



# the one umbrella report

## welcome to tour!

**Welcome to our Autumn 2010 issue of TOUR. It has been a cautiously promising start to the year as we have experienced an upturn in recruitment activity. As you can find out in this issue, our latest Clarius Skills Index supports this outlook so let's hope it continues.**

**Catherine Hill  
NSW**

### From Jobs Slump to Skills Shortages

The Clarius Skills Index for the December quarter 2009 indicates that Australia has moved from a jobs slump to the brink of a skills crisis in just six months. This is despite most leading economists predicting spiralling unemployment.

Skills shortages are again rapidly emerging in key industries, warning employers of impending competition for talent. The majority of the skilled occupations featured in the Clarius Skills Index recorded an increase in demand for skilled labour, with almost half recording a shortage of skilled people.

The oversupply of skilled labour across all 20 occupations is down from 45,000 to 17,000 people. Strong business and consumer confidence are driving a noticeable upturn in the number of employers seeking additional full time permanent staff.

In the December quarter, The One Umbrella began to see a steady rise in demand for information management professionals, mostly in the area of records management.

As specialists in information management we were one of the employment sectors that suffered the impact of the economic downturn as there was reluctance among employers to spend on recruitment which would add to their cost base.

However, one of the areas that remained active was government, at both local and federal level. Demand here was mainly for sentencing, that is, the management of standards and compliance in retaining and disposing of files. Thus, the specialist knowledge of archivists and records professionals has been in strong demand, especially in the A.C.T.

## autumn 2010

The One Umbrella also started to see an increase in activity from other areas including professional services, academic libraries and publishing. This demand seemed largely directed towards implementing or updating electronic records management systems and the training of non-records staff to use these systems effectively.

There was renewed activity in knowledge management roles after a noticeable fall in demand during the economic downturn when many organisations put knowledge management projects on hold.

However, in late 2009, organisations sensed a recovery and attempted to capitalise on streamlining and improving the way they store and retrieve information. Since the retrenchments of 2008-09 organisations are more conscious of retaining the corporate knowledge that their staff have developed.

Clarius and The One Umbrella are cautiously optimistic that demand in the business and information sector, which includes library, records management and knowledge management occupations, will continue to increase slowly.

See our web site for the full report.

## hot skills

- QLD TRIM administration  
Librarian contractors  
Records managers
- NSW Library technicians with school experience  
Knowledge management  
Intranet/content management
- VIC TRIM administration  
Sentencing  
Information Architects  
Business Analysts  
Trainers and account managers for the vendor market.
- ACT Sentencing plus security clearance at protected or higher levels

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[www.oneumbrella.com.au](http://www.oneumbrella.com.au)

## Professional Profile

### **Bradley Hinton, Manager** **Thematic Knowledge Services – AusAID**



#### **What does your job involve?**

I am the manager of Thematic Knowledge Services (TKS) at AusAID. TKS services the information and research needs of staff working in country program areas and in specific knowledge areas. Our services include a library (offsite), online journal access through our intranet pages, research and current awareness.

I am also the coordinator of our thematic networks. These networks are subject-based groups established to enhance communication and share knowledge and experiences within the agency. There are currently 16 thematic networks, ranging across areas such as civil society, education, gender, health, and rural development. My goal is to turn the thematic networks into communities of practice, something I did successfully when I worked at Rabobank in Sydney.

At AusAID, we recently started a Thematic Knowledge Services blog ([tksausaid.wordpress.com](http://tksausaid.wordpress.com)). This has abstracts and links from our internal current awareness service to highlight reports of interest to people working in international development. It's an experiment at the moment to leverage what we already do, but using a different communication channel for a wider audience. We also provide an education and advisory role around information and knowledge management.

#### **What do you like about your job?**

I like the people I work with and the variety of work that the job provides. There are the traditional management functions around staff, budgeting, client management and marketing, but there is also hands-on work with the intranet, research, content management, and information delivery. I also like living in Canberra, having escaped from Sydney twice now!

