

All that glitters ... could be PD

Pipe cleaners, glitter and gaming consoles are all essential staff development tools according to the team at Queensland University of Technology Library.

Delivering a staff development program doesn't have to be expensive or time consuming, nor does it have to stick strictly to 'traditional' library topics. At Queensland University of Technology Library, we recognise the benefits library professionals gain from an enjoyable learning experience will often flow out into many areas of their life and work, so our professional development activities this year are focussed on hands-on learning and having fun.

We see our students using an incredible range of mobile devices in the library but most of us can't afford to buy these gadgets ourselves, and that means we often don't know how to help students use our resources and services on their device. So this year we started a Technology Petting Zoo with a few tablets, e-readers, mobile phones and gaming consoles that staff can borrow for six weeks and play with at home. The goal of the Technology Petting Zoo is to help staff to understand the functions and capabilities of the latest mobile gadgets at a relatively low cost and to get some discussions going about how we deliver services to a generation of mobile gamers and Facebook fanatics.

We had some e-readers and tablets the library had purchased for testing and only needed to spend about \$1800 to add the latest Android tablet, the latest Android phone, a new iPad, a reconditioned Play Station Portable (PSP) and the Nintendo 3DS. We don't expect everyone to start giving detailed

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advice on how to use gadgets; we just want our staff to feel more comfortable with these gadgets and the people who use them.

Getting a good understanding of our students and staff is where the pipe-cleaners and glitter come in. We were fortunate enough to have Zaana Howard come to the library to deliver her *Speed Date with Design Thinking* workshop for our staff. This was a fun, practical introduction to design thinking and how we could use it to improve our services. The staff who attended the session had a great time and



constructed some 'interesting' prototypes with a box of craft supplies. More importantly, they all took away some new ways of thinking about stakeholder engagement and problem solving along with the glitter and glue.

With fun, low cost activities like these happening in the workplace it is easy to keep library professionals engaged in self-development and keep the library services relevant to our community.

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