campbell
Director, Collaborative Services Branch
National Library of Australia

Debbie Campbell has been an information technologist for almost 30 years, 25 of which have been spent at the National Library. She manages the Library's national collaborative web discovery services, the largest of which is Trove. Previously, Debbie has managed significant projects including Picture Australia, the ARROW Discovery Service and the Newspaper Digitisation Project.

Libraries Australia, Trove and ALIES Libraries

Bruce Hills
Executive Director
Incept Labs

Prior to founding Incept Labs, Bruce was the Head of Organisational Innovation at Westpac Banking Corporation, an initiative that explored how to build an innovation capability that delivered superior long term growth to the Bank. Before this initiative Bruce was Head of Risk for the Business Technology Solutions and Services division of Westpac Banking Corporation.

He was a member of the BTSS Executive team, the Bank's Risk executive team and a member of the Bank's management committee. He is a Director of Breakaway Investment Group, the Waterline Foundation and a former Director of the Society of Knowledge Economics. Bruce is a qualified accountant and a member of the New Zealand Society of Accountants. He has over 25 years of experience in senior risk and audit roles.

Engaging stakeholders and demonstrating value

Why is it that as soon as there is a change in leadership, new and promising initiatives are shut down? Why is it that when times get a bit tough, funding for innovation suddenly gets cut? To understand why this is the case we need to look deeply into the dynamics of the way in which organisations function and people behave. This presentation will examine why the way we engage our stakeholders is so crucial to the success and survival of new innovations and what can be done to increase the chances of your success.

Karen Collier
Collection Management Librarian
Attorney-General's Department

Karen has worked at the Lionel Murphy Library for 9 months. She previously worked in other AG portfolio agencies, including the AIC.

The point of sharing

The Attorney-General's Department intranet had lost effectiveness and become stale. While our clients were happy to use online resources for their day-to-day business, the intranet had become a static, unengaging place to start searching. A recent move to a MOSS environment, albeit a direct copy of the old intranet, will mean that we will finally catch up with others in the library world.

Phillipa Gabelle
Training and Special Projects Librarian
Australian Federal Police National Library
Service

Phillipa spent most of her career in the corporate sector and has been with the Australian Federal Police since 2006 as a Client Services Librarian providing information research and database training. In 2010, she was given the responsibility for developing courses to enhance information skills in the AFP.

The development of "Effective Internet Searching – Going Beyond Google"

Phillipa's presentation will cover the development of the course and how it was set up to meet the needs of the AFP and to demonstrate the value of the information professionals within the AFP Library. The emphasis will be on the importance of trialling the course with participants; obtaining support and advice from education specialists and library team, and for continuous improvement of the course. It also includes the need for training in new technologies; training and assessment skill; the need to keep up to date and importance of flexibility in meeting the information needs of specific groups.

Laurie Atkinson
Manager, Library Operations
Victorian Government Library Service, Shared
Service Provider
Department of Treasury and Finance

With 20+ years experience in information management, in special, academic, public and community libraries and a brief stint in records management, Laurie is currently heading the VGLS, leading 60 staff through significant, transformational change.

Navigating through a state of flux and transformation – creating the Victorian Government Library Service

In the last 18 months Victorian Government library staff have changed employers, identities, many have changed jobs, working with new colleagues and in new environments. Some have chosen additional change, while some have felt the change is coming too much, too fast. A new organisational structure, supported by virtual teams, is helping staff develop effective communication and support structures while they prepare to face the introduction of new systems, processes and policies that underpin their library service. In all this change, the librarians continue to provide excellent service to loyal users with a commitment to improving the output of Government. We have some stories to tell.

Scot Phelps
Lead Professor/Facilitator
Emergency Management Academy,
New York

Scot Phelps is the lead professor at the Emergency Management Academy. He is an attorney, holds a Master's in Public Health and holds qualifications as a Board Certified Emergency Manager, a Certified Business Continuity Professional, and a Master Exercise Practitioner. He previously led the graduate emergency management programs at Metropolitan College and Southern Connecticut State University, served as Assistant Commissioner of Health in New York City, was a professor of emergency medicine at George Washington University School of Medicine, and worked for over 20 years as a paramedic in the NYC metropolitan area.

The most important disaster books (and why you should read them)

This presentation will cover lessons learned from the first year's worth of experience designing and implementing a new type of education program, the Fellowship Program at the Emergency Management Academy. Based on the FEMA-designed Emergency Management Graduate Body of Knowledge, we'll also cover what I have found to be the most important books in the field of emergency management, some of which you may be new to you.