



Australian Library and
Information Association

ALIA LIS pay and employment snapshot 2020

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Background

Recommended salary scales and work level guidelines have been a valued resource and popular ALIA Member benefit for many years, however, there is often a difference between the recommended pay levels and the reality of the workplace.

At the end of 2019, we set out to run the most comprehensive survey of salaries ever carried out in the library and information sector in Australia. The survey ran on Survey Monkey between 12 December 2019 and 6 March 2020. It was promoted through ALIA channels – on the ALIA website, ALIA Weekly and through social media.

We asked everyone to participate to help us create accurate and useful results: 'This survey aims to provide a snapshot of salaries of people working in the library sector. The data collected from this survey will be used to provide a credible benchmark in terms of salaries, employment conditions and qualifications in the library and information science profession.'

We achieved our goal of more than 1,000 responses – in fact, we had over 1,800 responses, 1,794 of which were valid. While this did not provide a comprehensive tally of all those working in the library and information sector (LIS), it did give us a strong indication of roles, earnings, qualifications, experience, location, employment terms and job satisfaction.

	Total employees (May 2019)	Survey respondents (Dec 2019-Mar 2020)	Respondents as % of total
Librarians	8,900	1,084	12%
Library Technicians	7,600	348	5%
Other	5,500	362	7%
Total	22,000	1,794	8%

It is helpful to put library pay in context by setting it alongside similar sectors. For this purpose, we provide the following comparisons of annual salary rates for teachers and nurses (2019-2020) – public sector, user-facing employees, requiring qualifications at a VET or higher education level.

Teachers' salaries are decided by Departments of Education in each state and territory. Three examples are provided on the right.

	Graduate teacher	Senior teacher
NSW¹	\$70,652	\$112,163
VIC²	\$70,818	\$116,580
WA³	\$70,137	\$116,626

Nursing salaries are based on a national award. The minimum figures from the award are given below, together with an example of how one state has set its own pay rates well above the basic.

	Nursing assistant	Enrolled nurse	Registered nurse	Nurse practitioner
QLD⁴	From \$57,649	From \$62,382	From \$69,233	From \$130,713
Fair Work Nurses Award⁵	\$42,047-\$44,850 (minimum)	\$45,682-\$48,053 (minimum)	\$51,022-\$108,472 (minimum)	\$75,218 (minimum)

It is also useful to read this document in the context of the annual *ALIA Education, Skills and Employment Trend Report⁶*.

¹ lawlink.nsw.gov.au/irc/ircgazette.nsf/LUPublications/9699B81A9B7A7DEFC2A25856C0024D4AF?OpenDocument

² education.vic.gov.au/hrweb/Documents/Salary-Teacher.pdf

³ education.wa.edu.au/teacher-salaries

⁴ health.qld.gov.au/hrpolicies/salary/nursing

⁵ awardviewer.fwo.gov.au/award/show/MA000034

⁶ alia.org.au/employment-and-careers/alia-lis-education-skills-and-employment-trend-report

Introduction

Purpose

The library and information sector attracts people who are intelligent, well educated, and committed to the public good. No-one joins the library and information sector because they want to earn big money – but everyone wants to be justly rewarded for the job they do.

In recent times, ALIA has relied on the NSW Crown Employees Award as the starting point for our salary scales, but we were concerned that these pay levels may not be reflective of the reality of the workplace. To test this, we embarked on a survey of people working in the sector.

As a result, we have been able to produce this document, which provides a snapshot of real world pay and terms of employment across Australia at the end of 2019 and beginning of 2020.

ALIA does not endorse these as ideal pay levels, but presents them for interpretation by employers and employees in the sector. We hope they will provide a basis for useful discussions.

Furthermore, we have profiled the salaries of public and university library positions, based on published job descriptions, organisational charts, awards and enterprise agreements. These profiles, based on published data, provides indicative salary ranges for library workers at different levels, and help create further understanding of the pay related to different job descriptions. These separate reports are a Member-only benefit, available online through the ALIA Member Centre.

Considerations

The number of responses in each category has dictated the level of detail. Where possible, we have provided analysis by sector, by state and territory, by role and by level (management or team member). Elsewhere, we have provided as much information as we can, to the degree that it remains meaningful.

As the survey was run by the Association, there was a natural bias towards ALIA Members, who represented 65% of respondents.

Throughout the document, we have looked at pay before tax and exclusive of superannuation. Our respondents provided information which enabled us to calculate their earnings by the hour. We also sought information about their annual incomes, but these were not only a reflection of the level of their pay, but also whether they were full or part-time, and these should be treated with caution.

Executive summary

The survey results indicated that the library and information sector remained an attractive employment opportunity for people who want a job which provides a strong likelihood of job satisfaction. In general, pay levels appeared to fall somewhere between those for nurses at the Diploma level and those for teachers at the degree and postgraduate level.

The results suggested that the higher the qualifications, the higher the pay rate. Teacher Librarians were the highest paid library and information science (LIS) professionals, followed by Librarians and Library Technicians.

The report provides some useful data about pay and terms of employment across all sectors and all parts of Australia. There was little difference to be found between states and territories. The availability of qualified professionals in regional and remote areas contributed to some modest variation in pay levels.

In 2017, Curtin University published the *MWAH Happy Workers Research Report*⁷, which found that 86% of employees in the government sector were satisfied or very satisfied with their job and 81% in the private sector. In the ALIA survey, out of 15 categories created by sector and position, the top four all had satisfaction levels above 81%.

Interestingly, the results raised the possibility of some job movement in the next two years, although the survey was undertaken prior to the COVID-19 lockdown, and respondents' plans may have been impacted by the pandemic. Out of the 15 categories, 11 had more than 12% of respondents planning for retirement, and six had more than 20%. The highest was 32% of Librarians working in TAFE libraries – a sector which has experienced an enormous amount of upheaval over the last few years. In 14 of the 15 categories, more than 10% of respondents said they were planning to change job within two years. For eight categories, this number rose to 20% or more and the highest level was for those with other tertiary qualifications working in school libraries (41.6%). This could mean that they were teachers rather than Teacher Librarians and may not remain in a library role.

Focusing on the retirement element, the number of university library staff receiving additional employer superannuation contributions was significantly greater than any other sector. 87.6% of Librarians and Teacher Librarians in university libraries received this benefit, compared with 43.4% in government libraries and 29.9% in national, state, territory and parliamentary libraries.

The feedback provided through an open comment section of the survey gave an indication of the issues which caused individuals concern – experiences of low pay, lack of availability of permanent positions, poor relationship of roles to qualifications, understaffing, increased demands without the commensurate increase in pay and problems specific to regional Australia.

Overall, there were no real surprises in the findings but the *ALIA LIS pay and employment snapshot 2020* provides a starting point from which we can benchmark future years.

⁷ bcec.edu.au/assets/curtin-mwah-happy-workers-report-1.pdf

Profile of respondents

Responses

The total number of responses was 1,883, of which 89 were incomplete or duplicated or ineligible (for example, overseas) or from people who were unemployed or from people in other industries (early childhood). The remaining 1,794 responses comprised 340 Institutional Members, 724 Personal Members, 637 who were not ALIA Members, 77 who were unsure of their membership status. The remaining respondents did not reply to this question.

We had a good spread of sectors, employment types, qualifications, age, professional status and location, with every state and territory represented.

By sector

Sector	Number of respondents
Public library	768
University library	287
School library	271
Special library	229
National, State, Territory, Parliamentary Library	87
TAFE library	82
GLAMR	33
Other ^a	37
Total	1,794

By employment type

Employment type	Number of respondents
Casual	70
Fixed term	93
Part time permanent	434
Full time permanent	1,144
Other (including maternity cover)	29
Not specified	24
Total	1,794

^a Other: 3 Consultants, 7 LIS educators, 8 Industry partner/vendor, 19 No sector specified

By qualification

Highest qualification	Number of respondents
Diploma	296
Bachelor Degree (including Honours degree, Graduate Certificate, Graduate Diploma)	821
Masters Degree	430
Doctoral Degree	31
Not specified	216
Total	1,794

By professional status

Professional status	Number of respondents
Teacher Librarian	103
Librarian	981
Library Technician	348
Other or not specified	362
Total	1,794
Total	1,794

By age

Age range	Number of respondents
18-24	27
25-34	250
35-44	372
45-54	523
55-64	485
65+	56
Not answered	81
Total	1,794

By location

State and territory	Number of respondents
ACT	65
NSW	621
NT	45
QLD	273
SA	115
TAS	34
VIC	390
WA	177
Not specified	74
Total	1,794

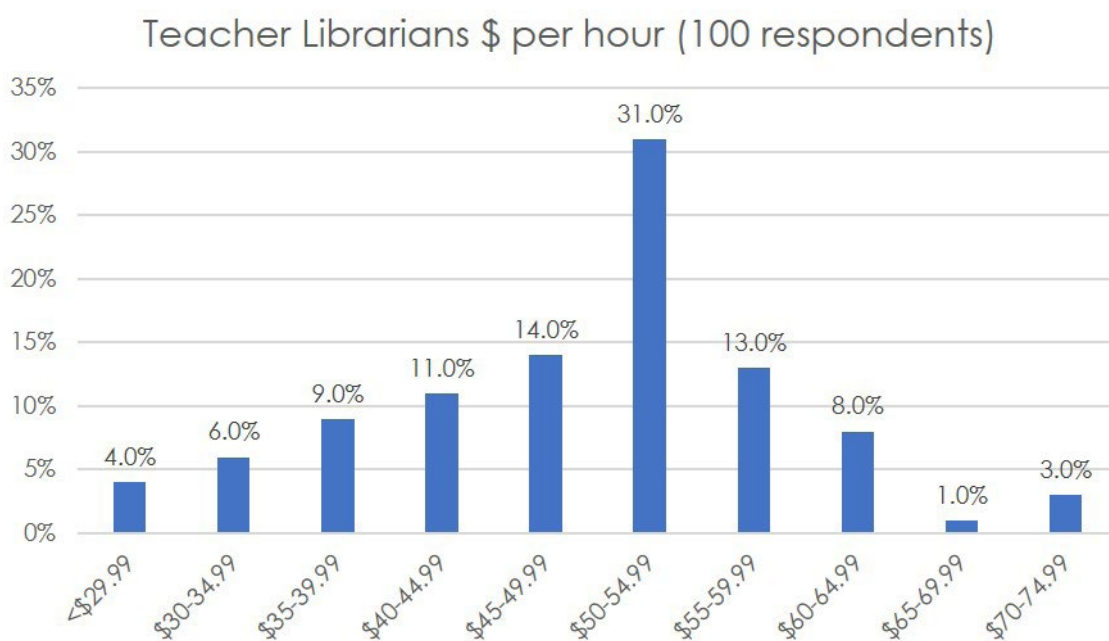
Library and information professionals

These are the overall results of the ALIA survey for people with library and information qualifications. In the following sections, we provide deeper analysis of the data as it relates to the total workforce, higher and lower earners, and employment by sector.

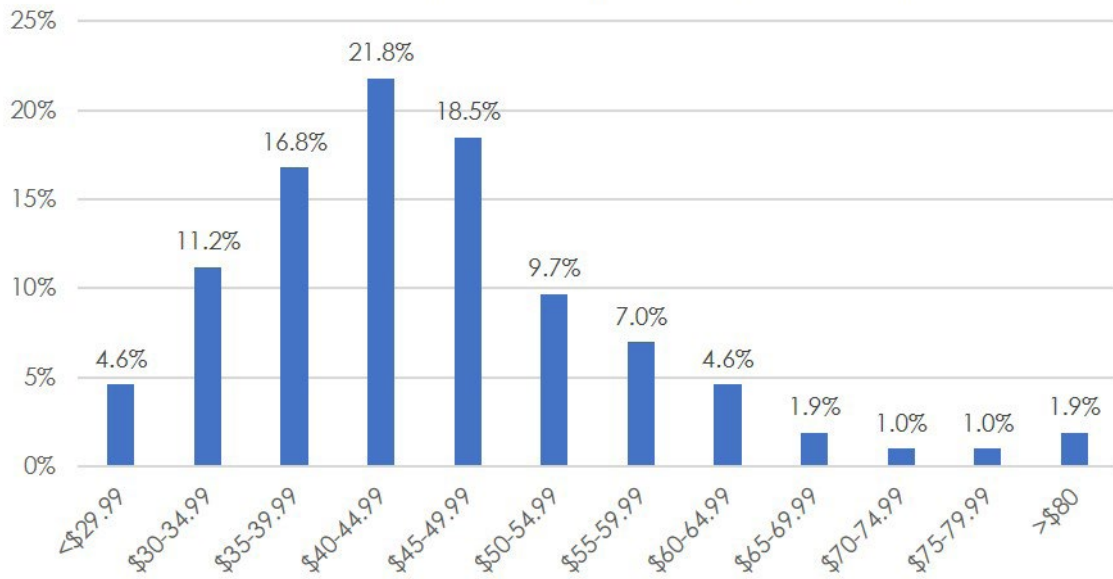
Pay per hour

Teacher Librarians reported earnings ranging from \$27.45 per hour to \$115.38, Librarians from \$20 per hour to \$146.76 per hour, and Library Technicians from \$14.90 to \$83.24. On average, Teacher Librarians earned the most, followed by Librarians, then Library Technicians.

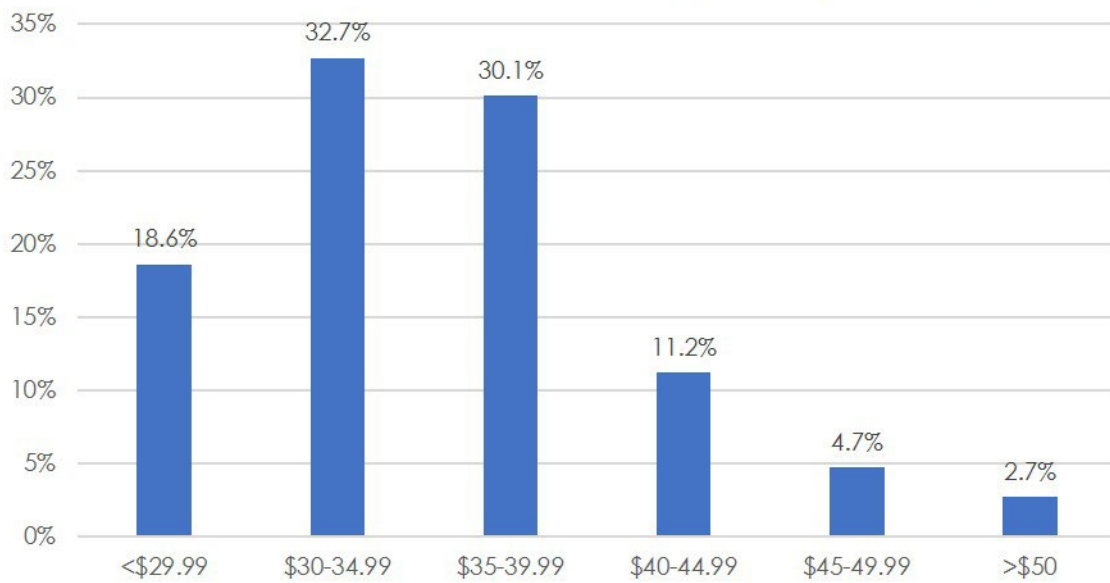
	Below \$40 per hour	\$40-59.99 per hour	Above \$60 per hour
Teacher Librarians	19%	69%	12%
Librarians	32.6%	57%	10.4%
Library Technicians	81.4%	18%	0.6%



Librarians \$ per hour (957 respondents)



Library Technicians \$ per hour (339 respondents)



Sector comparisons

The rich data provided by survey respondents enabled us to make comparisons across sectors and answer some questions we are sure people will have about the results.

What should my next job move be if I'm looking for higher pay?

The move into management for someone in a team role is clearly a good move to increase your pay level – and Teacher Librarians are paid more for having dual qualifications in teaching and librarianship. For others in team roles, pay rates appear to increase the more specialist, technically complex and information-related the role.

Average \$ per hour	Role, position or library type	Sector
\$51.62	University library manager	University libraries
\$50.25	TAFE library manager	TAFE libraries
\$49.29	Teacher Librarian	School libraries
\$49.07	Law	Special libraries
\$47.23	Health	Special libraries
\$46.75	Other special library	Special libraries
\$46.12	Corporate	Special libraries
\$43.14	Liaison Librarian	University libraries
\$43.07	Information services	Public libraries
\$42.24	Digital and systems	University libraries
\$42.14	Government	Special libraries
\$41.27	Programs, events, marketing	Public libraries
\$40.85	Collections	Public libraries
\$40.79	Digital services and IT	Public libraries
\$40.66	Local history	Public libraries
\$40.54	Librarian	TAFE libraries
\$40.47	Collections	University libraries
\$39.42	Association or not-for-profit	Special libraries
\$38.40	Administration	Public libraries
\$37.98	Children and young adult	Public libraries
\$36.56	Librarian	School libraries
\$35.20	Client services	University libraries
\$35.03	Digital services and IT	TAFE libraries
\$33.87	Customer service	Public libraries
\$31.82	Library Technician	School libraries
\$31.12	Customer service	TAFE libraries
\$29.86	Library Assistant or Officer	School libraries

How can I boost my superannuation?

A job in a university is a clear winner when you compare the percentage of respondents who benefited from employer superannuation contributions above the standard level of 9.5%.

Above 9.5%	Sector and position	Position
87.6%	University libraries	Librarian or Teacher Librarian
68.6%	University libraries	Library Technician
43.4%	Special libraries	Government
41.2%	Special libraries	Other
29.9%	National, state, territory and parliamentary libraries	
27.5%	Special libraries law	Law
27.0%	GLAMR	
24.4%	School libraries	Librarian
23.8%	Public libraries	Management
20.1%	Public libraries	Team member
20.0%	Special libraries	Corporate
14.6%	TAFE libraries	Librarian
13.6%	School libraries	Teacher Librarian
13.3%	School libraries	Other tertiary qualifications
10.9%	Special libraries	Health
9.1%	Special libraries	Association or not-for-profit
7.2%	TAFE libraries	Library Technician
5.3%	School libraries	Library Technician

Where can I find a permanent full-time or part-time position?

The following lists show you the percentage of respondents by sector in permanent positions, as opposed to casual, fixed term or other forms of employment.

Full-time permanent	Sector	Position
84.3%	Public libraries	Management
77.2%	TAFE libraries	Librarian
75.9%	Special libraries	Library Technician
75.0%	TAFE libraries	Library Technician
72.5%	School libraries	Teacher Librarians
71.9%	University libraries	Librarian or Teacher Librarian

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Full-time permanent	Sector	Position
67.6%	Special libraries	Librarian or Teacher Librarian
65.1%	National, state, territory and parliamentary libraries	
64.4%	School libraries	Librarian
60.0%	University libraries	Library Technician
58.7%	Public libraries	Team member
57.6%	GLAMR	
54.5%	Special libraries	Other tertiary qualification
47.9%	School libraries	Library Technician
45.0%	School libraries	Other tertiary qualification

Part-time permanent	Sector	Position
42.4%	School libraries	Library Technician
36.4%	Special libraries	Other tertiary qualification
30.4%	Public libraries	Team member
30.0%	School libraries	Other tertiary qualification
26.1%	Special libraries	Librarian or Teacher Librarian
25.0%	University libraries	Library Technician
24.1%	Special Libraries	Library Technician
23.7%	School libraries	Librarian
23.2%	National, state, territory and parliamentary libraries	
21.3%	School libraries	Teacher Librarians
17.5%	TAFE libraries	Librarian
15.2%	GLAMR	
13.6%	University libraries	Librarian or Teacher Librarian
12.6%	TAFE libraries	Library Technician
8.4%	Public libraries	Management

Which are the most fulfilling jobs?

Job satisfaction can be just as important as pay and most respondents were satisfied or very satisfied working in the sector.

Job satisfaction	Sector	Position
85.4%	Public libraries	Management
82.9%	University libraries	Library Technician
81.5%	School libraries	Other tertiary qualification
81.4%	Special libraries	Librarian or Teacher Librarian
78.5%	National, state, territory and parliamentary libraries	
74.6%	School libraries	Teacher Librarian
73.7%	Public libraries	Team member
73.5%	University libraries	Librarian or Teacher Librarian
73.3%	School libraries	Library Technician
72.8%	Special libraries	Other tertiary qualification
70.0%	Special libraries	Library Technician
64.5%	GLAMR	
62.5%	TAFE libraries	Library Technician
61.3%	School libraries	Librarian
58.9%	TAFE libraries	Librarian

Where do the opportunities lie?

We looked at who said they were planning to change their job within the next two years and who was planning for retirement.

Changing job within 2 years	Sector	Position
41.6%	School libraries	Other tertiary qualification
35.7%	GLAMR	
31.6%	School libraries	Librarian
30.2%	TAFE libraries	Librarian
26.4%	University libraries	Librarian or Teacher Librarian
23.0%	Public libraries	Management
21.9%	School libraries	Library Technician
20.7%	National, state, territory and parliamentary libraries	
19.8%	Public libraries	Team member

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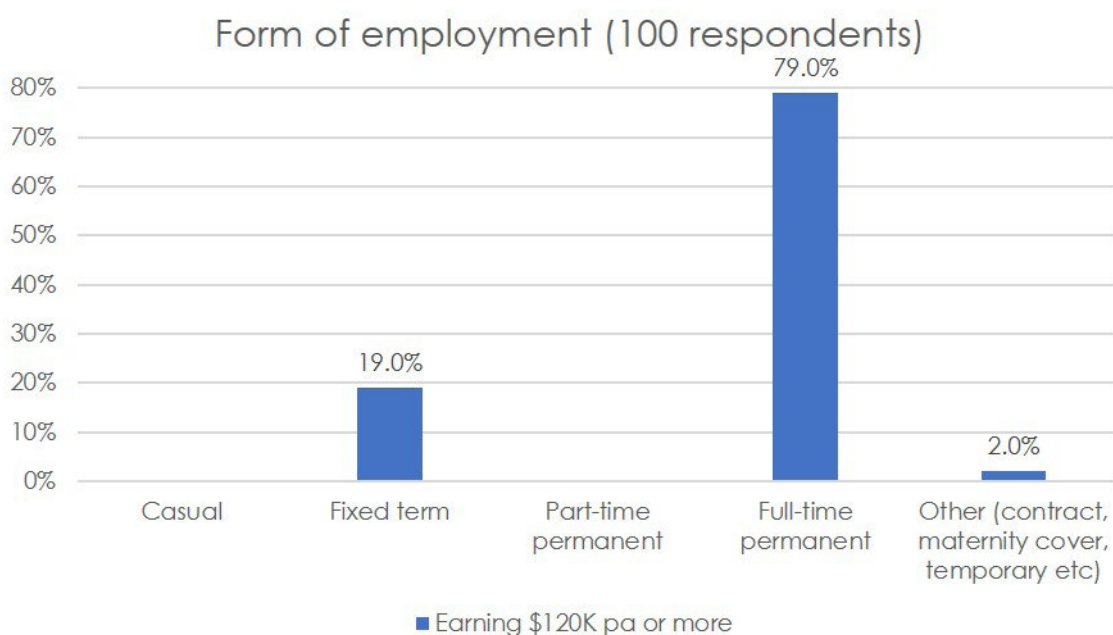
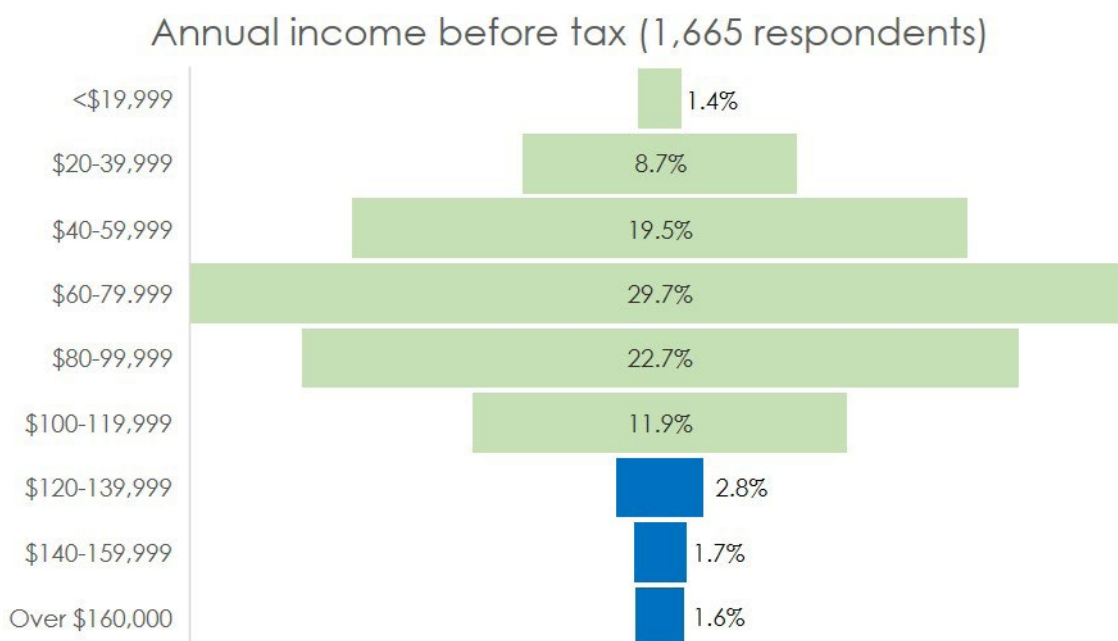
Changing job within 2 years	Sector	Position
17.6%	Special libraries	Librarian or Teacher Librarian
16.0%	School libraries	Teacher Librarian
14.3%	TAFE libraries	Library Technician
10.4%	Special libraries	Library Technician
10.0%	Special libraries	Other tertiary qualification
0.0%	University libraries	Library Technician

Planning for retirement	Sector	Position
32.0%	TAFE libraries	Librarian
29.3%	School libraries	Teacher Librarian
28.6%	TAFE libraries	Library Technician
28.0%	School libraries	Library Technician
24.8%	Public libraries	Management
22.4%	Special libraries	Librarian or Teacher Librarian
17.7%	University libraries	Librarian or Teacher Librarian
15.8%	School libraries	Librarian
15.4%	National, state, territory and parliamentary libraries	
15.1%	Public libraries	Team member
12.8%	University libraries	Library Technician
8.3%	School libraries	Other tertiary qualification
3.6%	GLAMR	
0.0%	Special libraries	Library Technician
0.0%	Special libraries	Other tertiary qualification

Characteristics of higher earners

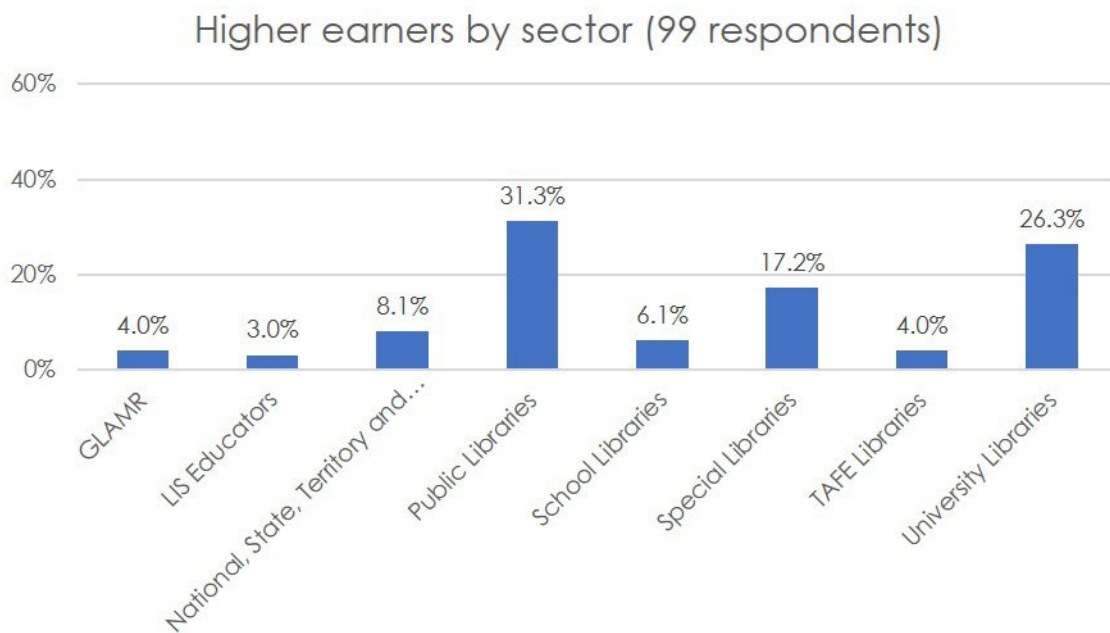
Higher earners

6.1% of respondents earned more than \$120,000 per annum before tax. Annual incomes were a result of the form of employment and the rate of pay. No-one earning \$120K per annum or more was employed part-time nor were they employed as a casual member of staff.