#### **How did you reach your current position?**

I have had a varied route in finding my way to AusAID. I first started my career over 25 years ago as an education officer at an Australian NGO, then worked in public libraries, special libraries in the banking and finance sector, Parliamentary Library, back to an NGO with The Fred Hollows Foundation, and now with AusAID. I like new challenges and opportunities so I have tended to stay only for a few years in the one organisation and then move on.

#### **Do you have any tips for aspiring librarians?**

Keep learning new things and look for new opportunities within libraries or within the broader information industry. Libraries remain a cornerstone within the information industry, of course, but there is more variety and opportunity to do "library things" differently and in different work places these days. There are amazing opportunities in information and knowledge management, web-based information architecture, content management, education and training, web publishing, information technology, and more. I also recommend personal and professional networks, especially in terms of keeping up-to-date with new thinking and testing your own assumptions.

#### **Describe an interesting information request you have had.**

There were plenty of interesting information requests when I worked at the Parliamentary Library in Canberra. Unfortunately, I cannot disclose those. However, as the agriculture information specialist at the time, I did research and wrote a report on plague locusts that still gets some interest after all these years and was fun to do.

#### **Are there any special interests you'd like to pursue in the future?**

At the moment, I am really getting into the theory of emergence and complexity. I completed the Cognitive Edge accreditation course and would like to do more facilitation using some of the techniques I learned there. Other than that, improving my photography skills and finding the time to build some websites would be good.

## Jean Arnot Memorial Fellowship

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The State Library of New South is seeking applicants for the Jean Arnot Memorial Fellowship. You need to be a female librarian or female student of librarianship and write an outstanding original paper of no more than 5000 words on any aspect of librarianship.

The fellowship is named in honour of the late Jean Fleming Arnot, MBE, FLAA, a former staff member of the State Library of New South Wales, who retired as head cataloguer in 1968 after a distinguished career of over 47 years of service. Miss Arnot was active in women's organisations and a pioneer in the campaign for equal pay.

The Jean Arnot Memorial Fellowship is funded by a generous donation from the National Council of Women of New South Wales Incorporated and the Australian Federation of Business and Professional Women's Associations Incorporated as a memorial to Miss Arnot and her achievements.

The closing date for application is 19 April 2010. To get an idea of what makes a winner, conditions of entry and an application form, see <http://www.sl.nsw.gov.au/about/awards/arnot.html>

## Brad Hinton's Blog

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Brad, our profiled professional in this issue, has an interesting and thought provoking blog at <http://bradhinton.wordpress.com/>. Check it out for his writing on knowledge management, communications and information services.

## VALA Conference

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Lynette Lewis from our Melbourne office was a member of the organising committee for the VALA (Libraries, Technology and the Future Inc) conference in February 2010. The conference was attended by over 1000 people at the Melbourne Conference Centre. The theme of the event was Connections, Content & Conversations.

A range of interesting papers were presented, some of which are now available online at [www.vala.org.au/conferences/vala2010-programme](http://www.vala.org.au/conferences/vala2010-programme).

Examples of papers available are:

- A new vision for university libraries: towards 2015
- Everything I know about cataloguing I learned from watching James Bond
- Keeping up: strategic use of online social networks for librarian current awareness.

## Professional Development with ALIA

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The 2010 Professional Development Calendar is now available on the ALIA web site at <http://www.alia.org.au/education/pd/pd.services/>

Upcoming courses include:

- Public Speaking with Confidence (by teleconference)
- Managing Challenging Clients
- Leading Others through Change.

## Conferences and Events

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### Innovative Ideas Forum 2010

16 April

National Library of Australia, Canberra

This forum will focus on the use of technology in cultural institutions.

<http://www.nla.gov.au/initiatives/meetings/innovative-ideas-forum/2010/index.html>

### Library and Information Week

#### Access All Areas!

24-30 May

(incl Library Technician's Day on 25 May)

<http://www.alia.org.au/liw/>

### Joint Conference on Digital Libraries (JCDL)

#### 'Vision 2020: Beyond Digital Libraries'

21-25 June

Gold Coast

<http://www.jcdl2010.org/>

### ALIA Access 2010

1-3 September

Brisbane

<http://conferences.alia.org.au/access2010/>