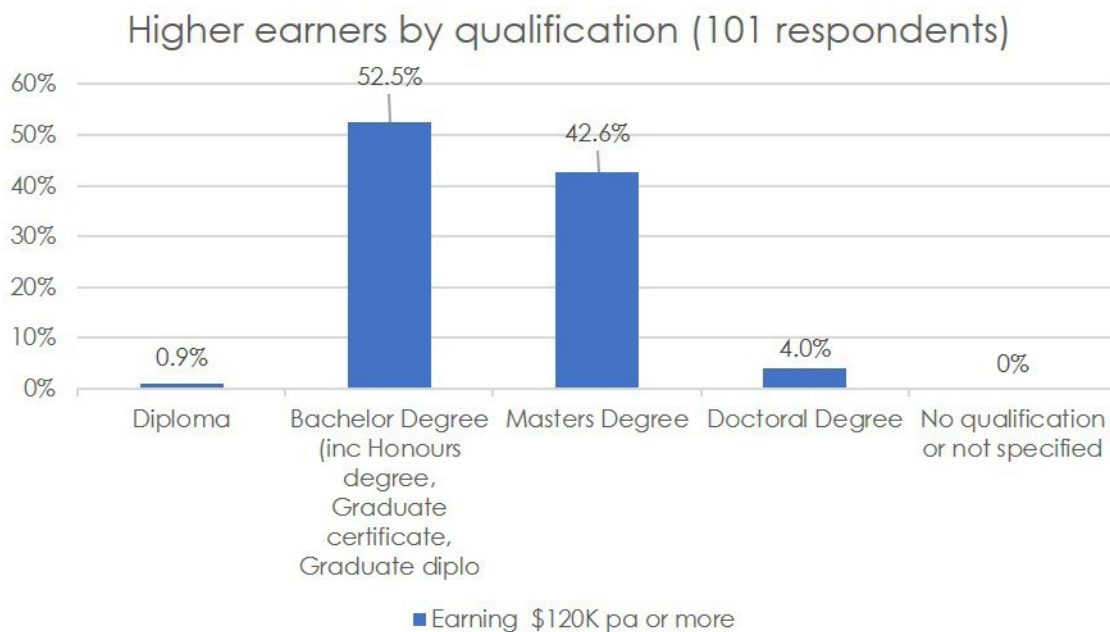
By sector

Nearly a third of high earners (31.3%) were employed in public libraries, followed by university (26.3%) and special (17.2%) libraries.



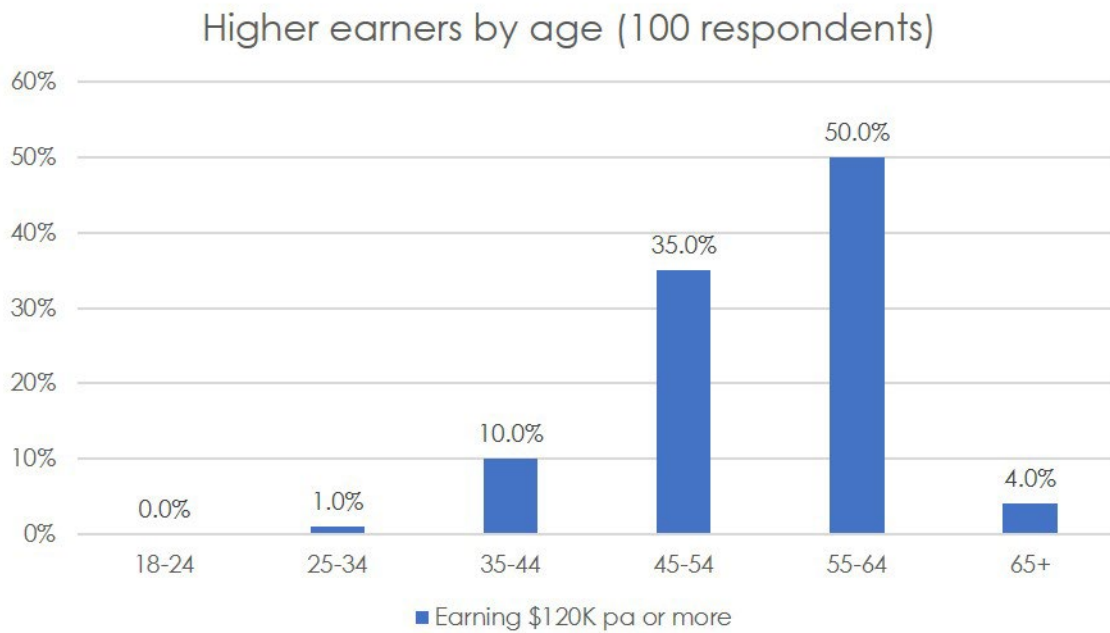
By qualification

As might be expected, there was a correlation between higher qualifications and higher earnings, with 99.1% of people earning \$120K per annum or more having an undergraduate degree or higher.



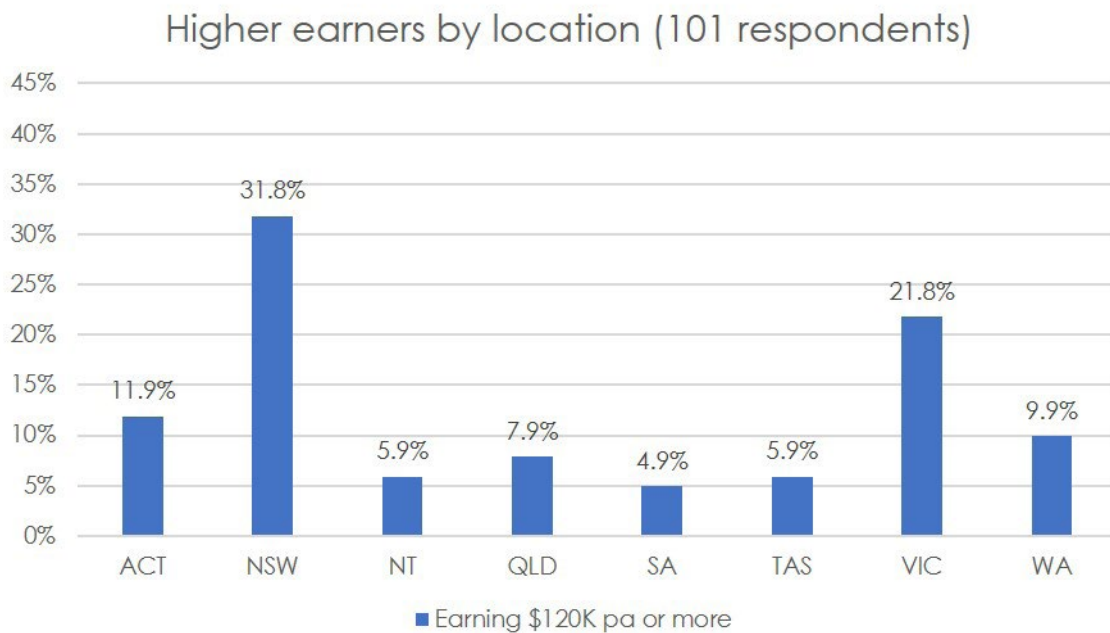
By age

89% of higher earners were aged 45-plus.



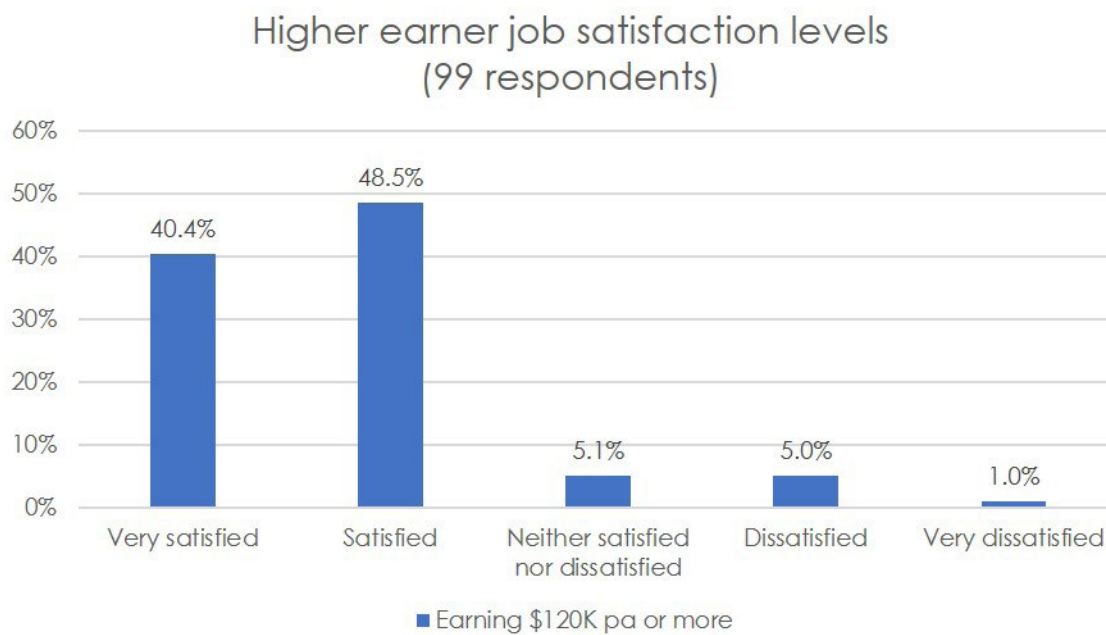
By location

Nearly a third of high earners were from NSW (31.8%), followed by VIC (21.8%) and ACT (11.9%).



By job satisfaction

88.9% of higher earners were satisfied or very satisfied with their job.



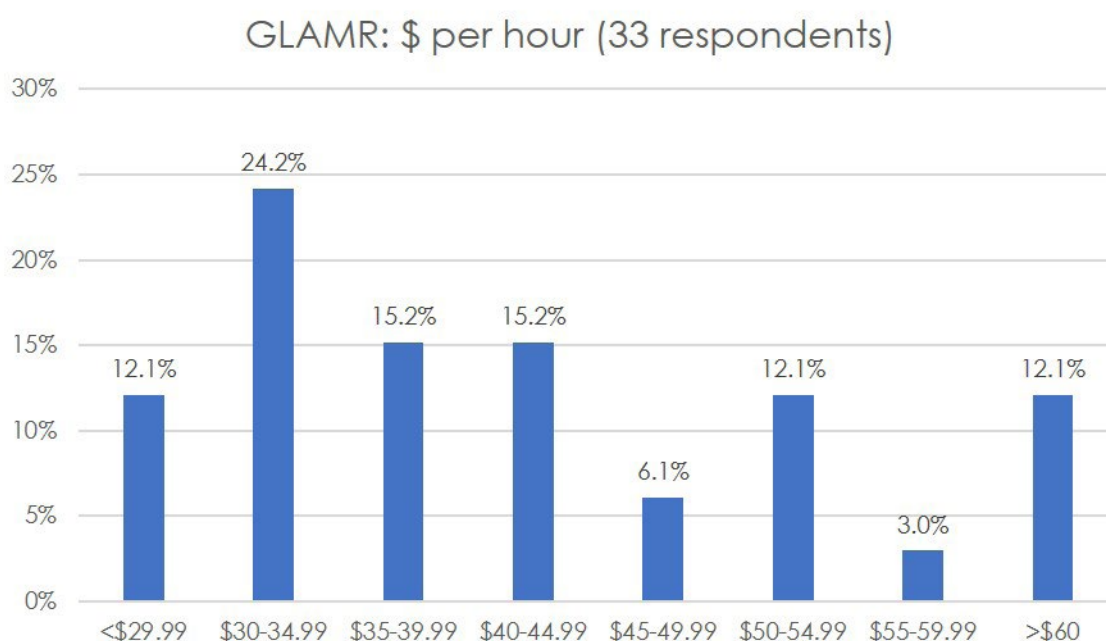
Galleries, Libraries, Archives, Museums, Records (GLAMR)

This section is based on 33 responses from people working in galleries, cultural settings, archives, museums and records offices in every state and the ACT (not NT). Public library local history results will also be relevant to people employed in this sector.

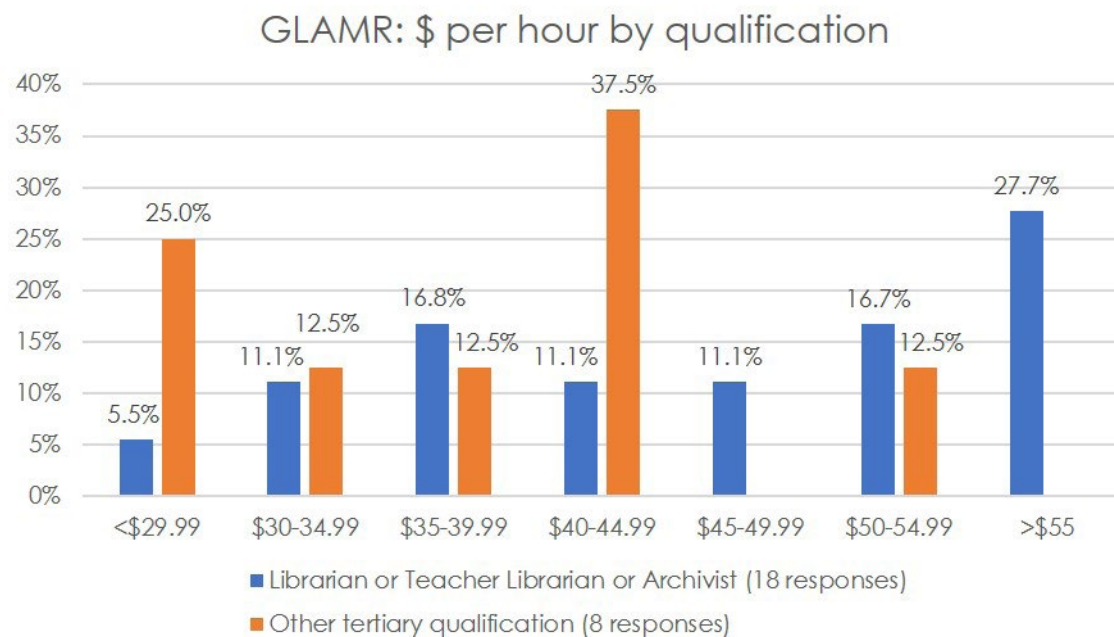
The total number of responses was insufficient to draw strong conclusions, but the information provides interesting reading for people whose roles cross over galleries, libraries, archives, museums and records management.

Comparing levels of pay

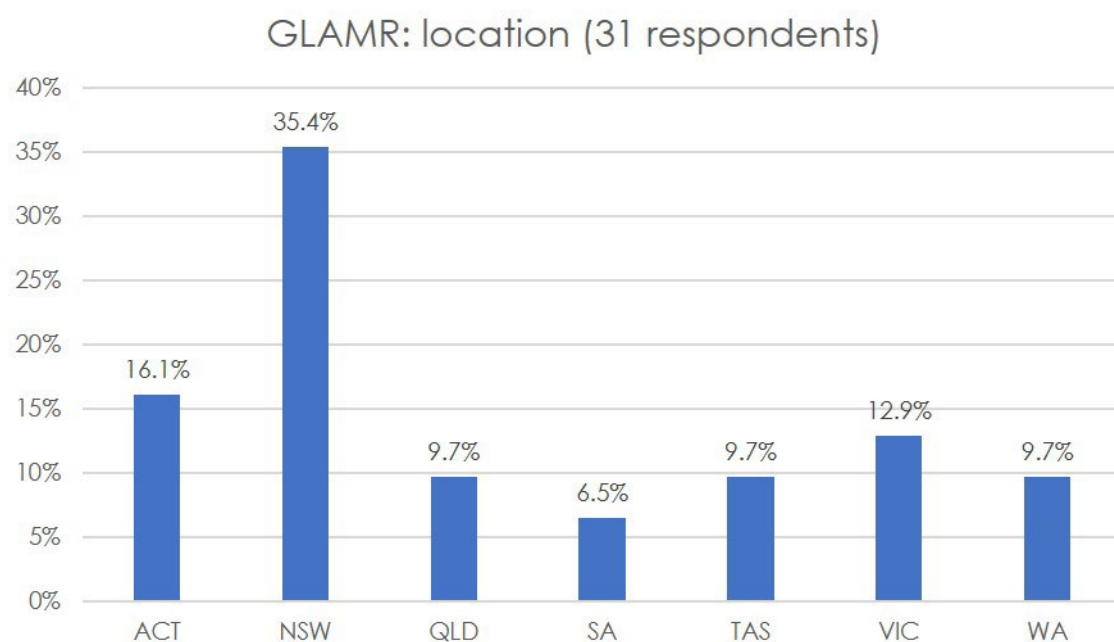
The 33 respondents were spread across the gamut of roles and responsibilities, from junior to director, involved in administration, collections, customer service, digital services and IT, information services, knowledge management, programs, events, marketing and records management. Pay ranged from \$23.68 per hour to \$80 per hour, with approximately half earning less than \$40 per hour and half earning \$40 or more.



44.5% of Librarians, Teacher Librarians or Archivists earned \$50 per hour or more, together with 12.5% of those with other tertiary qualifications.

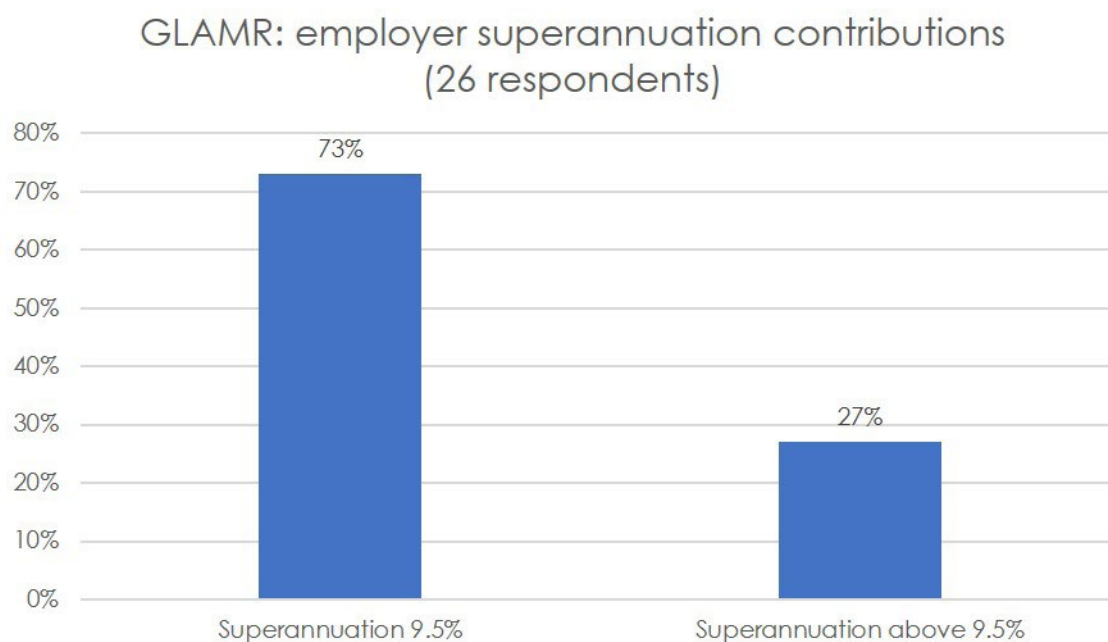


Only five respondents came from regional or remote locations, giving too few data elements to provide a breakdown of salary differences between town and country. There were also too few responses to provide a state and territory split. More than a third came from NSW and none from NT.

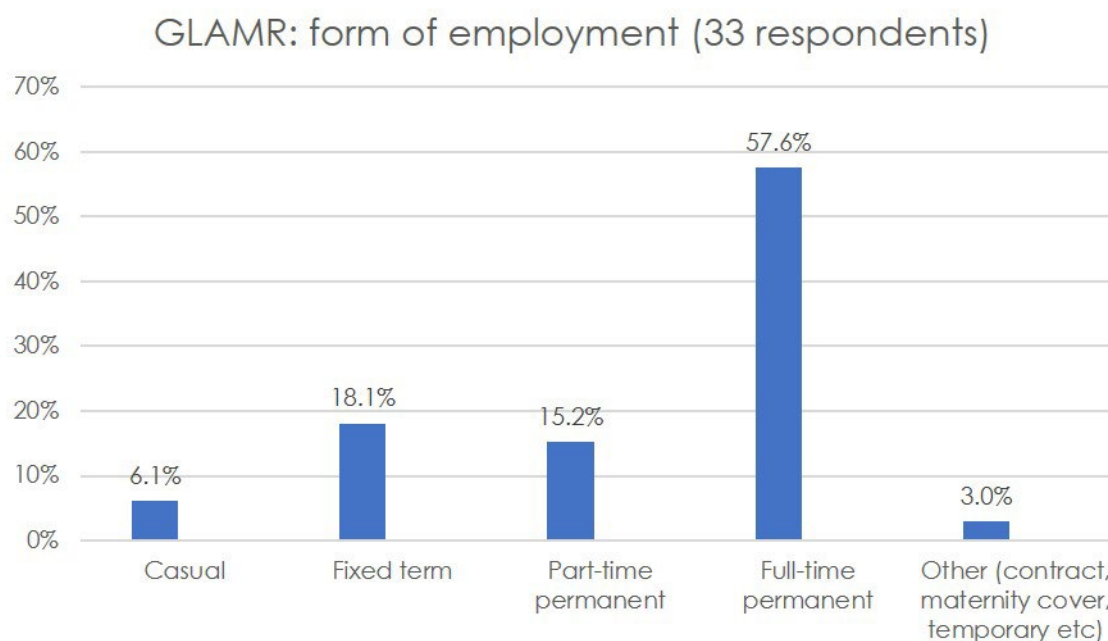


Terms of employment

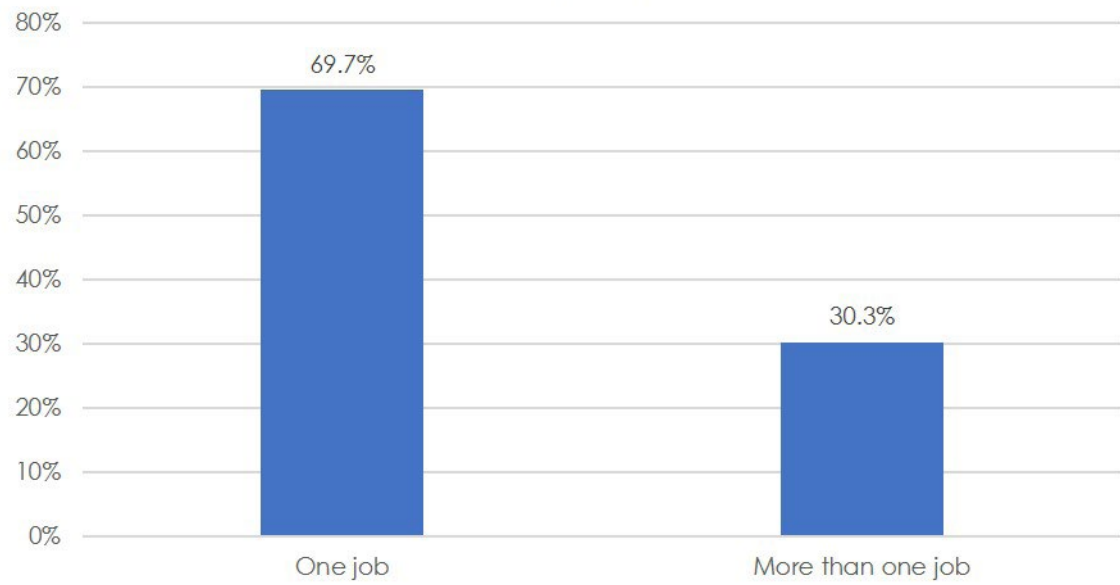
Nearly three quarters of respondents earned the standard 9.5% superannuation, with 27% receiving employer contributions above this base level.



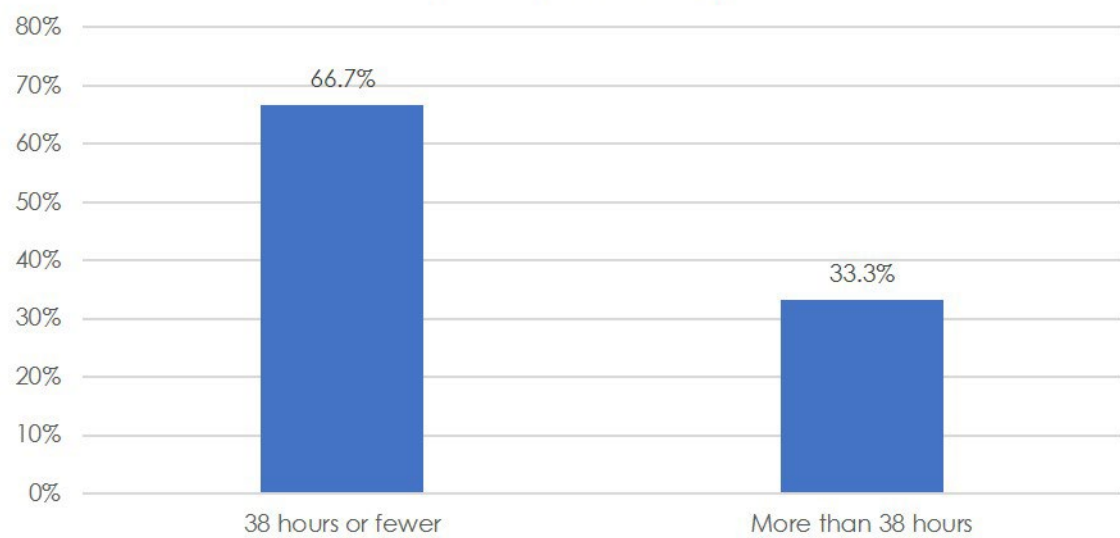
Over 70% of respondents were in permanent positions, nearly 20% had fixed term contracts, 6% were casual employees and 3% has some other form of employment. Just over 30% of respondents said they had more than one job and a third worked more than 38 hours in an average week.



GLAMR: number of jobs (33 respondents)



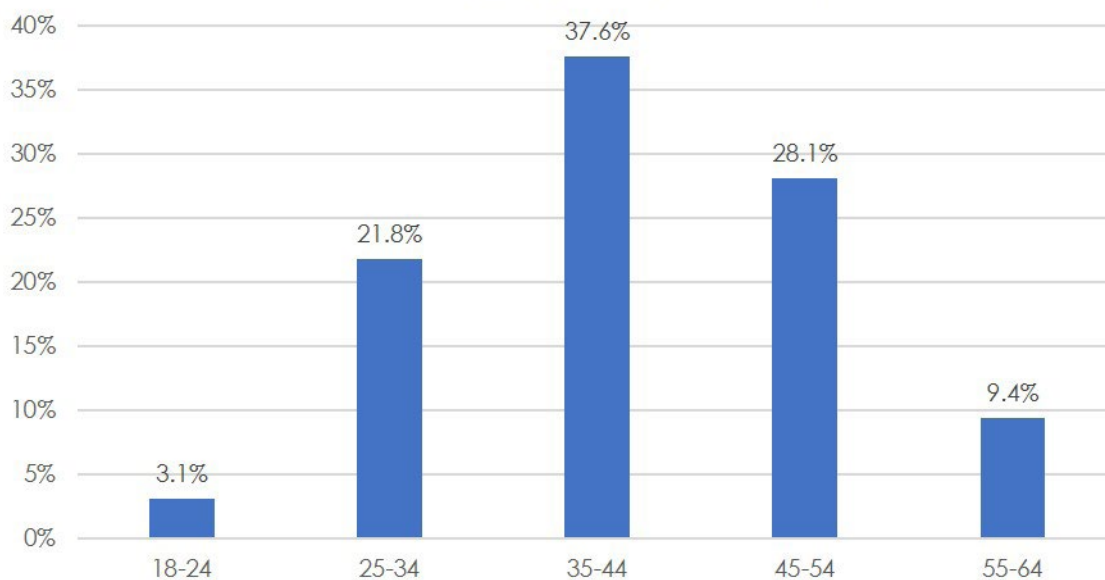
GLAMR: hours of work in an average week (33 respondents)



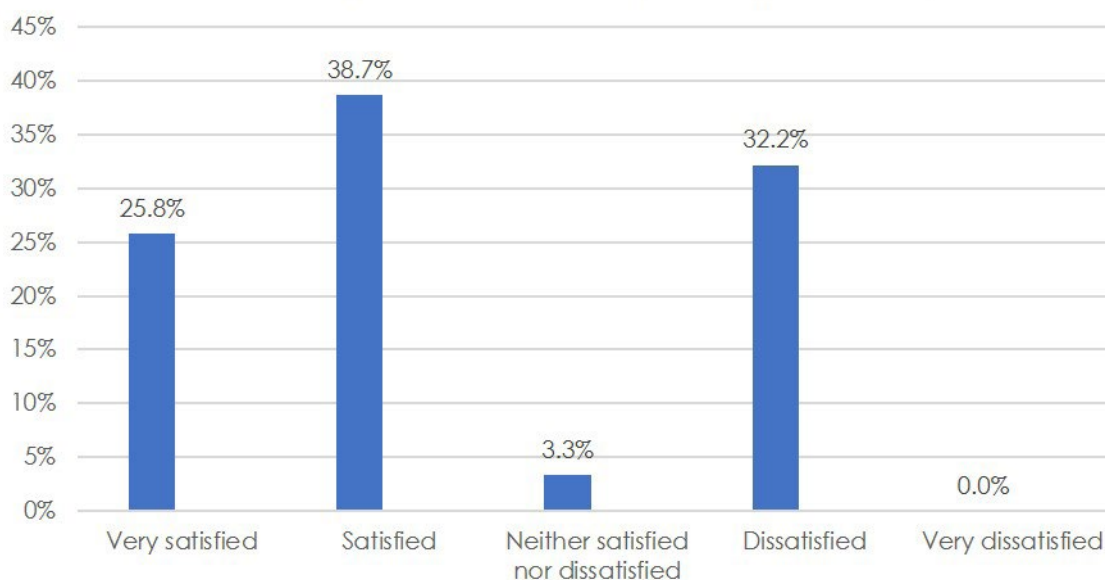
Career stage, job satisfaction, intentions

The majority of respondents were under 45 (62.5%), with fewer than 10% in the years leading to retirement (9.4%). Nearly two thirds (64.5%) were satisfied or very satisfied with their job, which was reflected in almost the same number (64.3%) being settled in their current employment, with a third (35.7%) planning a change within two years.

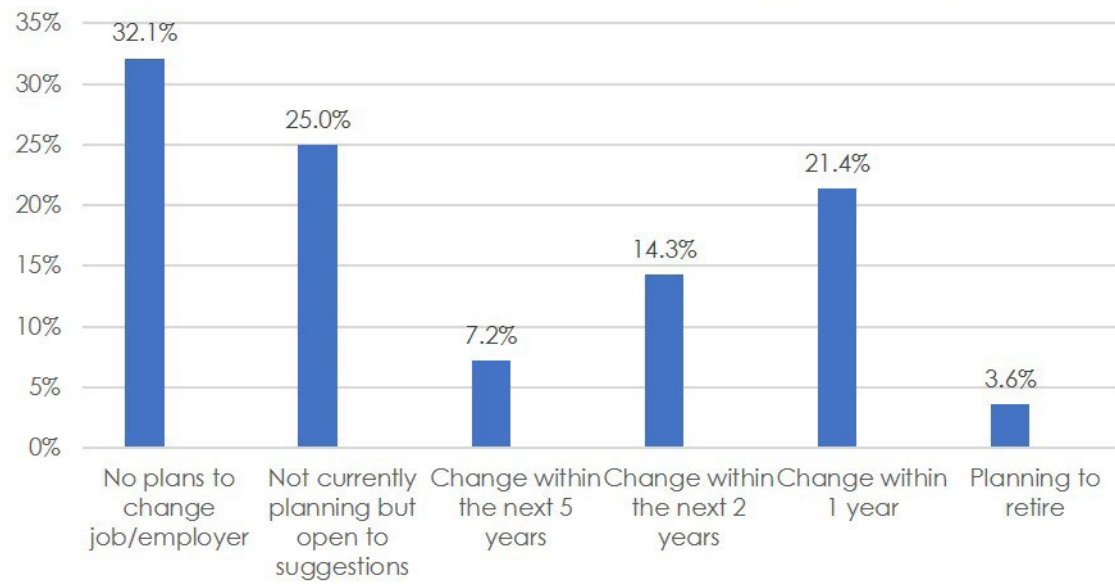
GLAMR: age (32 respondents)



GLAMR: job satisfaction (31 respondents)



GLAMR: career intentions (28 respondents)

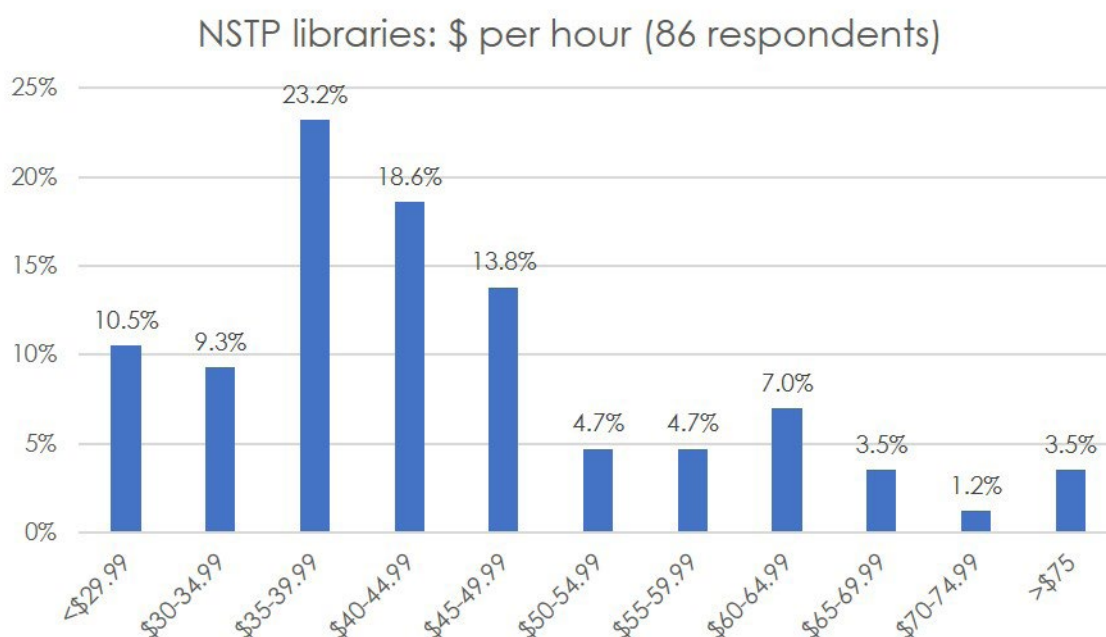


National, State, Territory and Parliamentary Libraries (NSTP)

There were 78 respondents from national, state and territory Libraries and nine from parliamentary libraries, making a total of 87. The relatively small number of responses limited the reportable results.

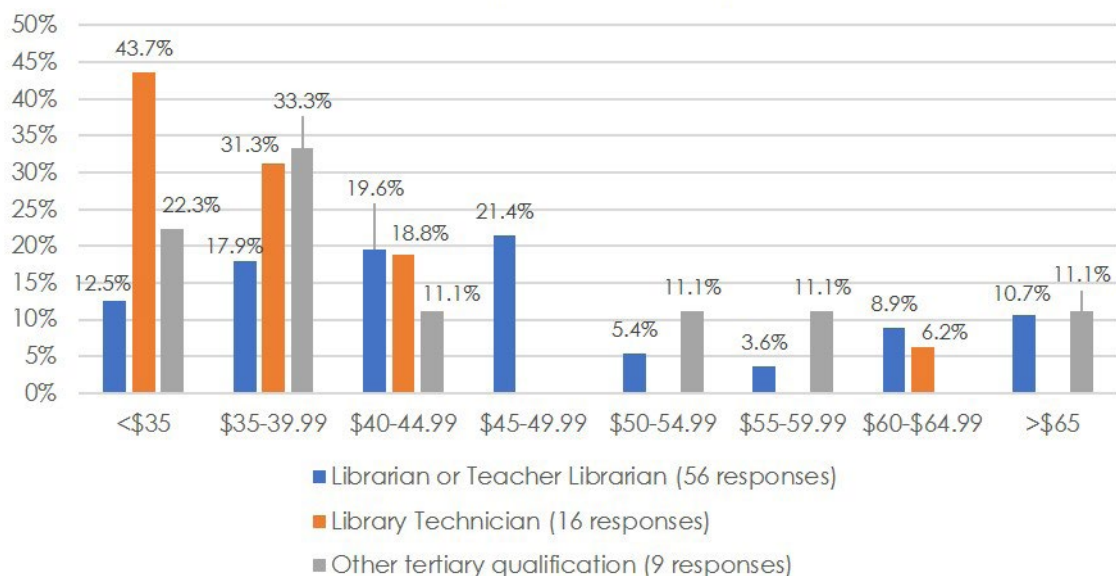
Comparing levels of pay

Roles included collections, customer service, administration, digital and IT, reference, research support, strategy, public library services, programs, events as well as senior management. Pay ranged from \$20 per hour to \$104.43 per hour, with 43% earning less than \$40 per hour and 57% earning \$40 or more.



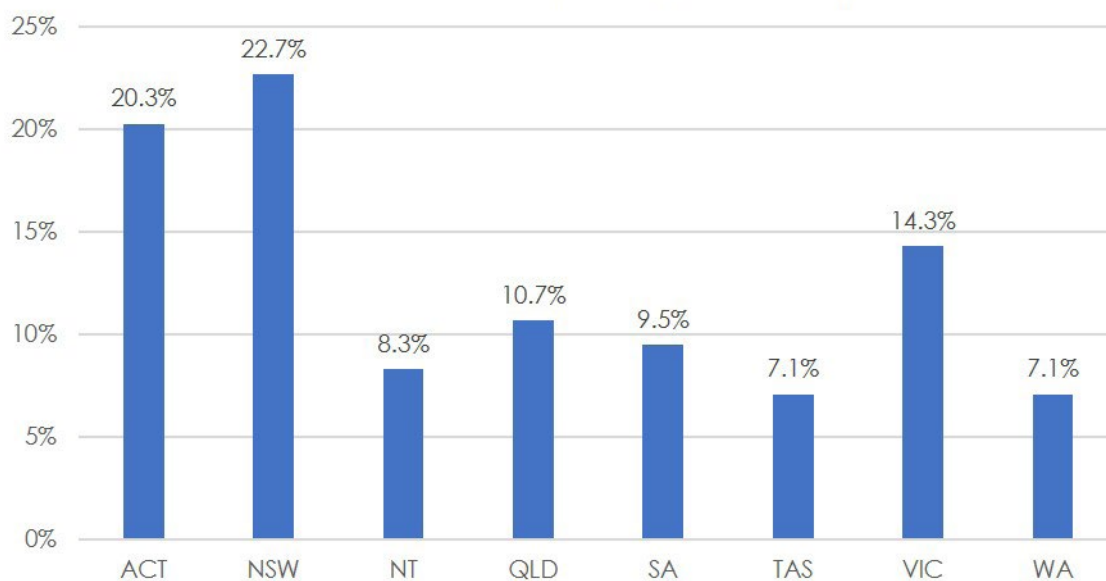
Higher qualifications equated to higher pay, with 93.8% of Library Technicians earning less than \$45 per hour and 50% of Librarians or Teacher Librarians earning \$45 or more per hour. 58.9% of Librarians or Teacher Librarians earned \$80,000 per annum or more and most Library Technicians (73.3%) were in the \$60,000-\$79,999 range.

NSTP libraries: \$ per hour by qualification



Only eight respondents came from regional or remote locations, giving too few results to provide a breakdown of salary differences between town and country. There were also too few responses to provide a state and territory split, although every jurisdiction was represented.

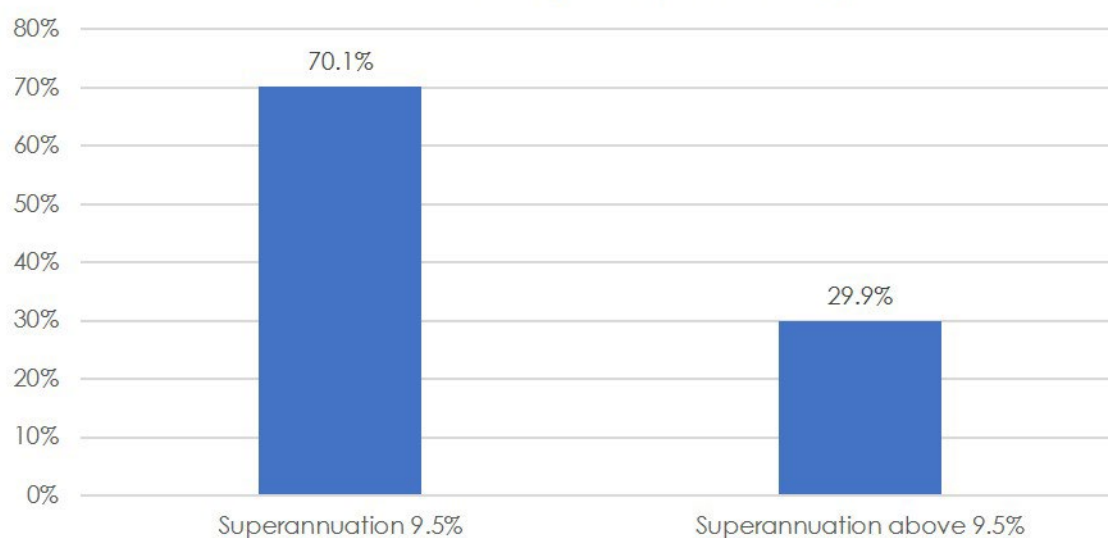
NSTP: location (84 respondents)



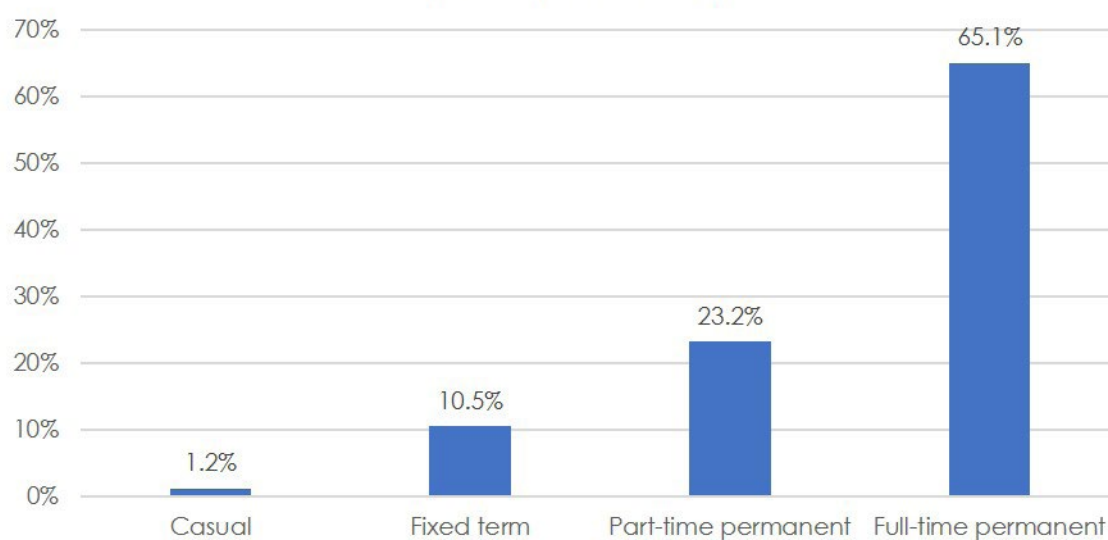
Terms of employment

Most workers received the standard 9.5% superannuation on top of their salary, with 29.9% paid more than 9.5%. 18.4% of respondents reported working more than 38 hours a week but only five respondents had more than one job.

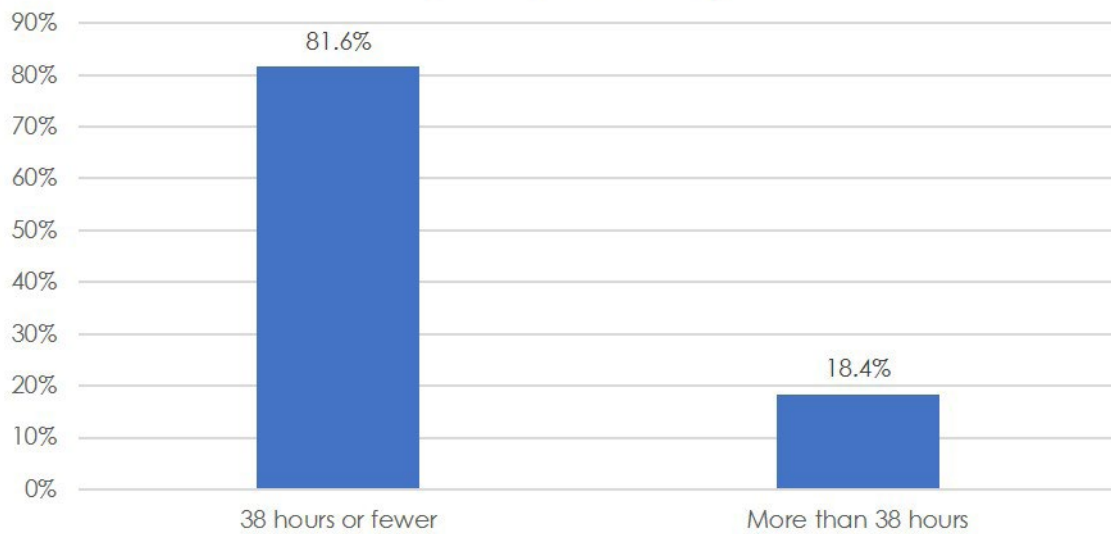
NSTP libraries: employer superannuation contributions (67 respondents)



NSTP libraries: form of employment (86 respondents)



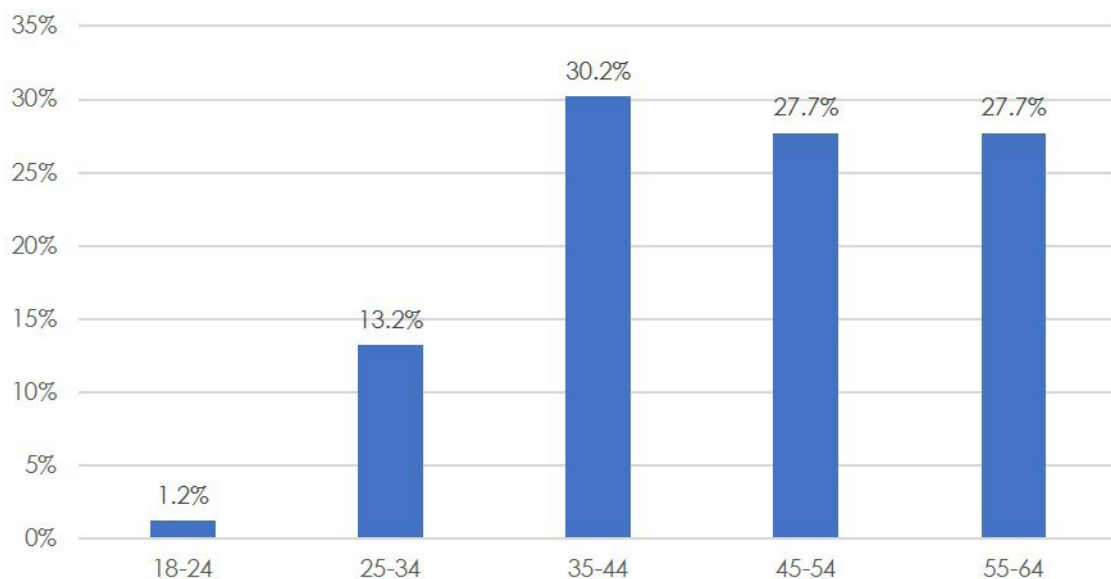
NSTP libraries: hours of work in an average week
(87 respondents)



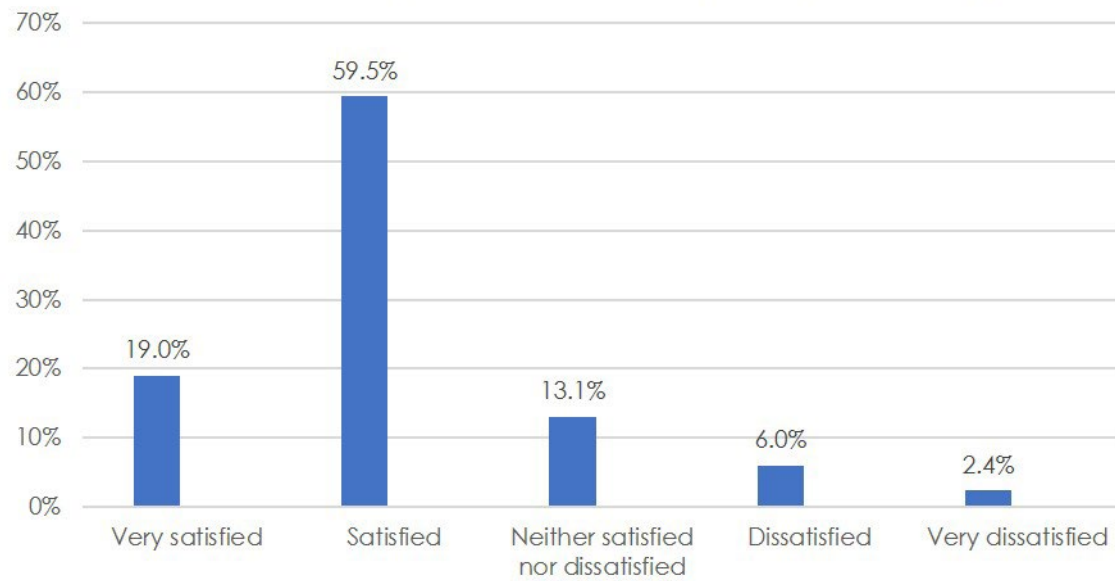
Career stage, job satisfaction, intentions

A little more than half of respondents (55.4%) were 45 or over, with none over the age of 65. There was a high level of satisfaction (78.5% satisfied or very satisfied), with 79.5% settled in their current positions but 15.4% heading for retirement.

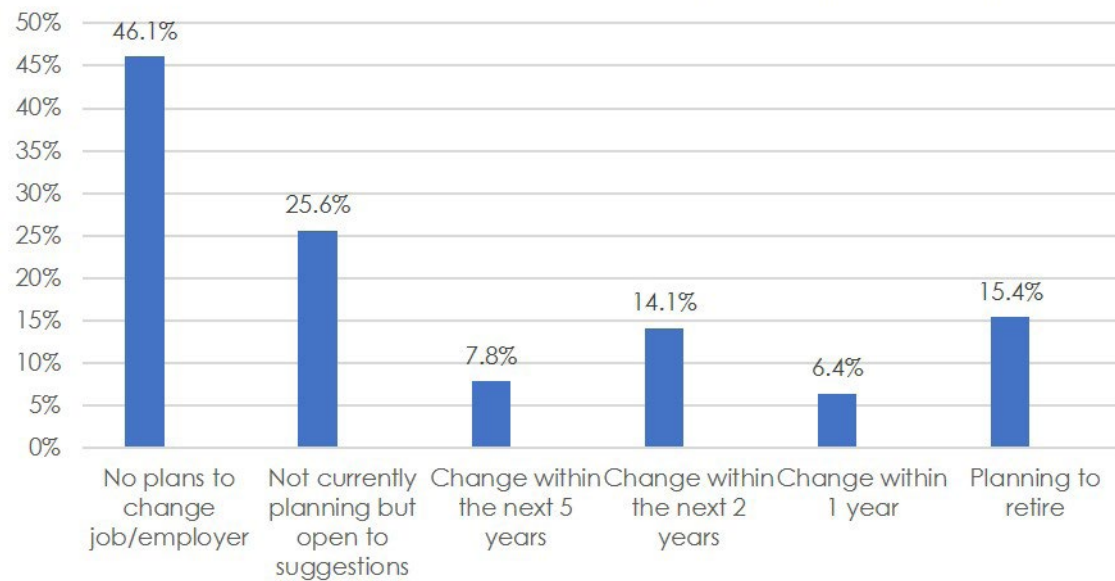
NSTP libraries: age (83 respondents)



NSTP libraries: job satisfaction (84 respondents)

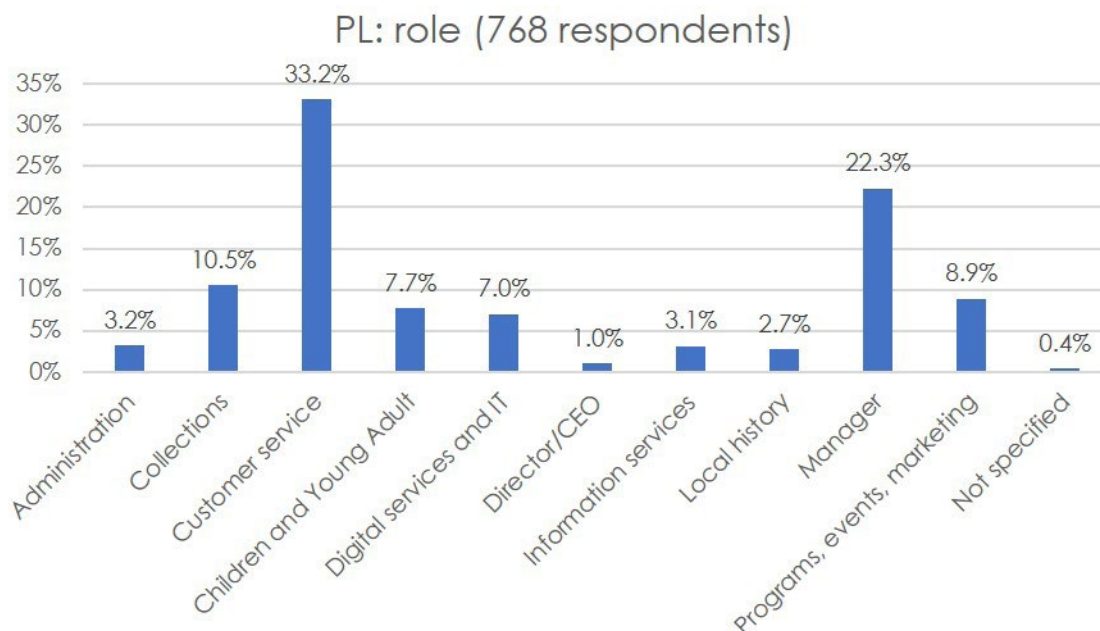


NSTP libraries: career intentions (78 respondents)



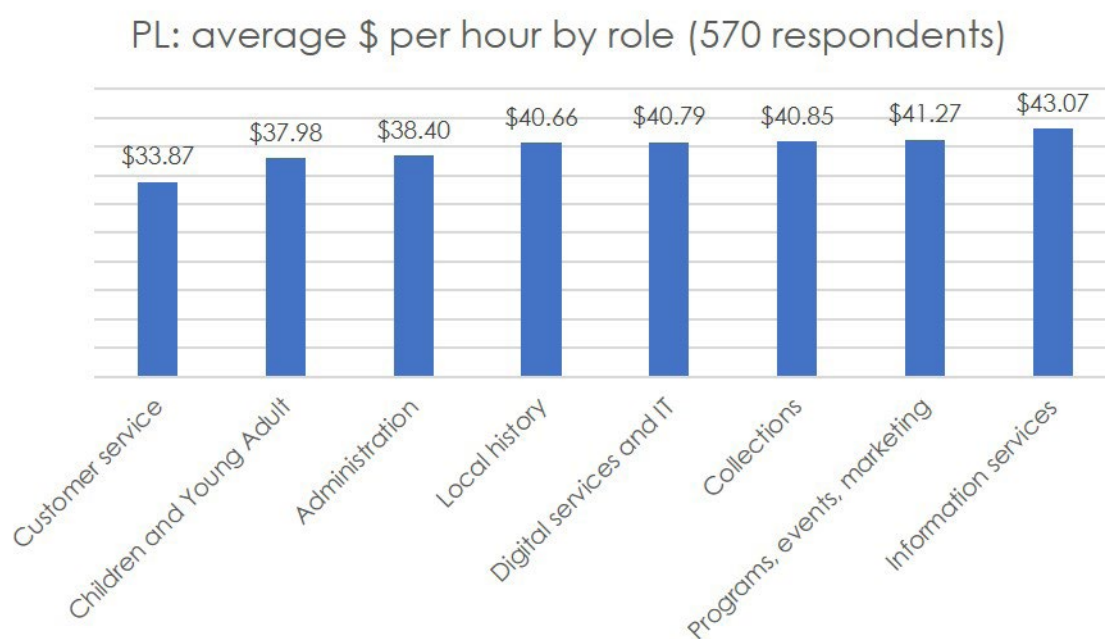
Public Libraries (PL)

A high level of response from public libraries (768) enabled us to go into greater detail about roles, number of hours worked, pay per hour, qualifications, locations, annual income, terms of employment and future employment intentions. It gave us the opportunity to provide breakdowns according to state and territory, and to look at both management and team roles.

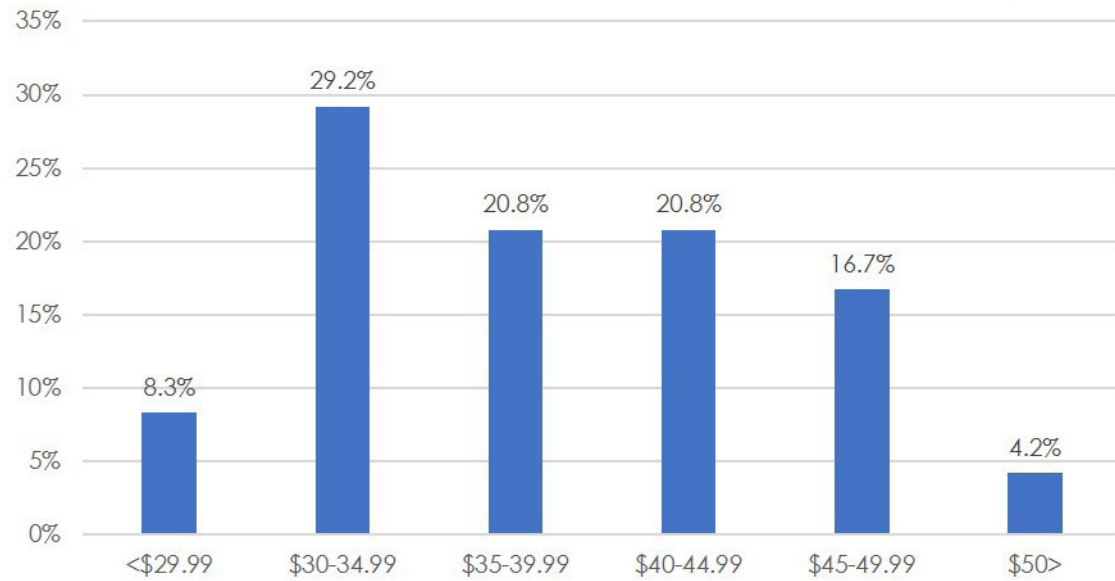


Comparing levels of pay

For the eight team roles we identified, we were able to calculate an average dollar-per-hour earnings figure. This showed that there was a 27% difference between the average pay for a customer service role (\$33.87) and for an information services role (\$43.07) among the respondents.



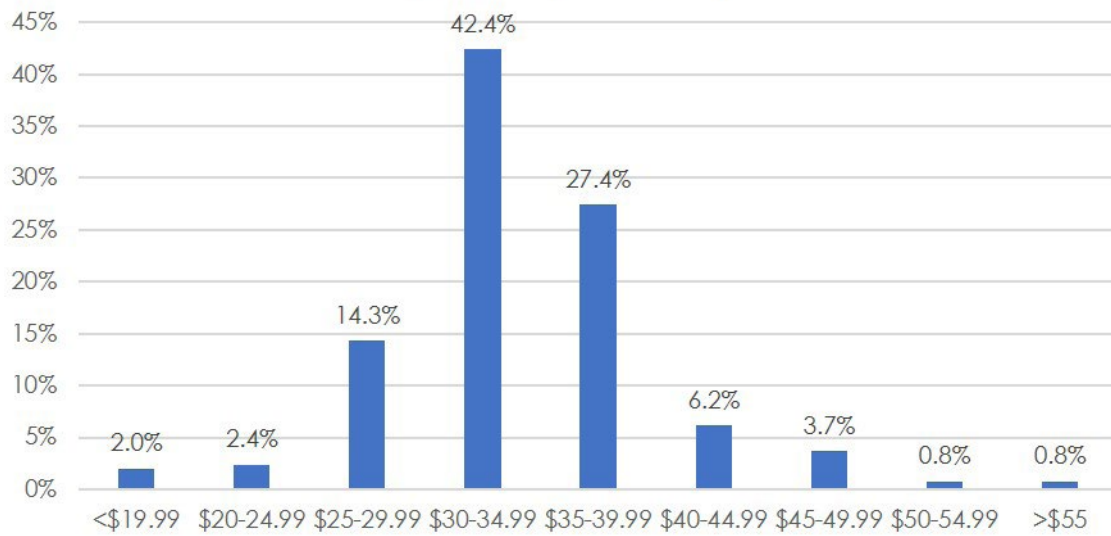
PL: administration role \$ per hour (24 respondents)



PL: collections role \$ per hour (77 respondents)



PL: customer service role \$ per hour
(245 respondents)



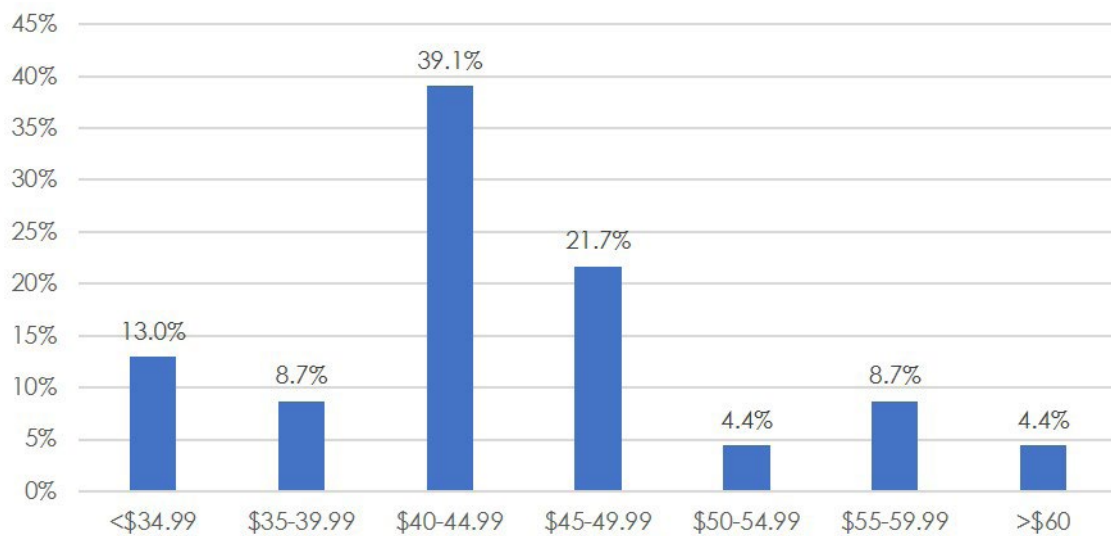
PL: children and young adult services role
\$ per hour (59 respondents)



PL: digital services and IT role \$ per hour
(54 respondents)



PL: information services role \$ per hour
(23 respondents)



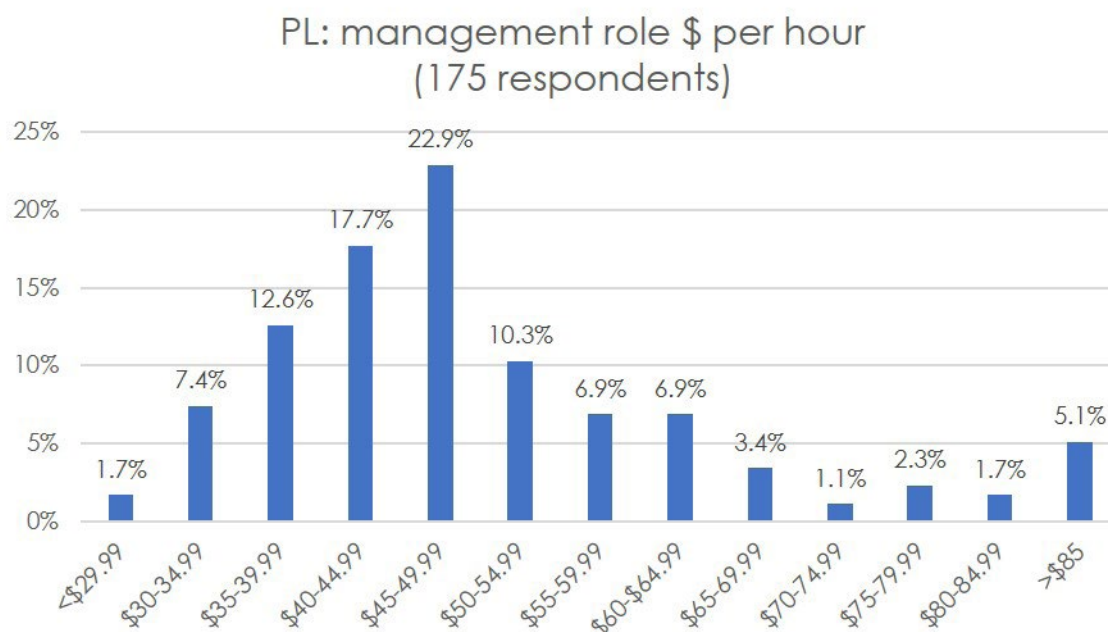
PL: local history role \$ per hour (21 respondents)



PL: programs, events, marketing role \$ per hour (67 respondents)



When it came to positions of authority, the definition we took was too broad for a meaningful average, but the respondents helped outline a dollar-per-hour rate for those ranging from team leader and branch librarian through to the person with overall responsibility for libraries within council or as head of a regional library corporation.



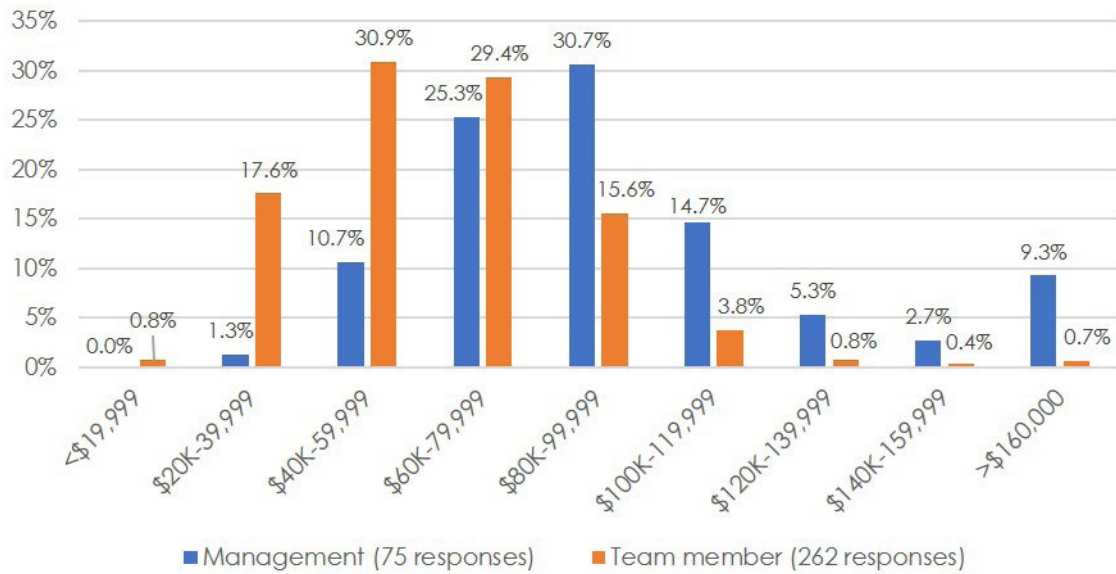
How do pay rates vary around Australia?

ACT responses were merged with NSW, NT with SA, and TAS with VIC to give more data for comparisons between western, central and eastern Australia. QLD appeared to have lower annual incomes than other states for management and team members; TAS/VIC appeared to be the best region for higher annual incomes at all levels.

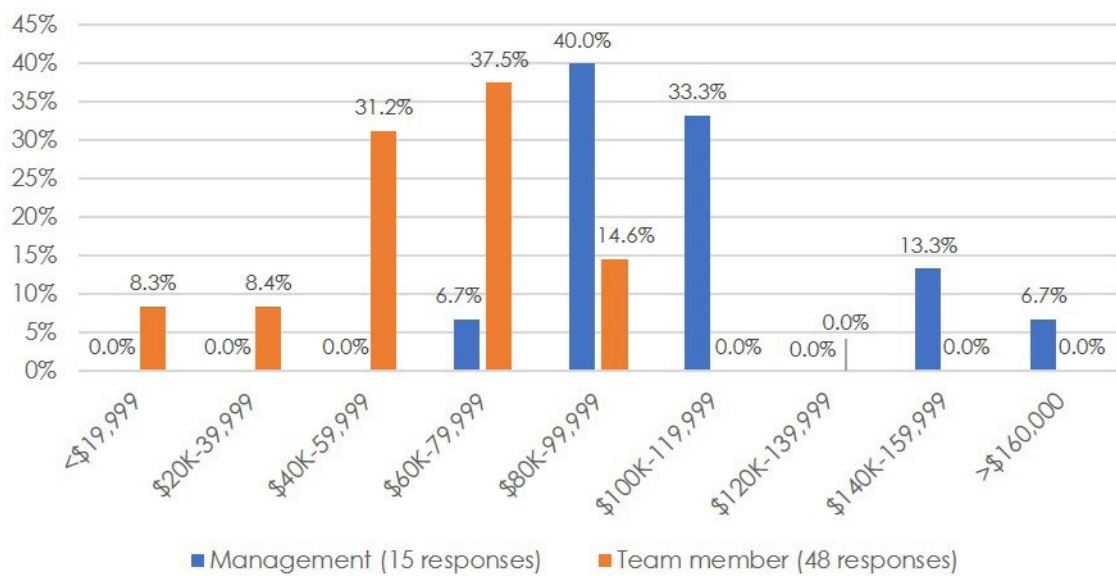
% of people in management positions earning \$100K or more pa	
TAS/VIC	54.5%
NT/SA	53.3%
ACT/NSW	32%
WA	30%
QLD	13.8%

% of people in team member positions earning more than \$80K pa	
WA	30.3%
TAS/VIC	29.3%
ACT/NSW	21.3%
NT/SA	14.6%
QLD	12.3%

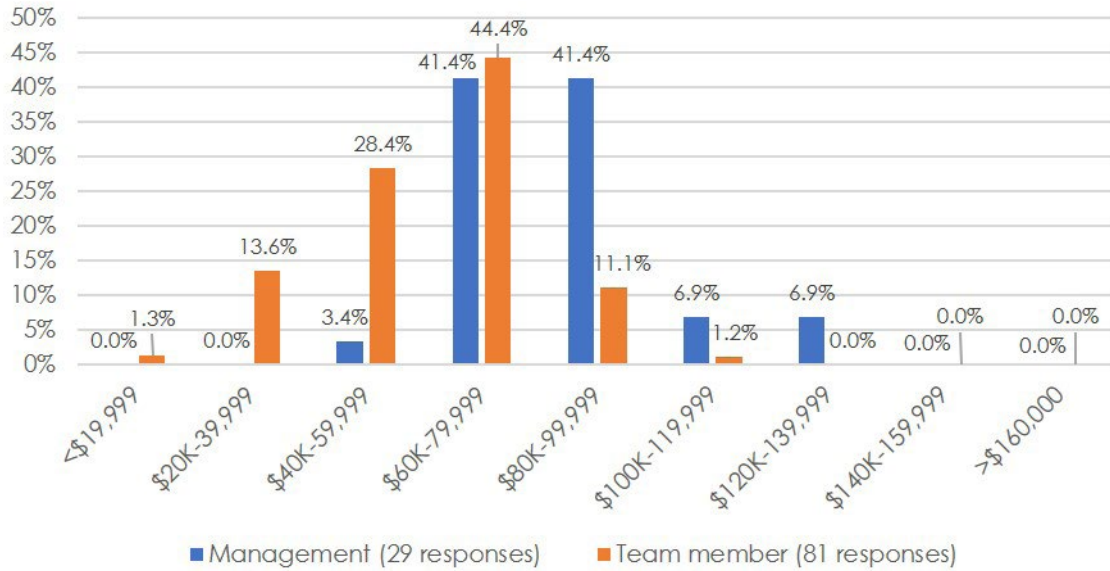
PL: ACT and NSW annual income



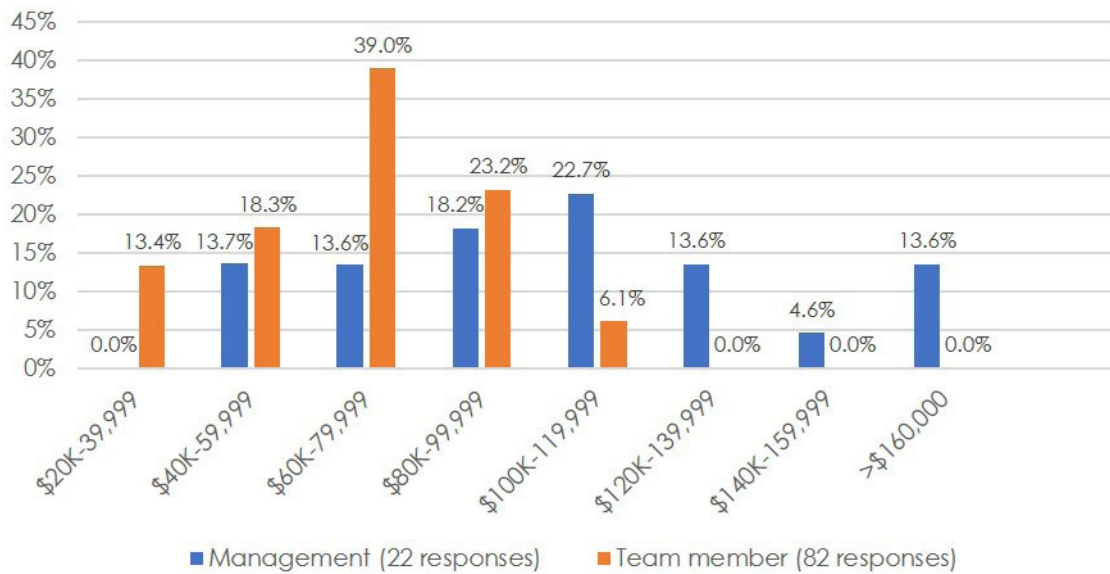
PL: NT and SA annual income



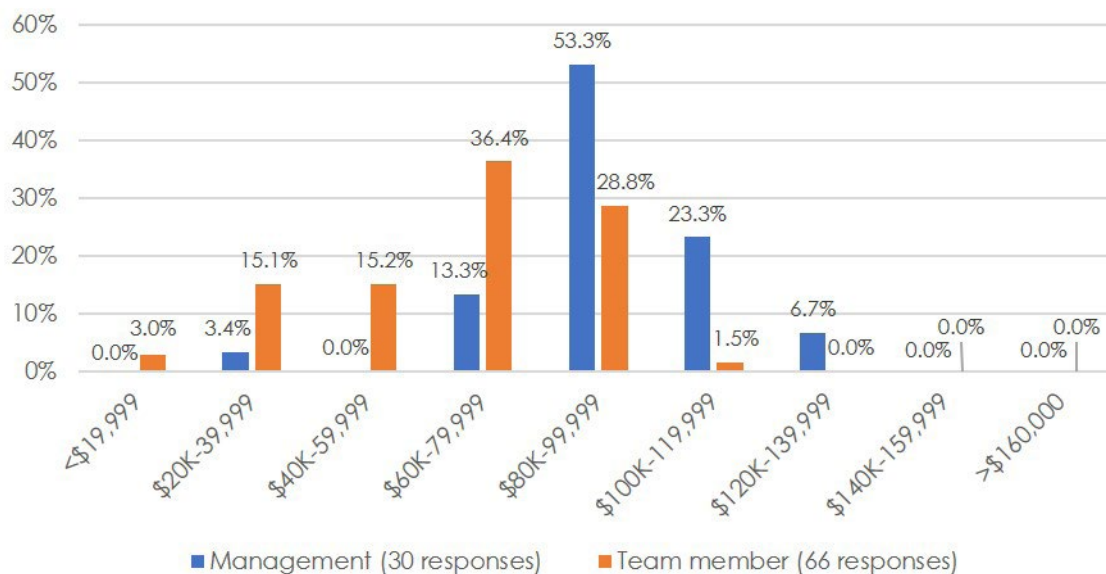
PL: QLD annual income



PL: TAS and VIC annual income

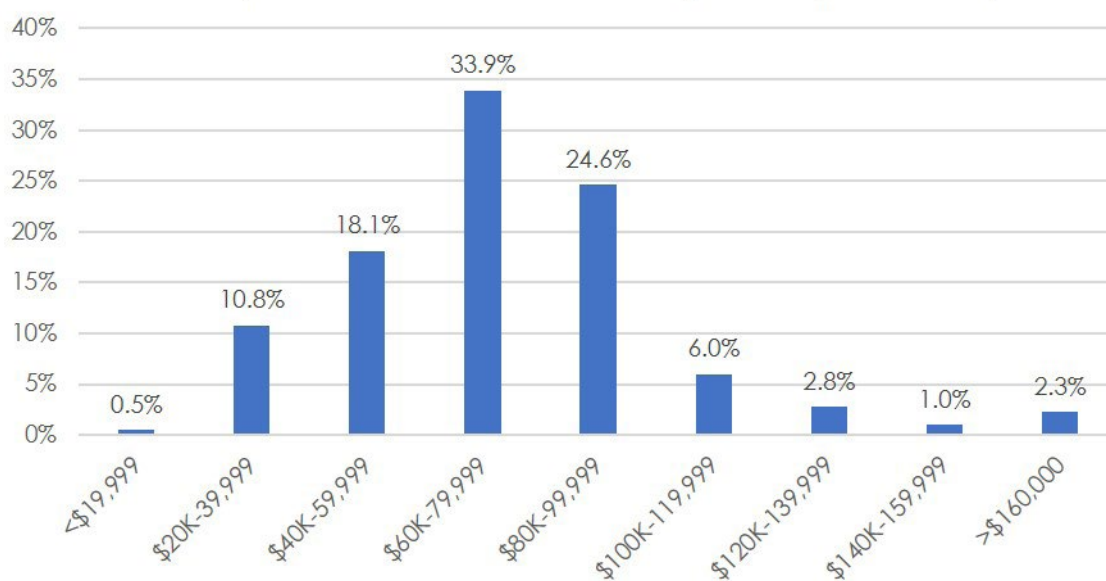


PL: WA annual income

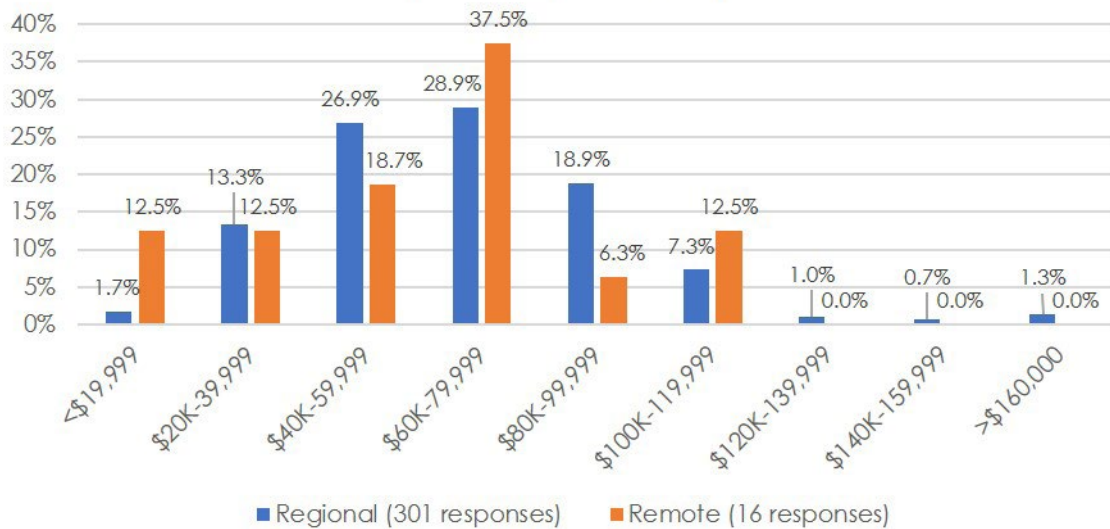


More than a third (36.7%) of people working in city/metro locations earned more than \$80K per annum, compared with 10.3% in regional and 18.8% in remote locations.

PL: city/metro annual income (398 respondents)

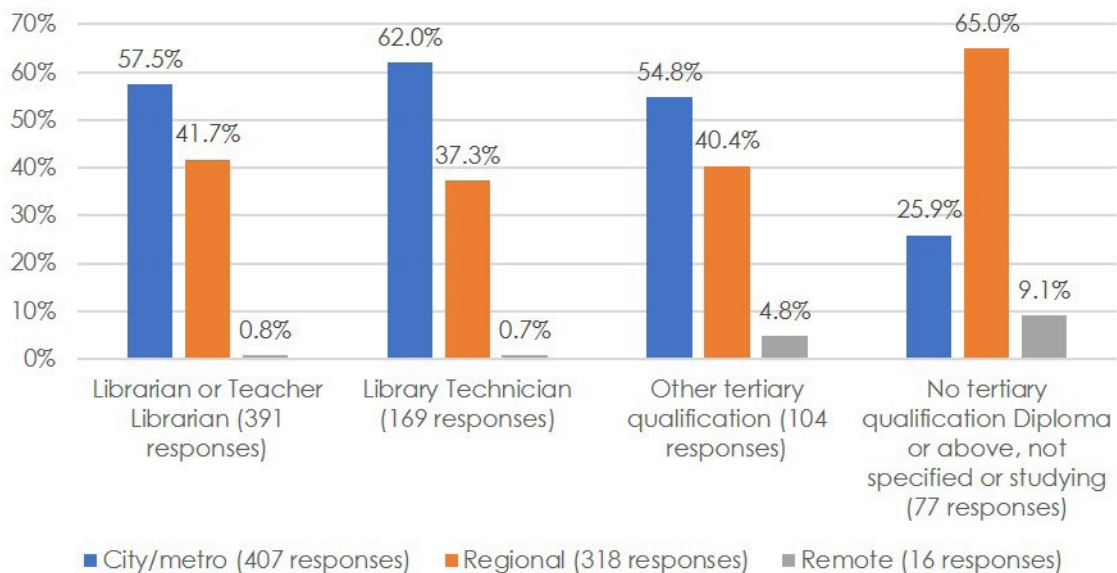


PL: regional/remote annual income (317 respondents)



More than half of Librarians/Teacher Librarians (57.5%) and nearly two thirds of Library Technicians (62%) worked in city/metro locations, with 41.7% and 37.3% respectively in regional libraries. Fewer than 1% of library and information qualified professionals worked in remote locations. People with no tertiary qualifications, diploma or above, not specified or studying were more likely to work in regional libraries (65%) and had the highest percentage working in remote locations (9.1%).

PL: location of qualified employees



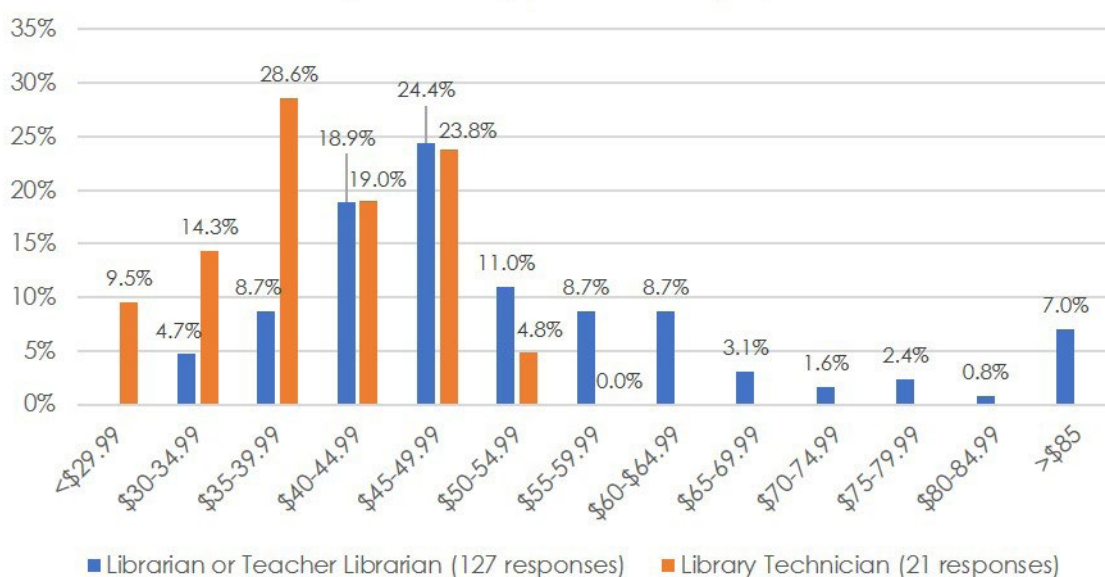
It pays to have qualifications

The findings of the survey confirmed that, in general terms, for people working in public libraries, whether in management or team roles, qualifications were important – and the higher the qualification, the more they were paid.

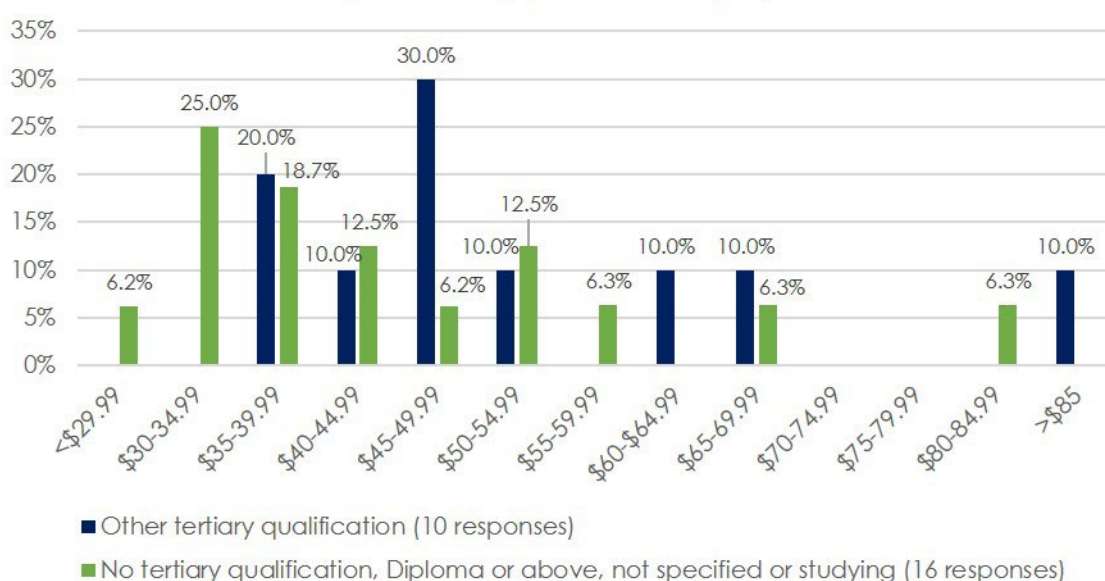
For the 174 responses from people in management positions in public libraries, 85% had a library and information qualification (Librarian, Teacher Librarian or Library Technician), 5.7% had another tertiary qualification and the other 9.3% either had no qualification, had not specified one or were still studying.

43.3% of Librarians and Teacher Librarians and 40% of those with other tertiary qualifications earned \$50 per hour or more, compared with 31.4% of those who had not specified their qualification and 4.8% of Library Technicians.

PL: management \$ per hour by qualification



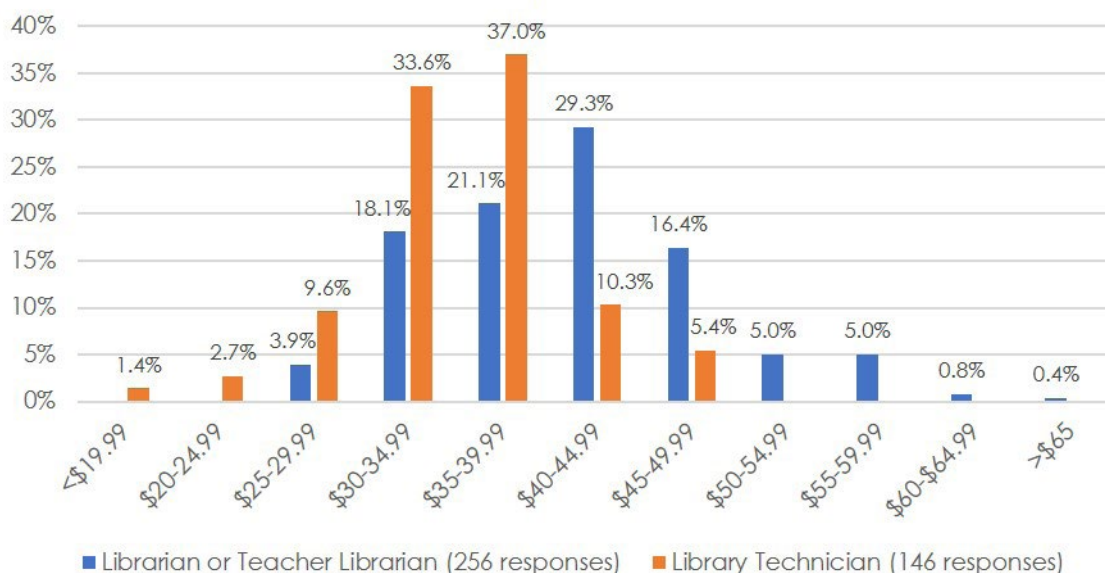
PL: management \$ per hour by qualification



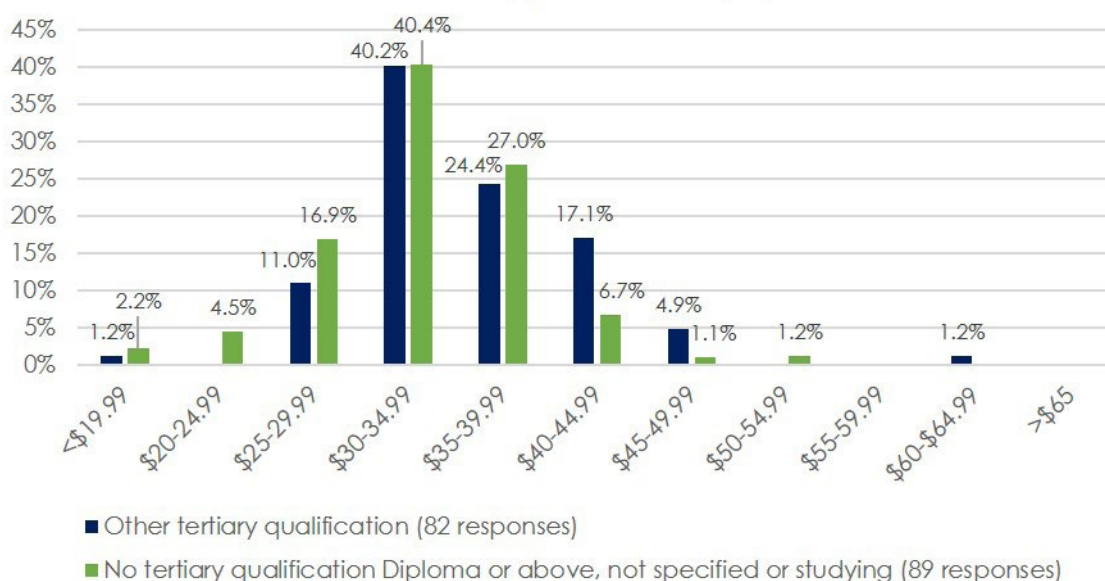
For team members, the greater number of responses (573) allowed for more detailed analysis.

While 56.9% of Librarians and Teacher Librarians earned \$40 per hour or more, this was true of only 23.2% of people with other tertiary qualifications, 15.7% of Library Technicians and 9% of those with no tertiary qualification at the diploma level or above, no specified qualification or still studying.

PL: team member \$ per hour by qualification

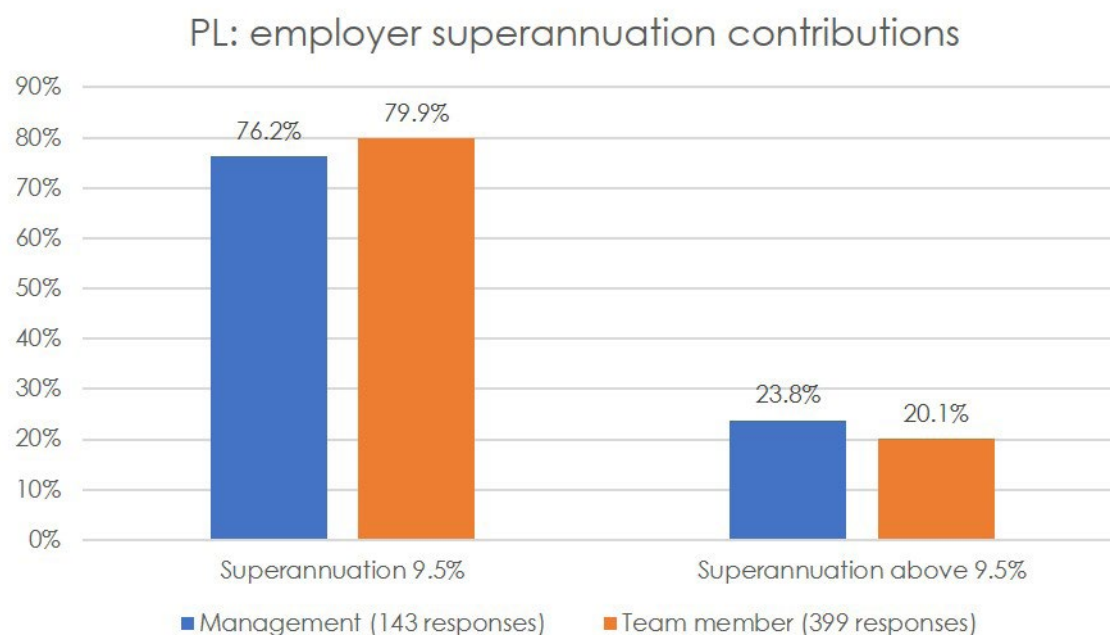


PL: team member \$ per hour by qualification

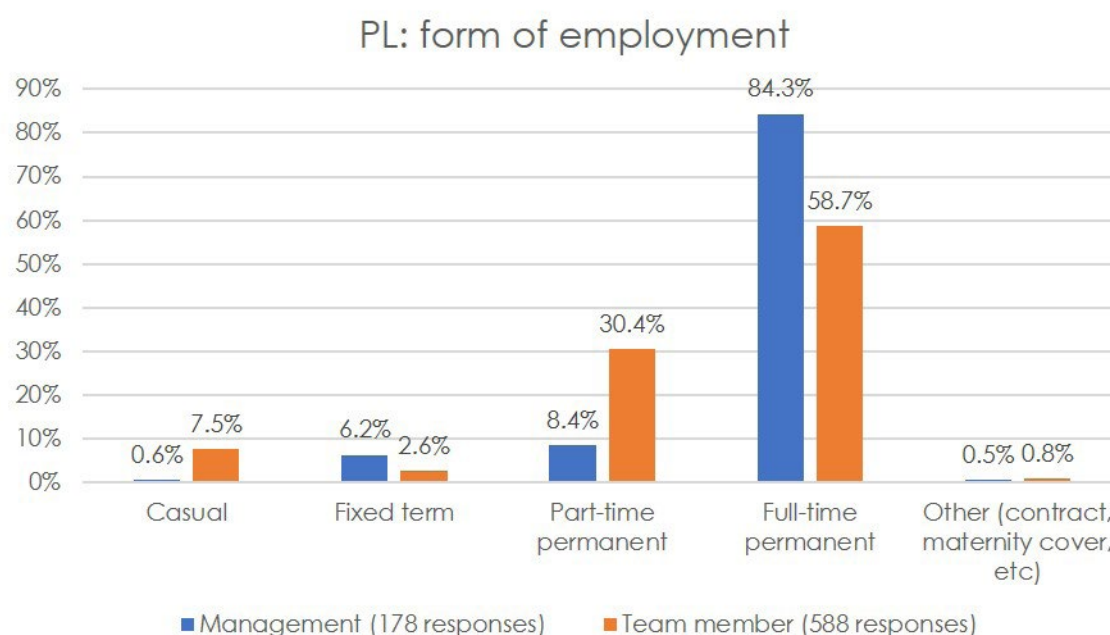


Terms of employment

Nearly a quarter of people in management positions (23.8%) received employer superannuation contributions above 9.5% and one in five (20.1%) team members.

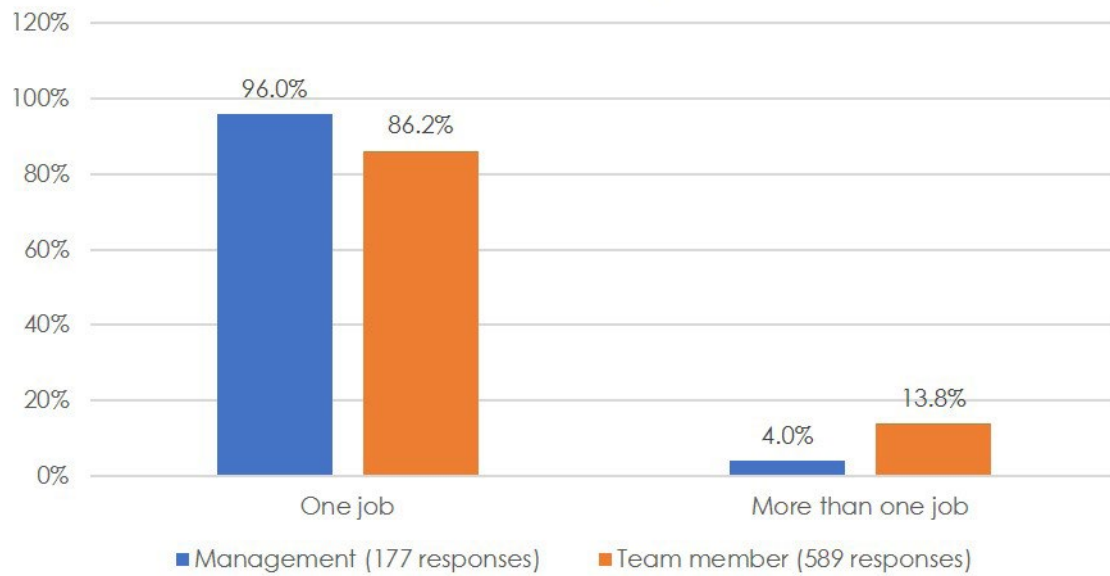


Management roles were more likely to be full-time and permanent (84.3%) than team roles (58.7%) but very few reported being on casual, fixed or other non-permanent terms of employment (7.3% of people in management and 10.9% of team members).



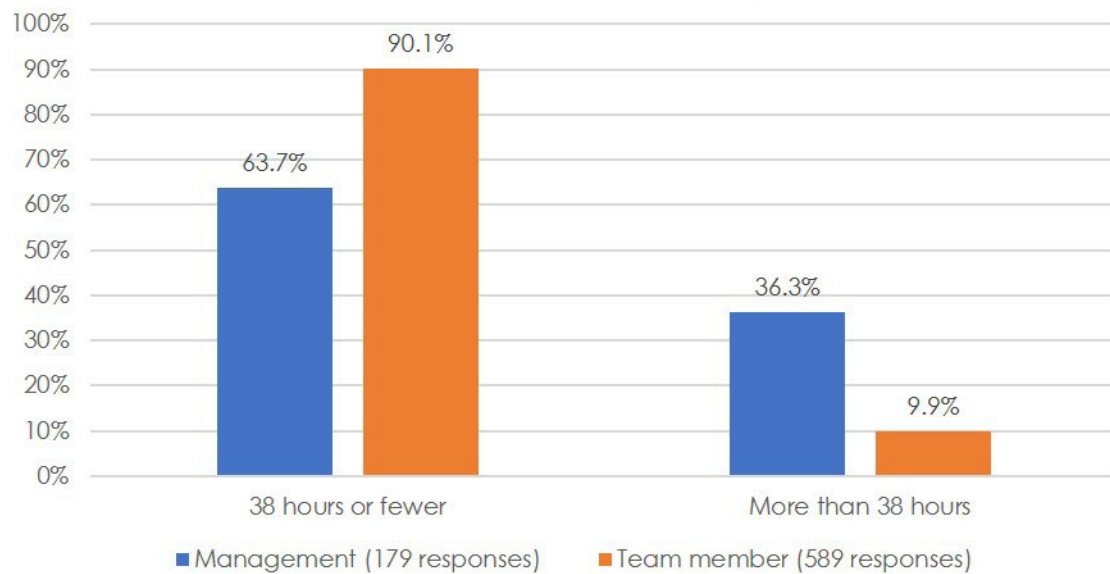
Very few engaged in management had more than one job (4%), compared with 13.8% in team roles.

PL: number of jobs



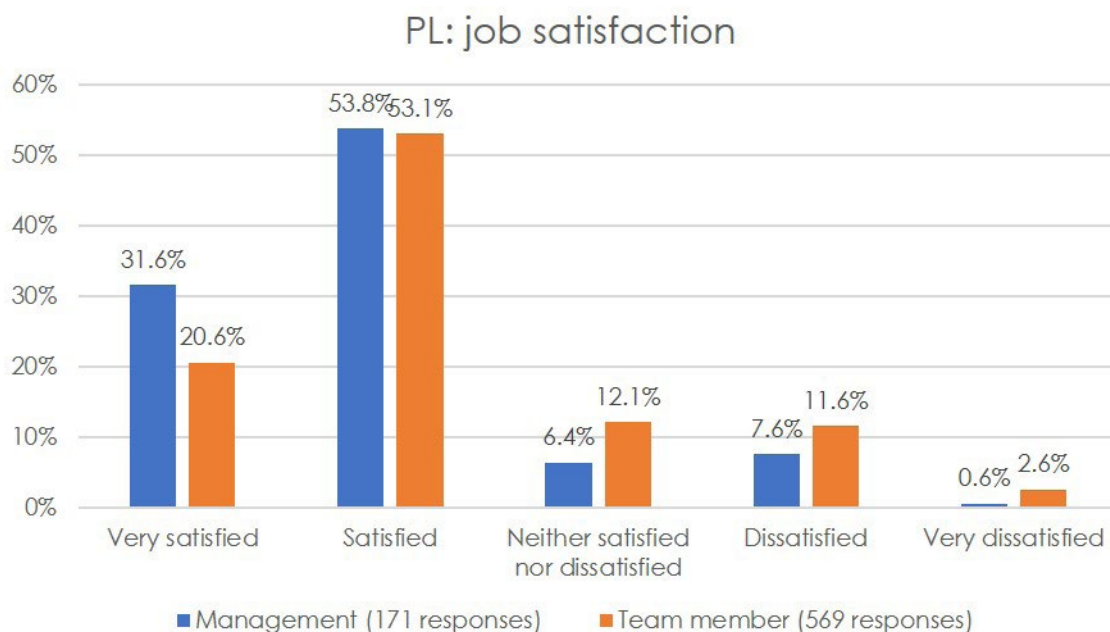
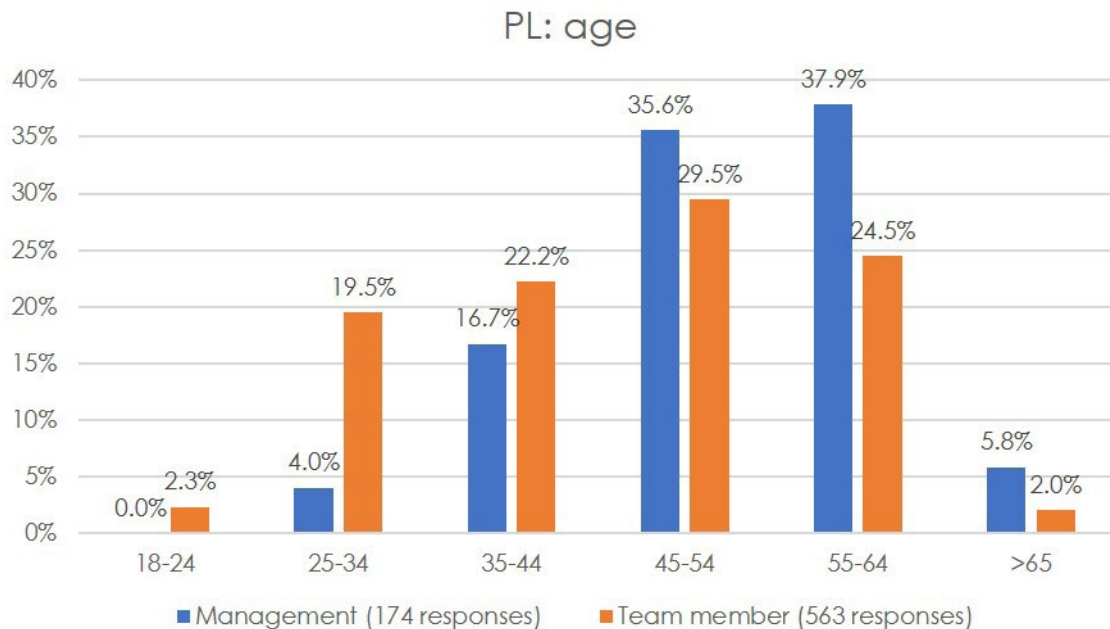
More than a third of those employed in management roles (36.3%) worked more than 38 hours a week, compared with 9.9% in team roles.

PL: hours of work in an average week

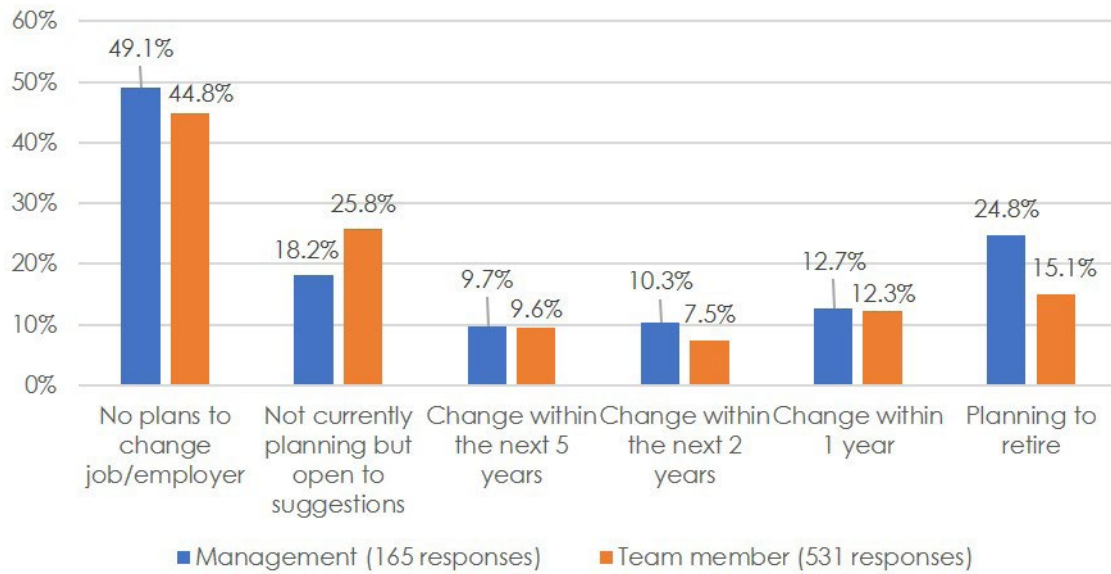


Career stage, job satisfaction, intentions

Eight out of ten of people in management roles (79.3%) were 45 or older, compared with 56% of people in team roles. Most people were satisfied or very satisfied with their jobs (management 85.4% and team members 73.7%). Only around 12% had any intention of looking for another position within the next 12 months, but a quarter of people in management roles (24.8%) and 15.1% of team members were planning their retirement.

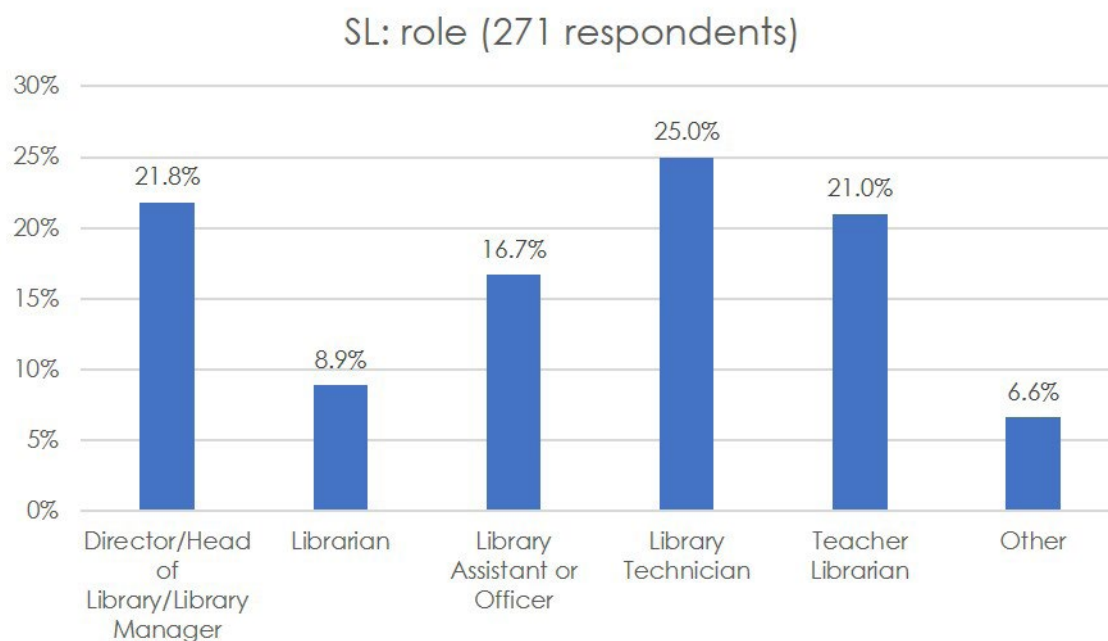


PL: career intentions



School Libraries

There were 271 school library respondents, working across K-12, government, Catholic and independent schools. The number of responses allowed us to provide information about Library Assistants or Officers, Library Technicians, Librarians, Teacher Librarians and those who ran the library service in their school.



Comparing pay

Average pay ranged from \$29.86 for a Library Assistant or Library Officer to \$49.29 for a Teacher Librarian, with a significant gap between Librarian (\$36.56) and Teacher Librarian.

We know that, for budget reasons, some schools have employed Librarians (with an undergraduate or postgraduate qualification in librarianship) rather than Teacher Librarians (qualified teachers with a post grad qualification in librarianship), as Librarians fall into the administration stream, are paid less and may only be employed during term time. Additionally, in some schools Library Technicians (with a Diploma in Library and Information Services) have been asked to run the library. The pay difference explains why this may look good on paper, but it ignores the value proposition of someone who is both a Teacher and a Librarian.

An Australian Council for Education Research report⁹ commissioned by ALIA and other school library association partners and published in 2016 indicated that 'a decline in teachers in a library role is more likely to affect schools in lower socioeconomic areas'.

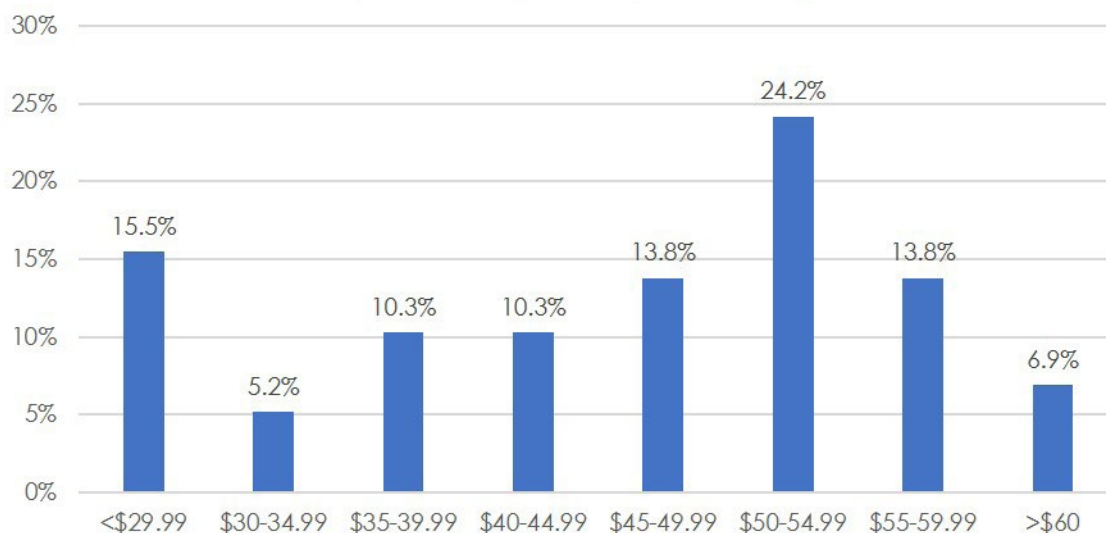
⁹ research.acer.edu.au/cgi/viewcontent.cgi?referer=&httpsredir=1&article=1026&context=tll_misc

SL: average \$ per hour by role (247 respondents)



People with the title of Director or Head of Library (suggesting an independent school rather than a government school) were paid at the higher level of \$55 per hour-plus, which covered 20.7% of the most senior roles. Teacher Librarians were the next highest paid, with 58.2% paid \$50 per hour or more, then Librarians, with 37.4% paid \$40 per hour or more, Library Technicians with 9.2% at \$40 per hour or more and finally Library Assistants or Officers, who were mostly (72.8%) in the \$25-\$35 per hour range.

SL: Director, Head of Library, Library Manager \$ per hour (58 respondents)



SL: Teacher Librarian \$ per hour (55 respondents)



SL: Librarian \$ per hour (24 respondents)



SL: Library Technician \$ per hour (66 respondents)



SL: Library Assistant or Officer \$ per hour (44 respondents)



How do pay rates vary around Australia?

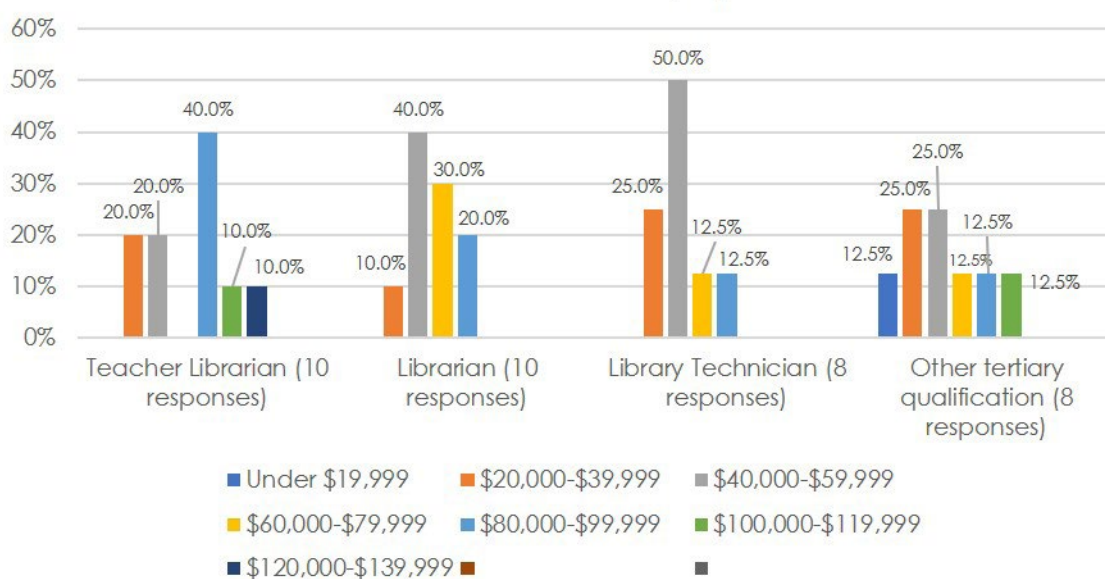
There were fewer than 20 responses from each of the NT, SA, TAS and WA, insufficient to include these jurisdictions in the geographic breakdown. The responses received suggested that qualified staff in ACT/ NSW and VIC earned more than those in QLD.

% earning \$80K pa or more	Teacher Librarian	Librarian	Library Technician	Other tertiary qualification
ACT/NSW	87.6%	50.1%	6.3%	31.5%
VIC	81.5%	28.7%	3.2%	44.5%
QLD	60.0%	20.0%	12.5%	25.0%

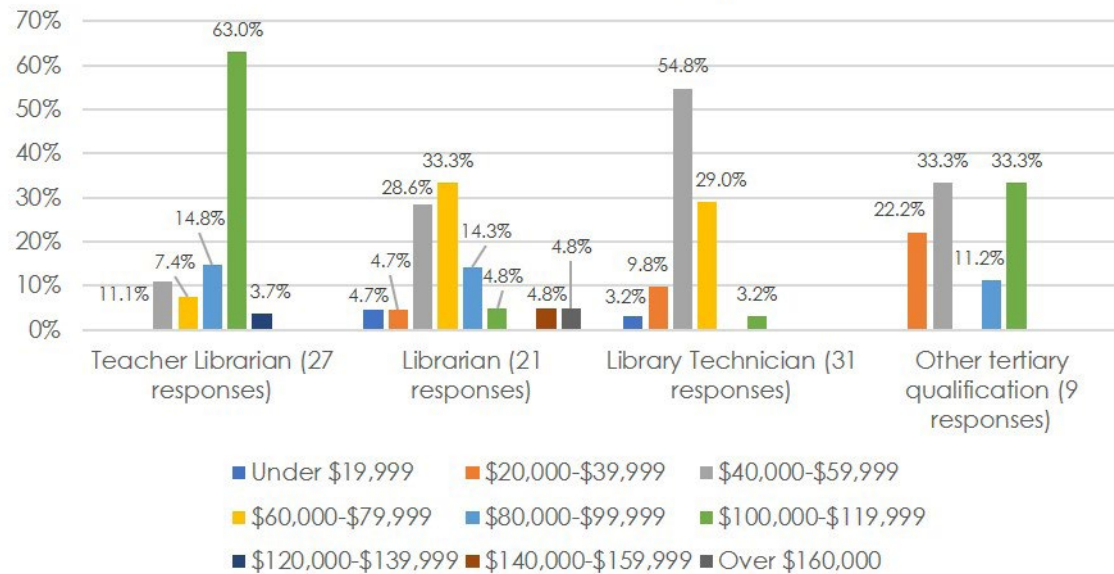
SL: ACT and NSW annual income by qualification



SL: QLD annual income by qualification

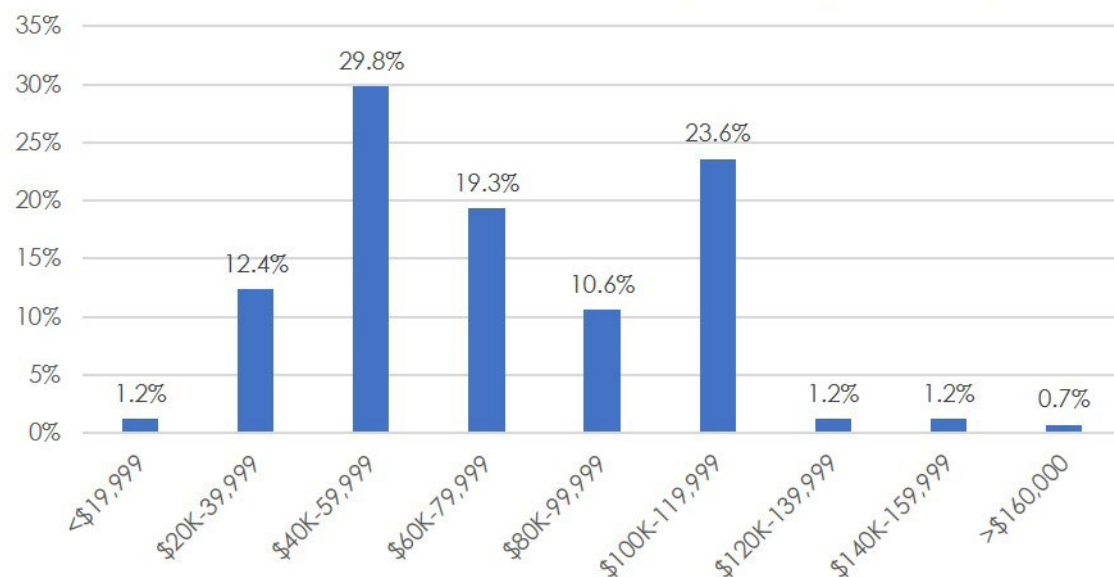


SL: VIC annual income by qualification



26.7% of respondents in city/metro locations earned \$100K or more and 20% in regional/remote locations.

SL: city/metro annual income (161 respondents)

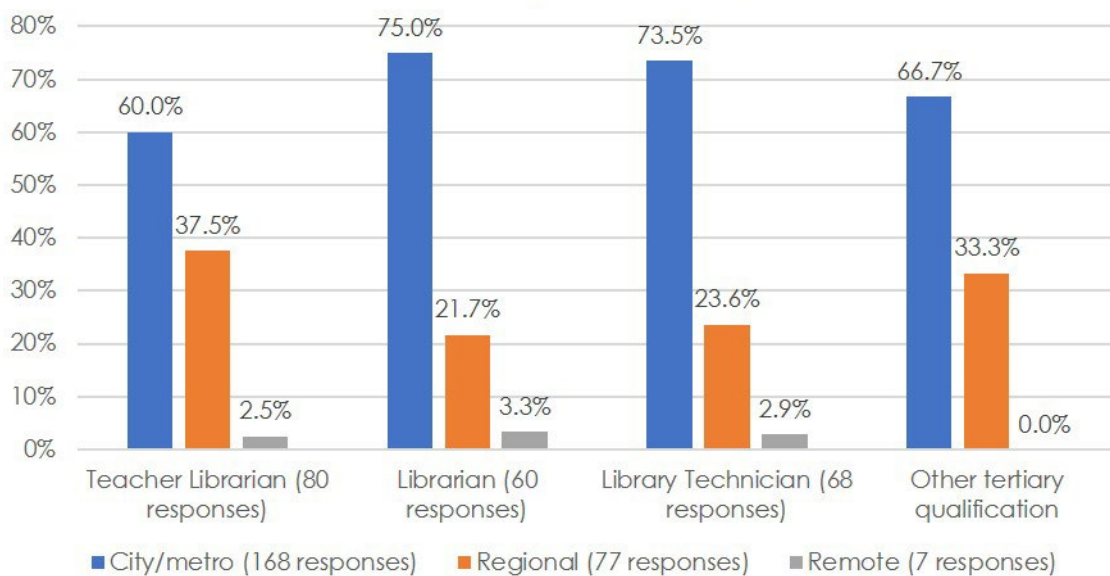


SL: regional/remote annual income (80 respondents)



At least 60% of respondents by each type of qualification were in a city/metro location, with fewer than 4% employed in remote areas.

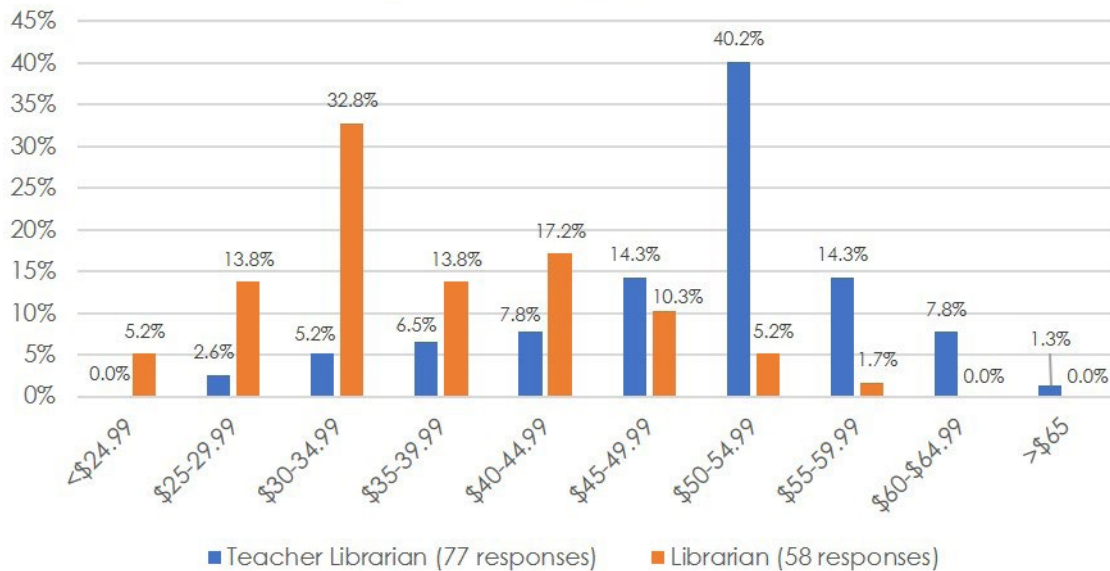
SL: location of qualified employees



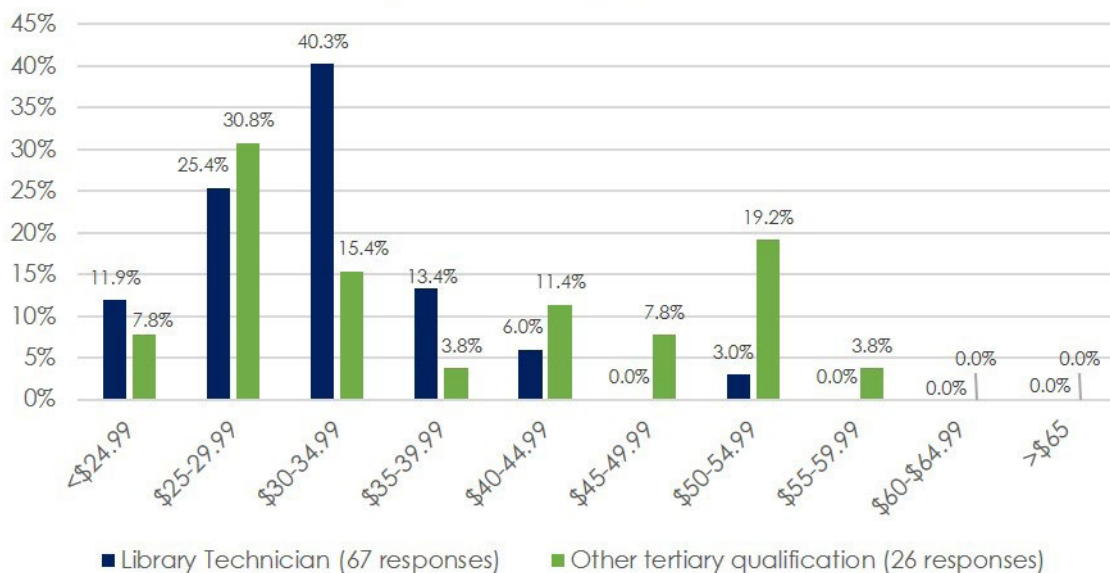
It pays to have qualifications

As has already been mentioned, Teacher Librarians, with both teaching and LIS qualifications, were paid significantly higher rates than Librarians and others with an undergraduate degree or higher. 63.6% of Teacher Librarians were paid \$50 or more per hour, compared with 23% of those with a tertiary qualification and 6.9% of Librarians. Two-thirds of Library Technicians (65.7%) earned between \$25 and \$35 per hour, with only 3% in the \$50-\$54.99 range and none above this level.

SL: \$ per hour by qualification

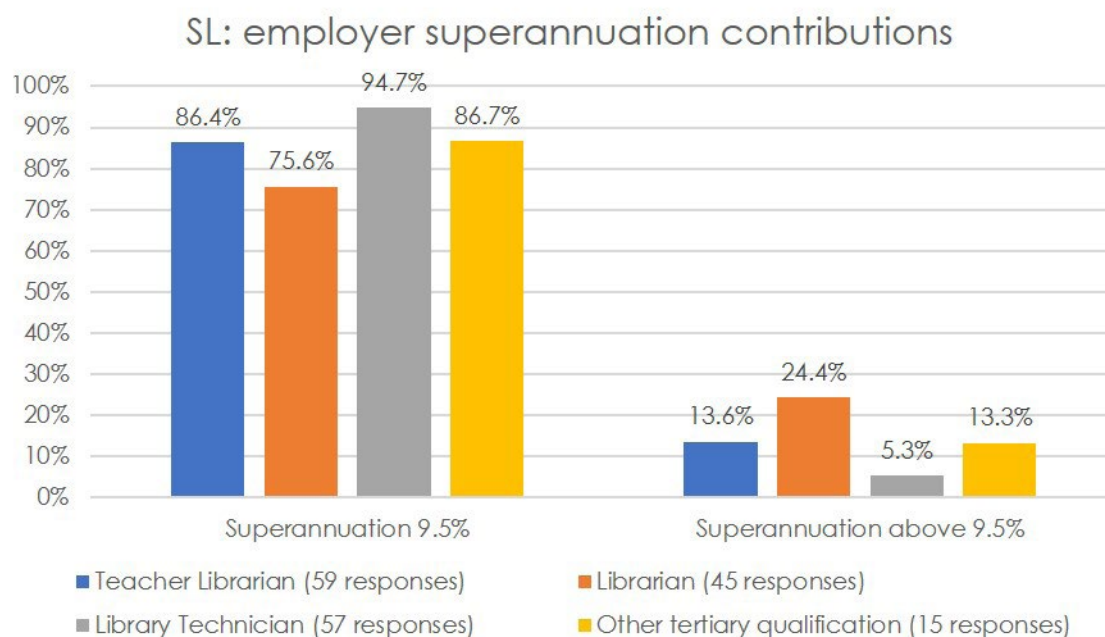


SL: \$ per hour by qualification

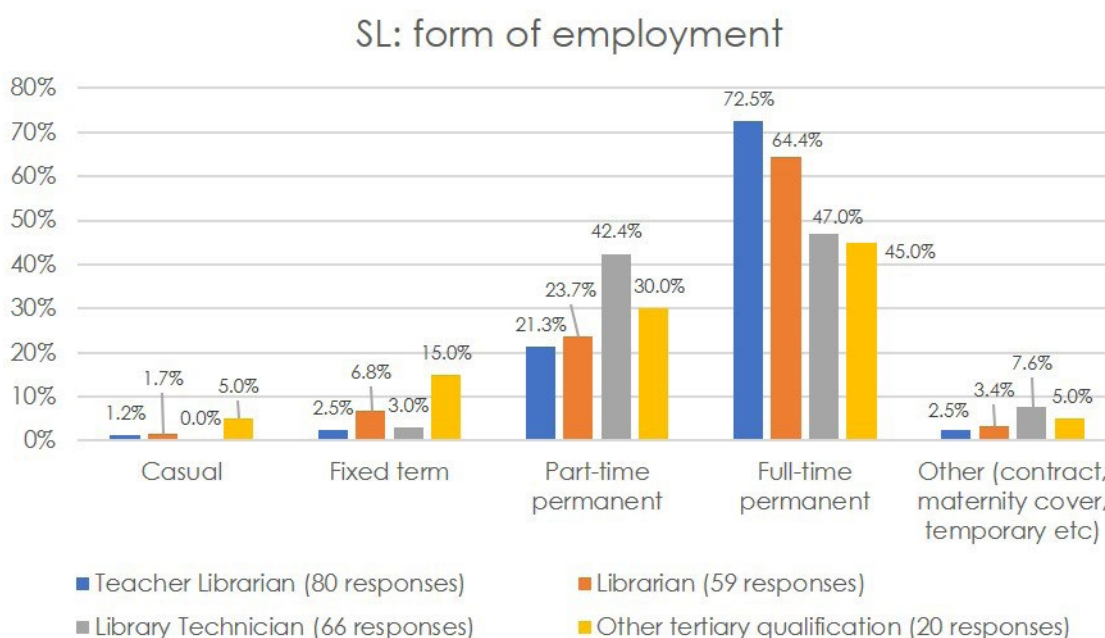


Terms of employment

At 24.4%, Librarians were more likely to receive superannuation above the standard level of 9.5% than Teacher Librarians (13.6%), people with other tertiary qualifications (13.3%) and Library Technicians (5.3%).

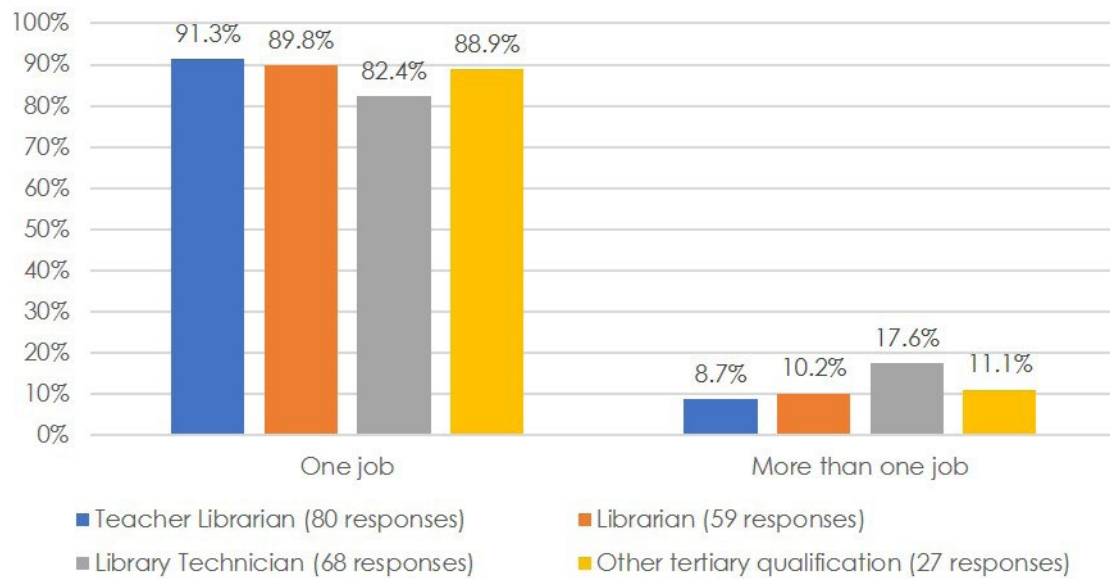


Three-quarters (75%) of Teacher Librarians were on full-time permanent or fixed term contracts, compared with 71.2% of Librarians, 60% of those with other tertiary qualifications and 50% of Library Technicians. Part-time work was highest for Library Technicians at 42.4%.

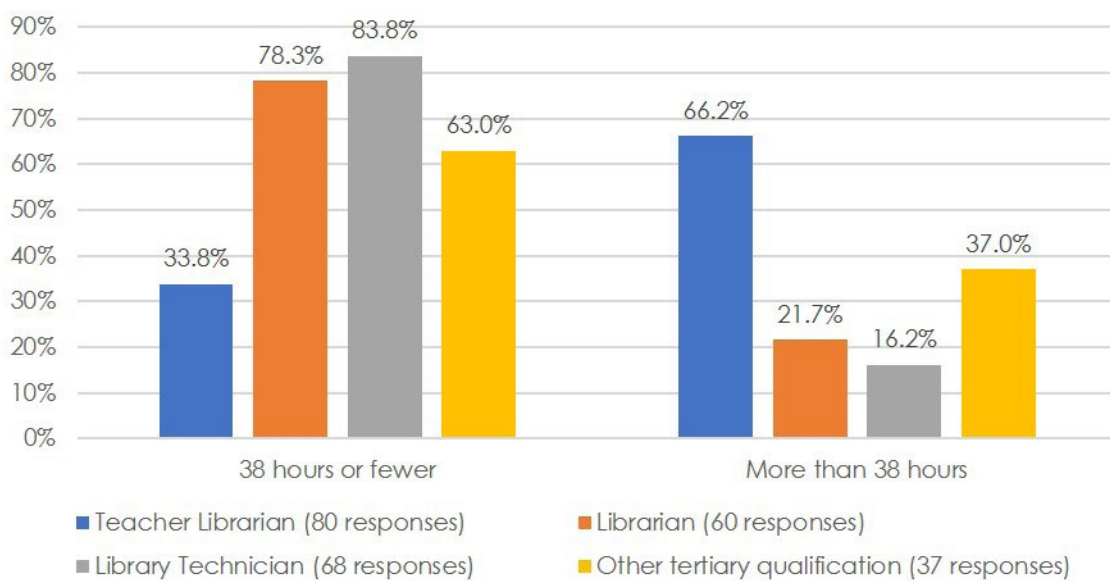


Teacher Librarians, Librarians and people with other tertiary qualifications were less likely to have more than one job (8.7%, 10.2% and 11.1% respectively) than Library Technicians (17.6%), but more likely to work over 38 hours per week (66.2%, 21.7% and 37% compared with Library Technicians at 16.2%).

SL: number of jobs



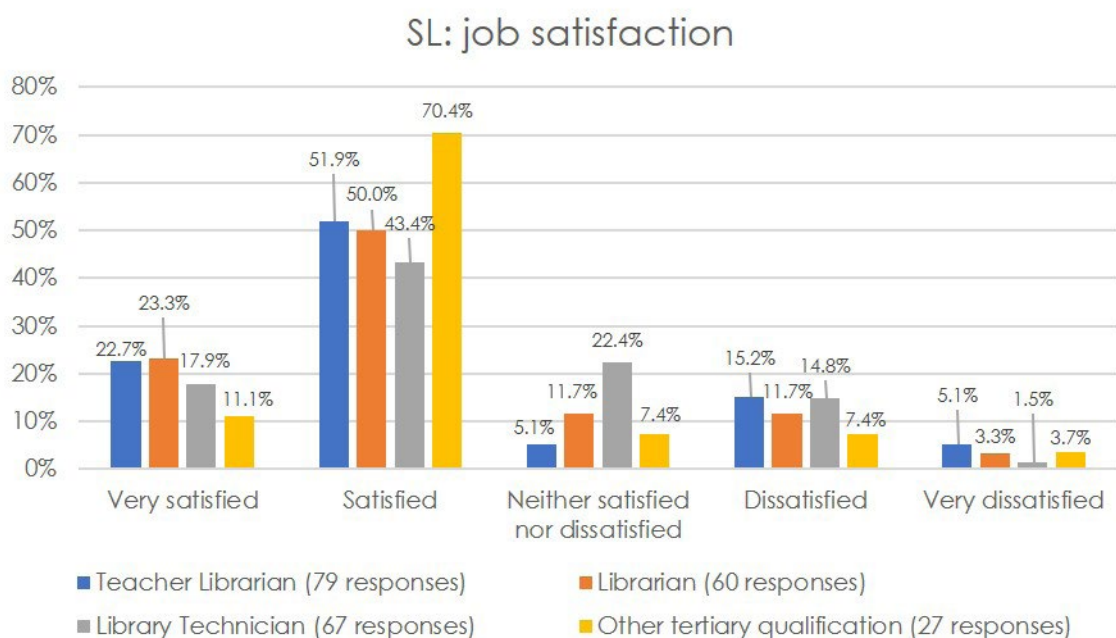
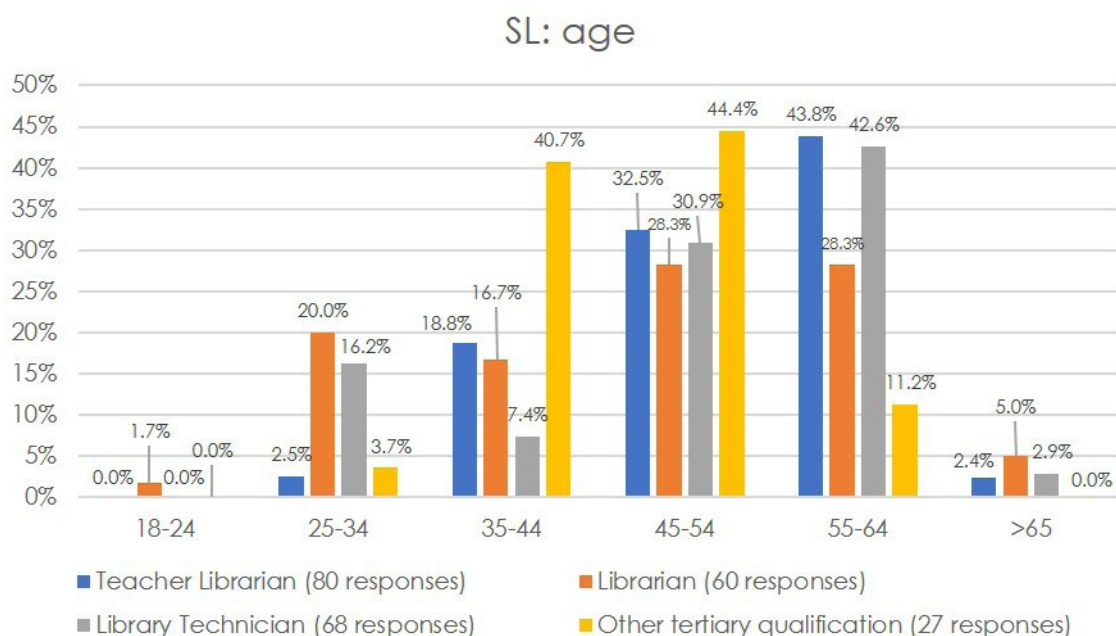
SL: hours of work in an average week



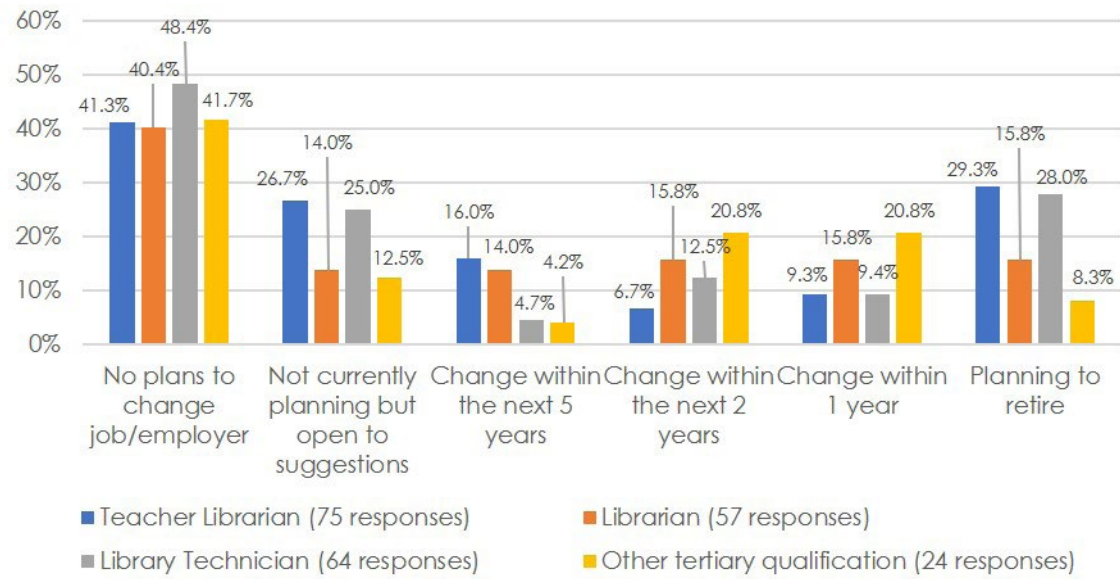
Career stage, job satisfaction, intentions

There were more Teacher Librarians and Library Technicians in the 55-plus age groups (46.2% and 45.5%) than Librarians (33.3%) and people with other tertiary qualifications (11.2%). This was reflected in the number of respondents who said they were planning to retire – 29.3% of Teacher Librarians and 28% of Library Technicians compared with 15.8% of Librarians and 8.3% of those with other tertiary qualifications.

Reporting satisfaction, 74.6% of Teacher Librarians, 73.3% of Library Technicians, 61.3% of Librarians and 81.5% of people with other tertiary qualifications said they were satisfied or very satisfied with their jobs. Between 54% and 74% said they had no plans currently to change their job or employer.

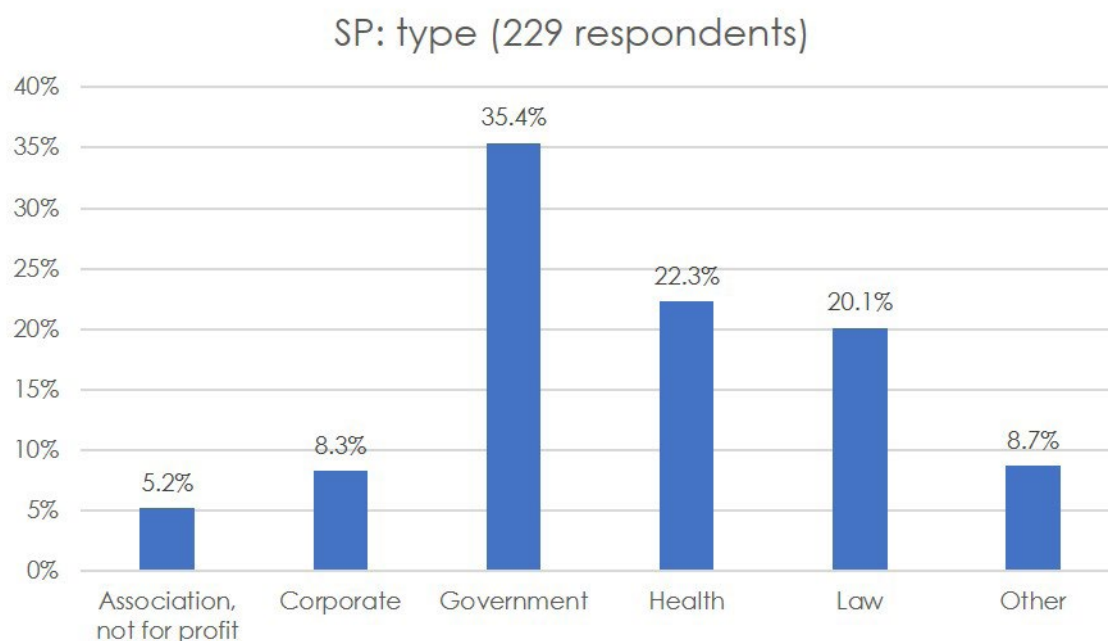


SL: career intentions



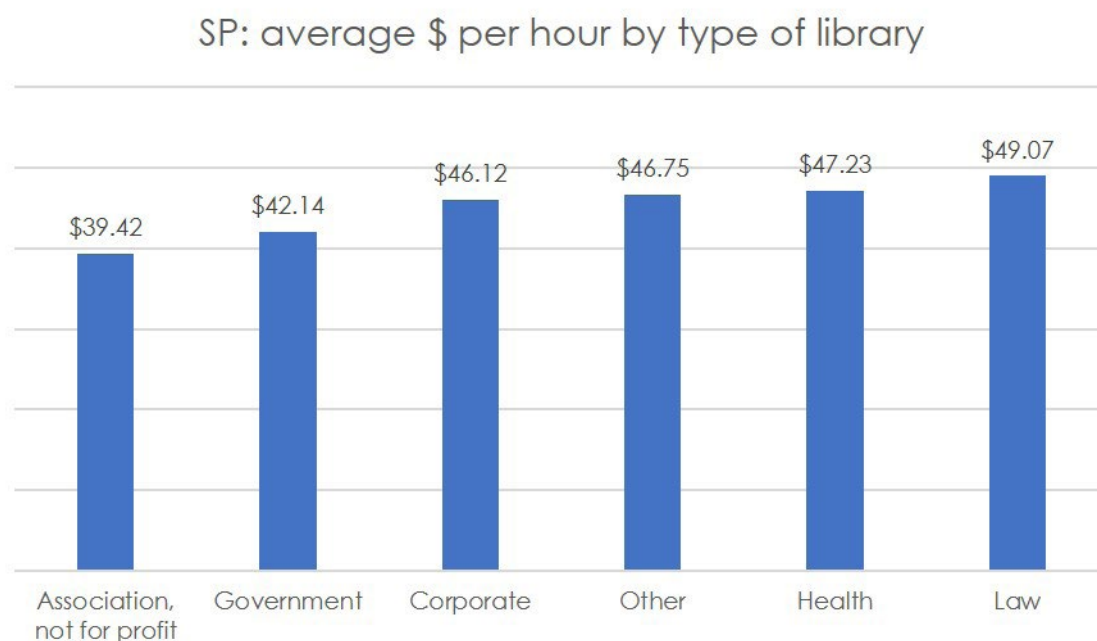
Special Libraries

There were 229 special library respondents, 12 from associations or not for profit organisations, 19 corporate, 81 government, 51 health, 46 law and 20 other.

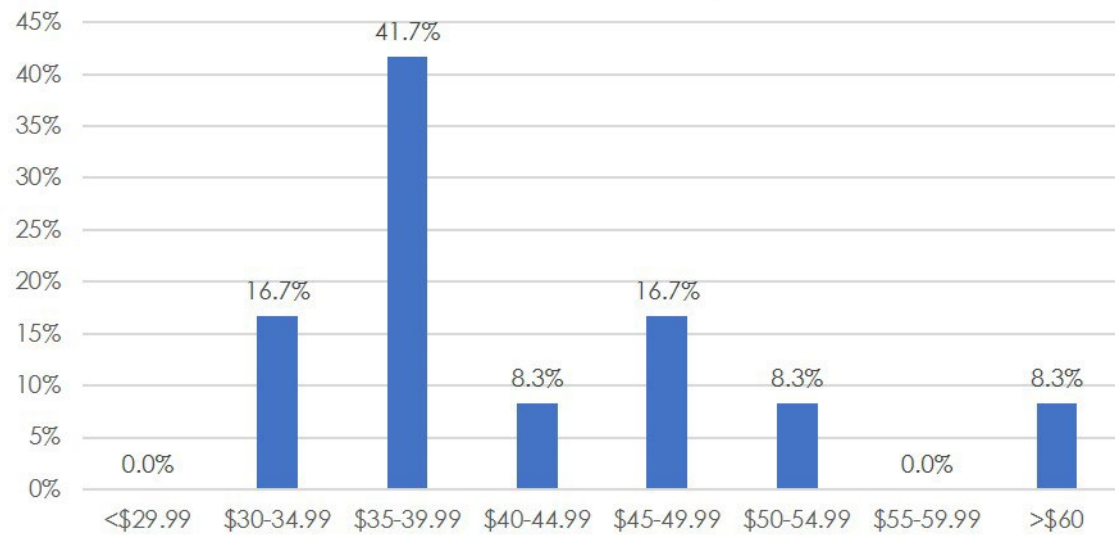


Comparing pay

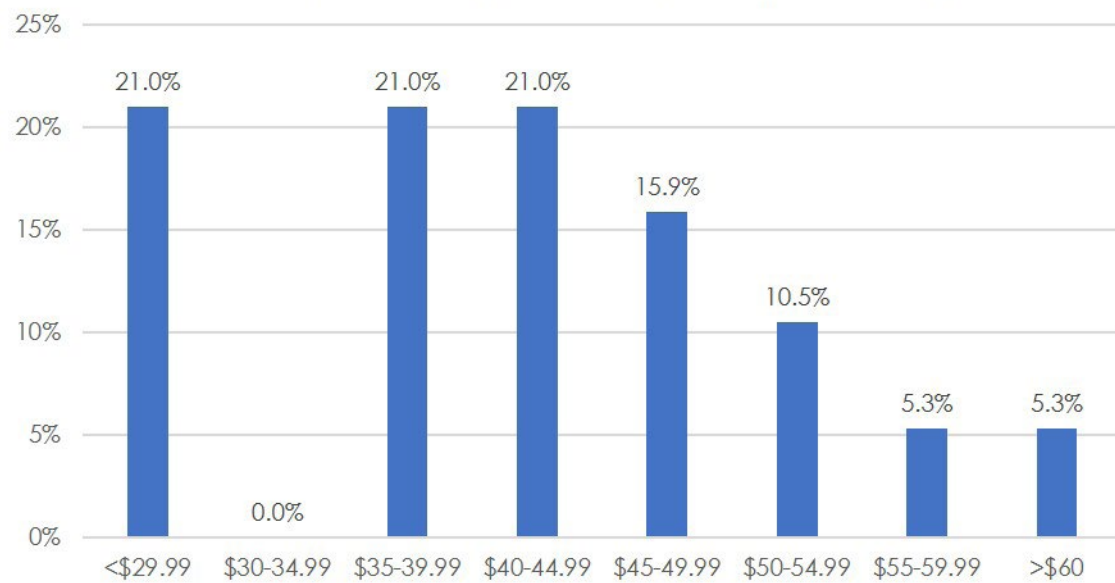
The average pay was lowest for libraries in associations or not-for-profit organisations (\$39.42) and highest for staff in health and law libraries (\$47.23 and \$49.07 respectively). This could be a factor of the level of technical expertise or subject-specific knowledge required to be a health or law Librarian. It could also be attributed to higher pay levels in private law firms.



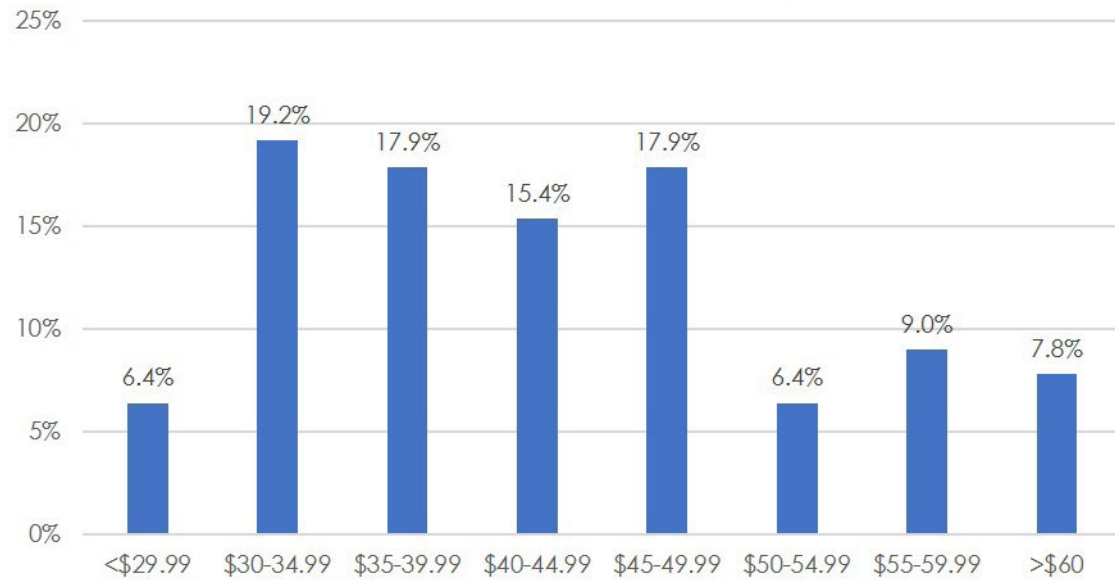
SP: association, not for profit \$ per hour
(12 respondents)



SP: corporate \$ per hour (19 respondents)



SP: government \$ per hour (78 respondents)



SP: health \$ per hour (51 respondents)



SP: law \$ per hour (45 respondents)



SP: other \$ per hour (20 respondents)



How do pay rates vary around Australia?

There were fewer than 10 responses from each of the Northern Territory and Tasmania, insufficient to include these jurisdictions in the geographic breakdown.

More than 30% of respondents from NSW (31.9%), QLD (33.4%), WA (35.5%) earned \$100K per annum or more, and 25.7% from VIC.

SP: ACT annual income (17 respondents)



SP: NSW annual income (47 respondents)



SP: QLD annual income (36 respondents)



SP: SA annual income (14 respondents)



SP: VIC annual income (74 respondents)

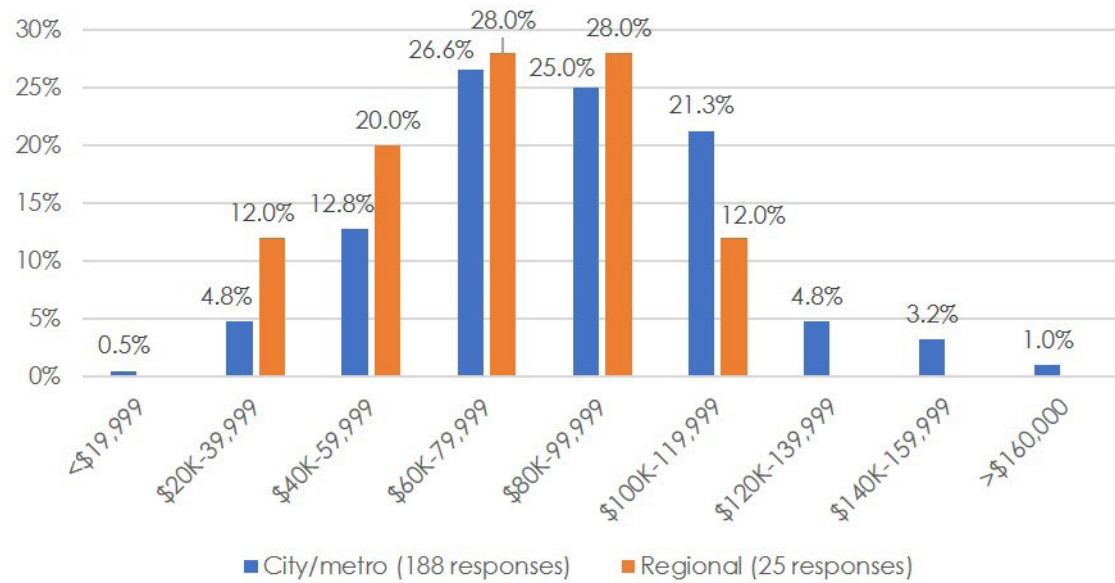


SP: WA annual income (17 respondents)

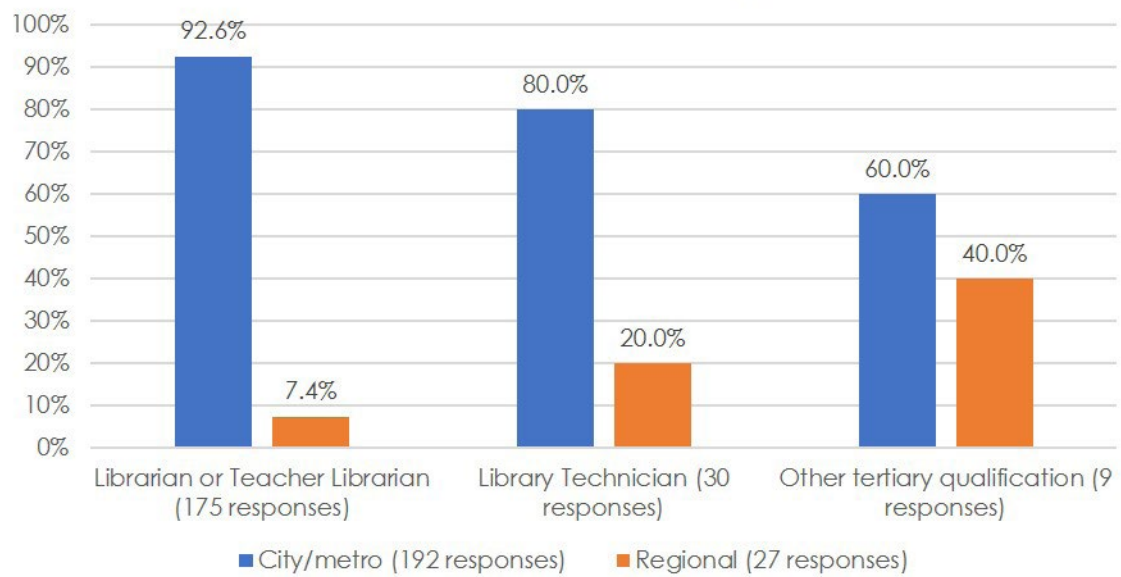


Annual incomes were a little higher in city/metro locations, with 30.3% of respondents earning \$100K or more per annum, compared with 12% of respondents in regional locations. There were also far more qualified LIS professionals employed in city/metro locations (92.6% of Librarians and Teacher Librarians, 80% of Library Technicians) than in regional locations (7.4% of Librarians and Teacher Librarians, 20% of Library Technicians).

SP: location and annual income

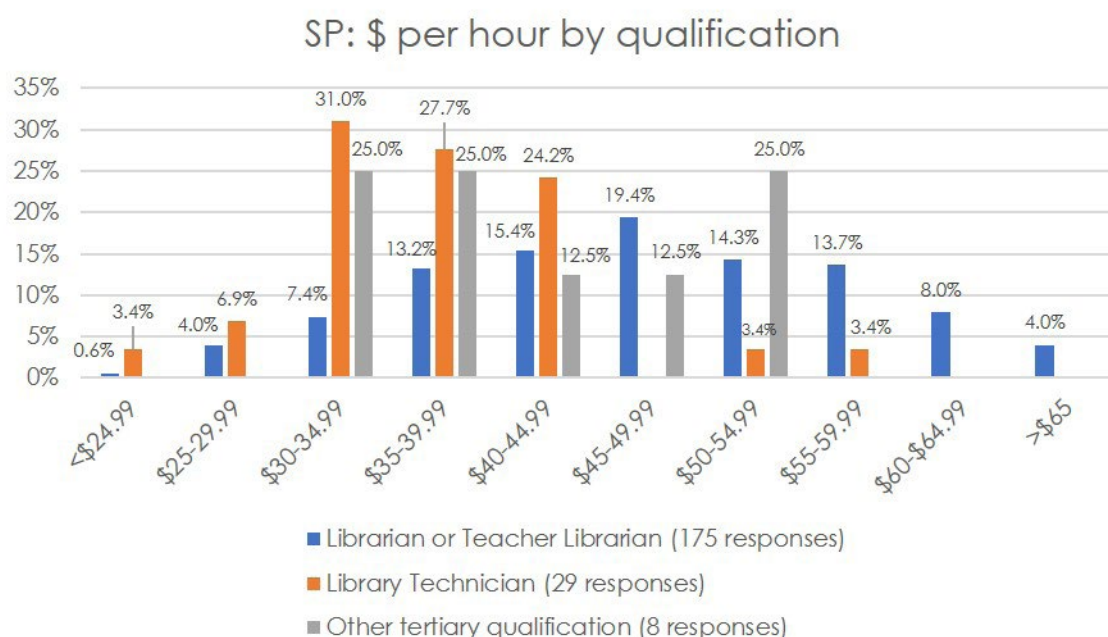


SP: location of qualified employees



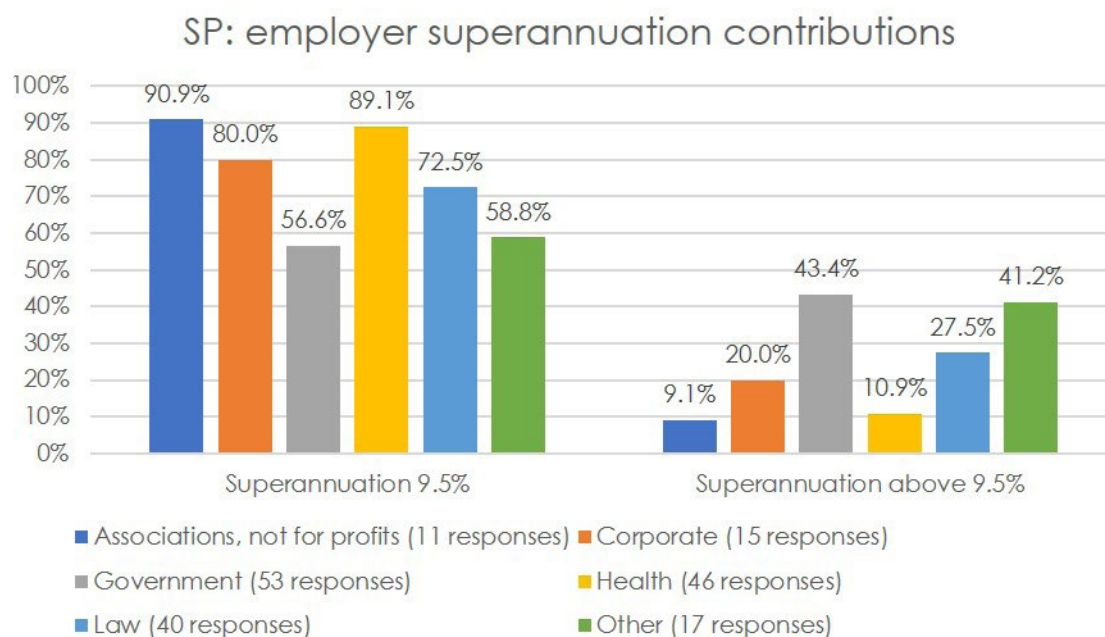
It pays to have qualifications

People with degrees and postgraduate qualifications earned more than people with Diploma level qualifications. 40% of Librarians or Teacher Librarians earned \$50 per hour or more, compared with only 6.8% of Library Technicians.

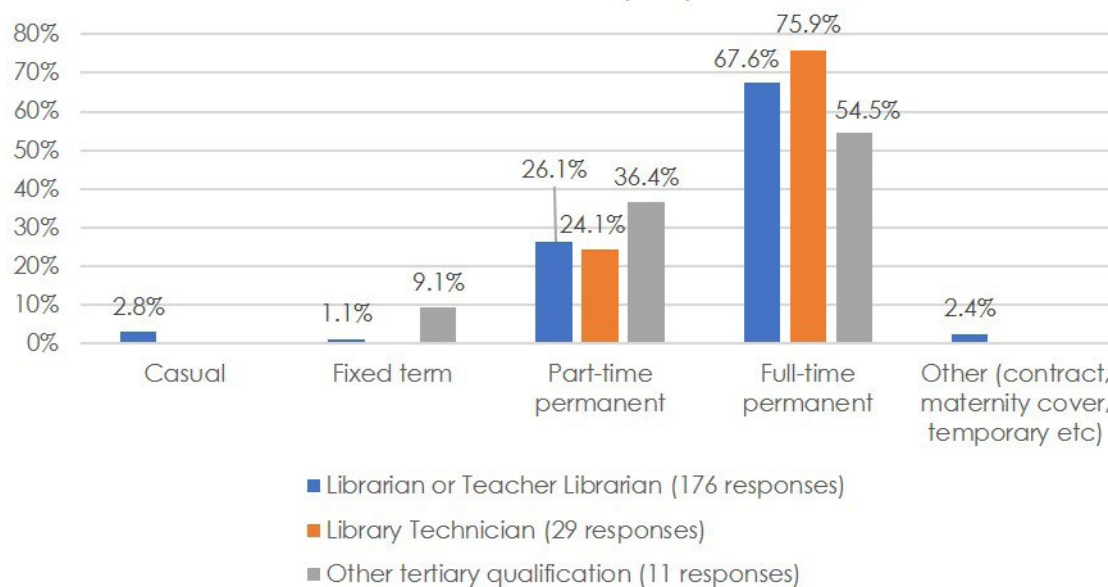


Terms of employment

Respondents working in government libraries were most likely to have employer superannuation contributions over the standard level of 9.5% (43.4%), followed by other special libraries (41.2%) and law libraries (27.5%). Most people were employed in full-time permanent positions, the remainder were mainly part-time permanent.

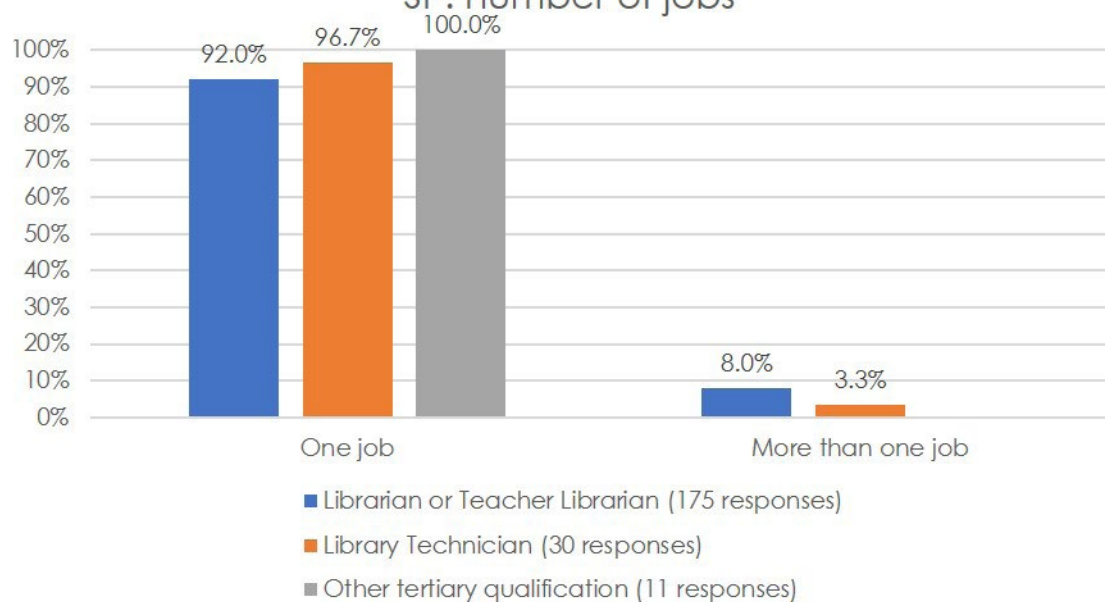


SP: forms of employment

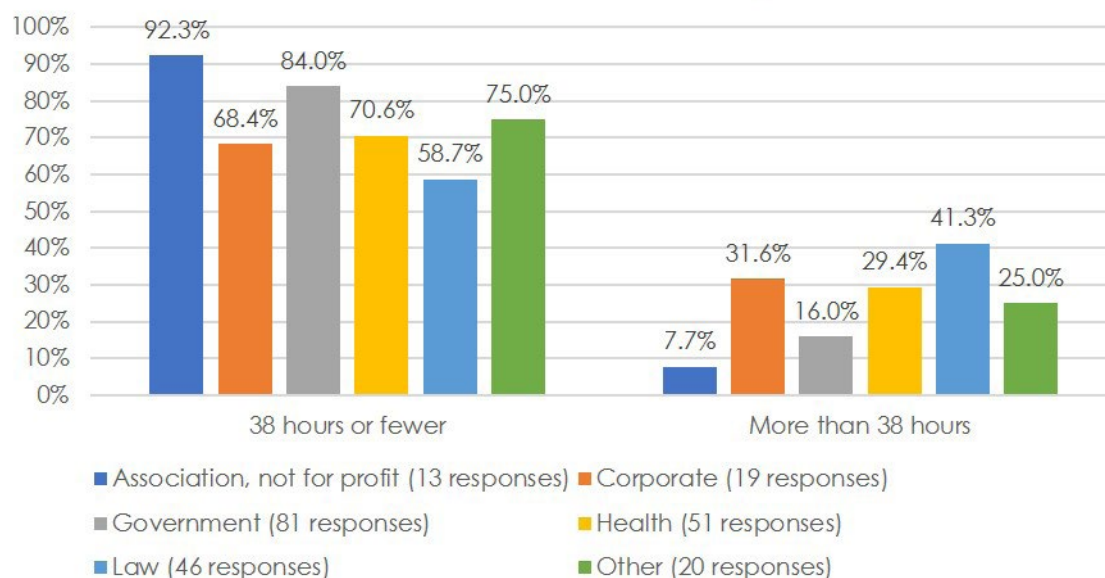


Very few respondents had more than one job but long hours were reported by 41.3% of those in law libraries, 31.6% in corporate and 29.4% in health.

SP: number of jobs



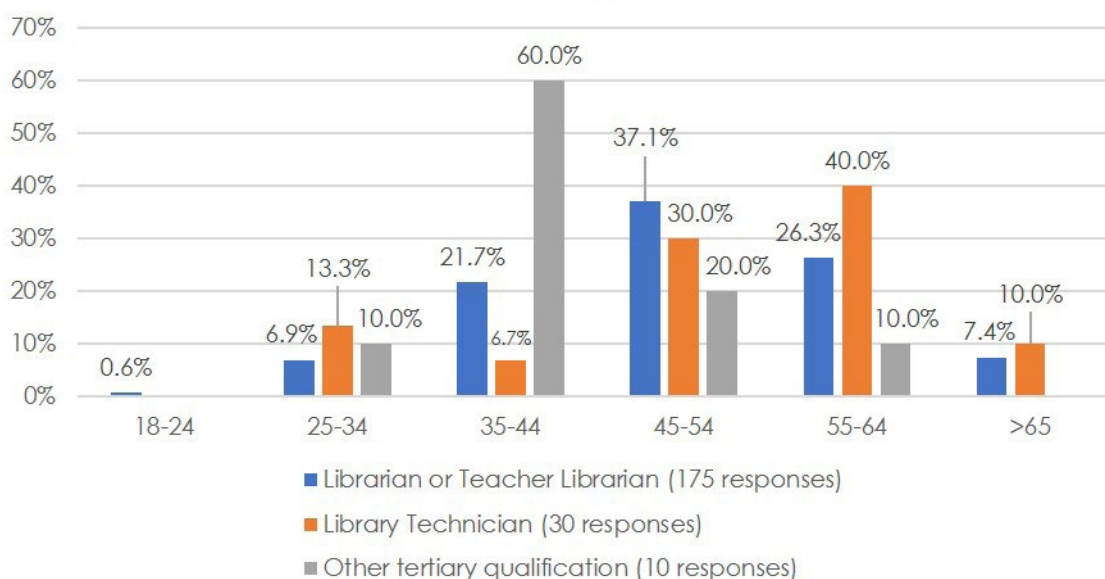
SP: hours of work in an average week



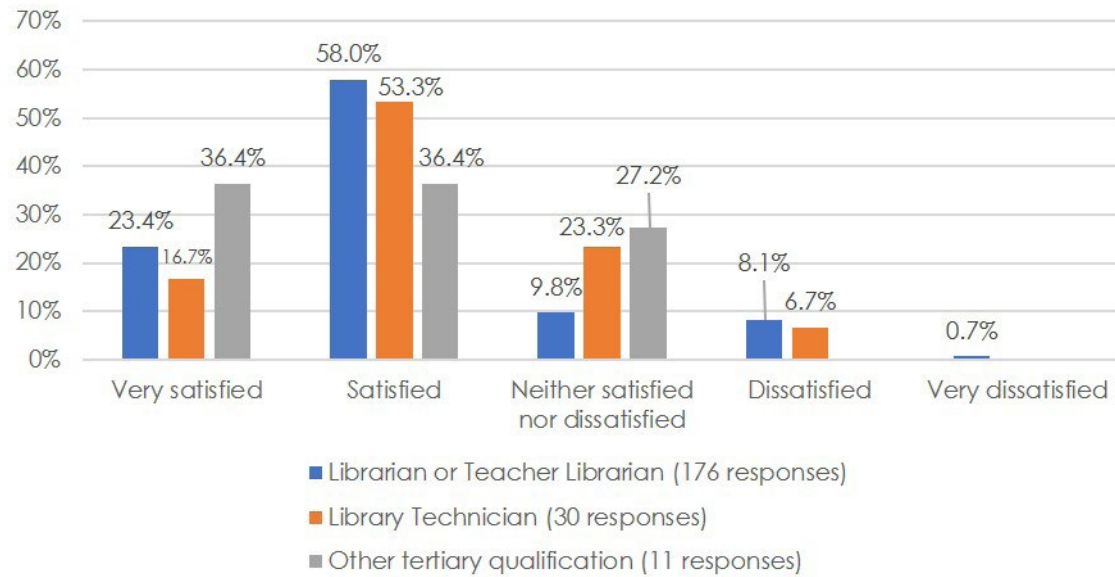
Career stage, job satisfaction, intentions

Half of Library Technicians (50%) and a third of Librarians or Teacher Librarians (33.7%) were 55 years or older, and more than one in five Librarians or Teacher Librarians (22.4%) was planning for retirement. Otherwise, there were high levels of satisfaction (81.4% of Librarians or Teacher Librarians, 70% of Library Technicians and 72.8% of those with other degrees) and the majority of people were settled in their roles. 73.9% of Librarians or Teacher Librarians were not planning to change job or employer, 82.7% of Library Technicians and 60% of those with other degrees.

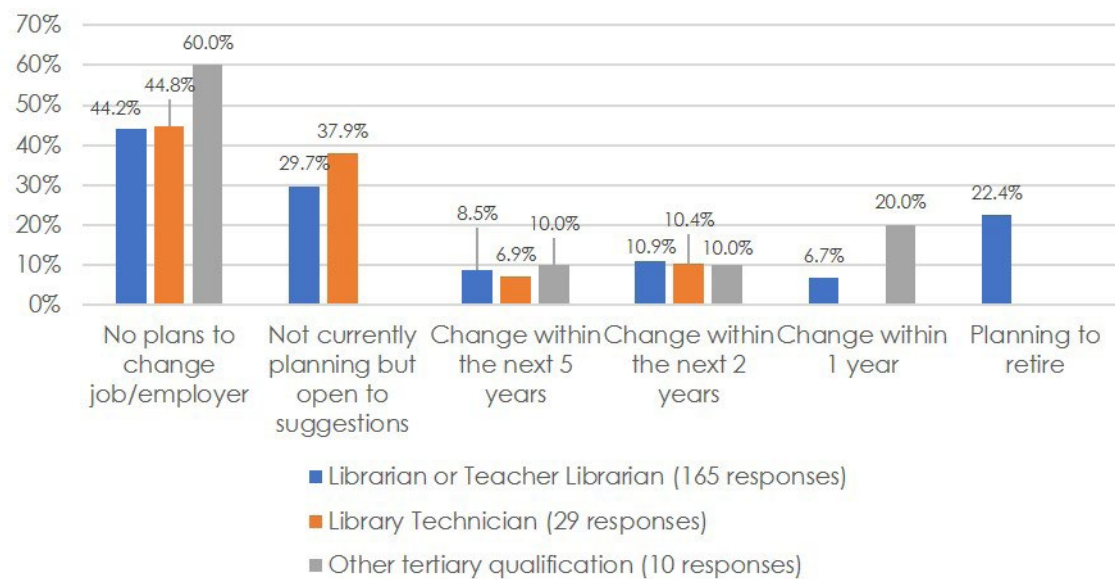
SP: age



SP: job satisfaction

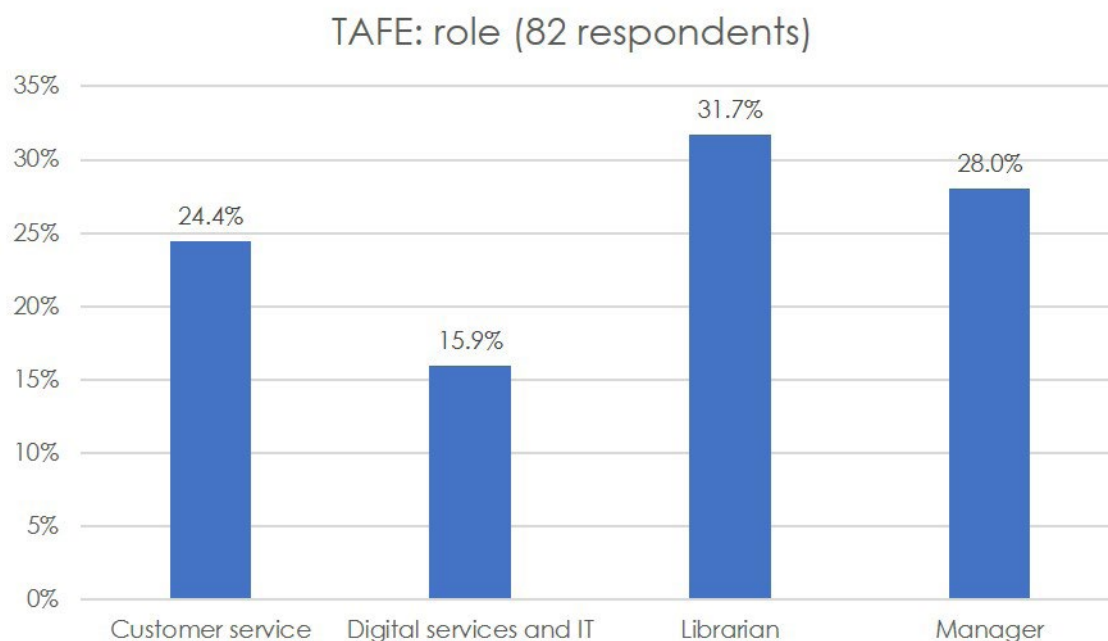


SP: career intentions



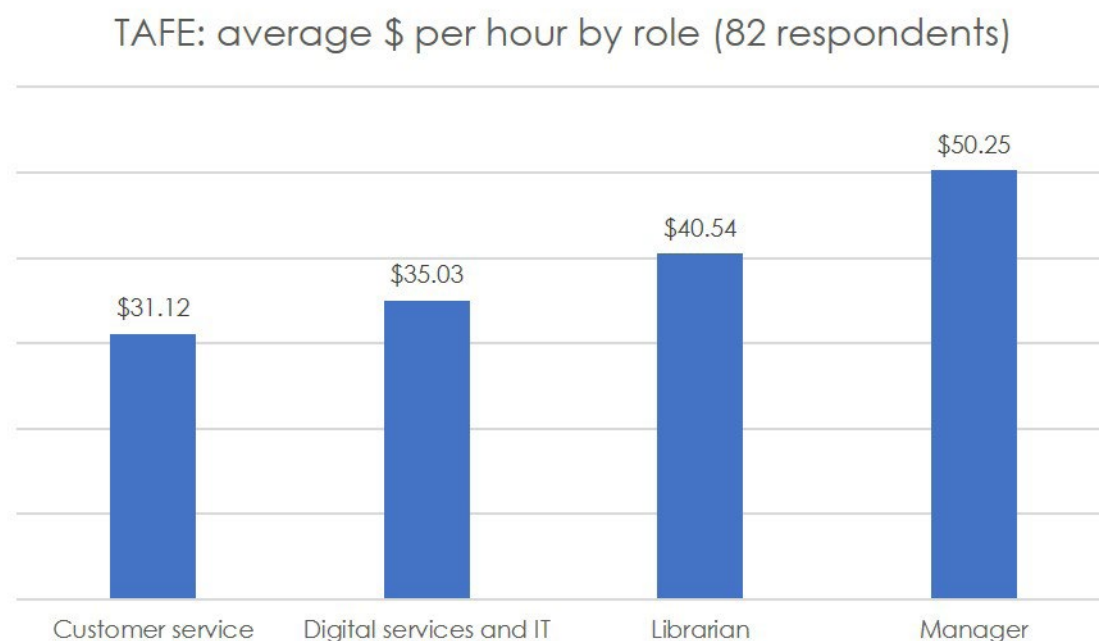
TAFE Libraries

There were 82 TAFE library responses, which we categorised under four headings, customer service, digital services and IT, Librarian and manager.



Comparing pay

Average levels of pay by role varied from \$31.13 for customer service, through to \$50.25 for someone in a management position.



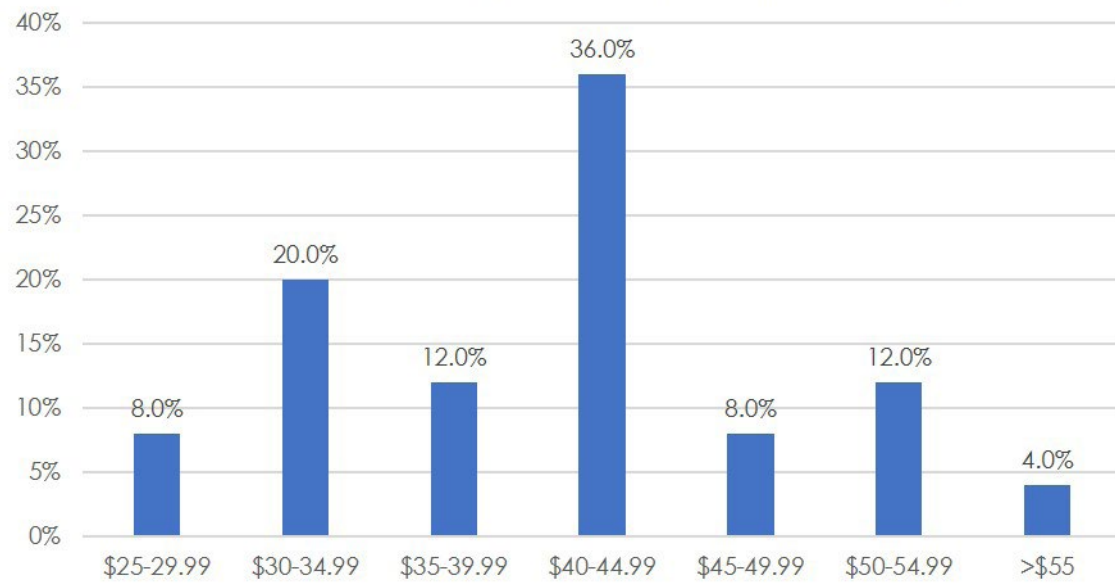
TAFE: customer service \$ per hour
(20 respondents)



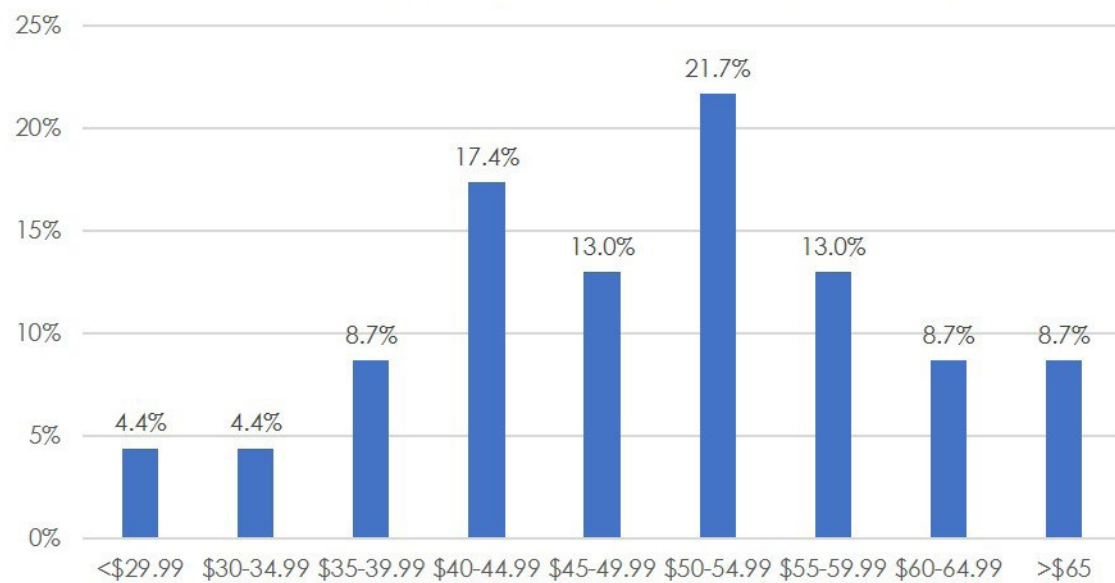
TAFE: digital services and IT \$ per hour
(13 respondents)



TAFE: librarian \$ per hour (25 respondents)



TAFE: manager \$ per hour (23 respondents)



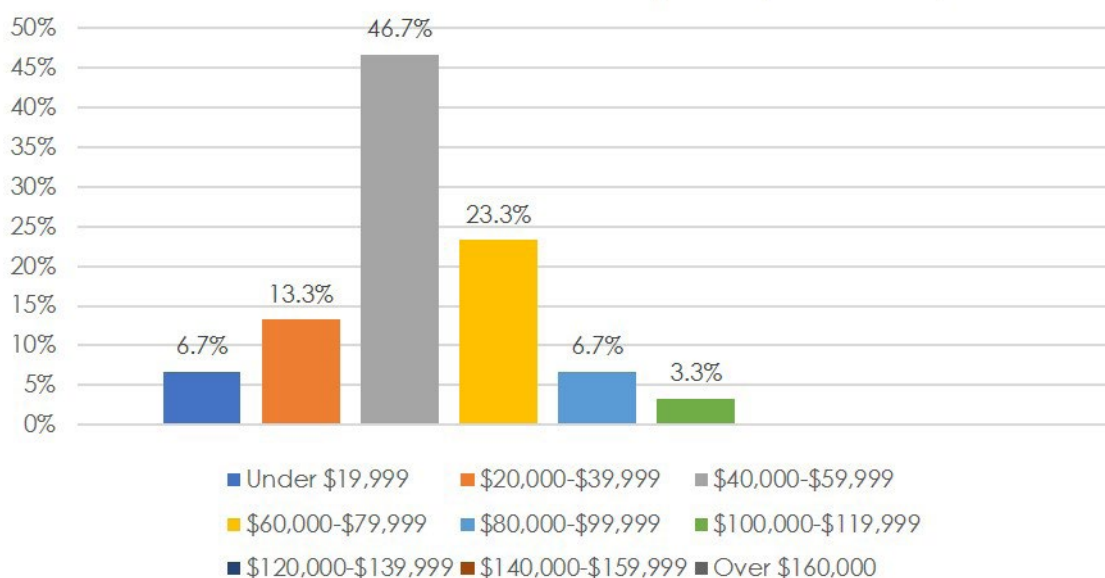
How do pay rates vary around Australia?

There were fewer than 10 responses from each of the Northern Territory, Queensland, South Australia, Tasmania and Western Australia, insufficient to include these jurisdictions in the geographic breakdown. Annual incomes in the ACT and NSW appeared to be higher than in VIC, with 37.5% of respondents in the former earning \$100K or more, and only 3.3% in VIC, although this would be highly dependent on the job level and total hours employed.

TAFE : ACT and NSW annual income
(24 respondents)

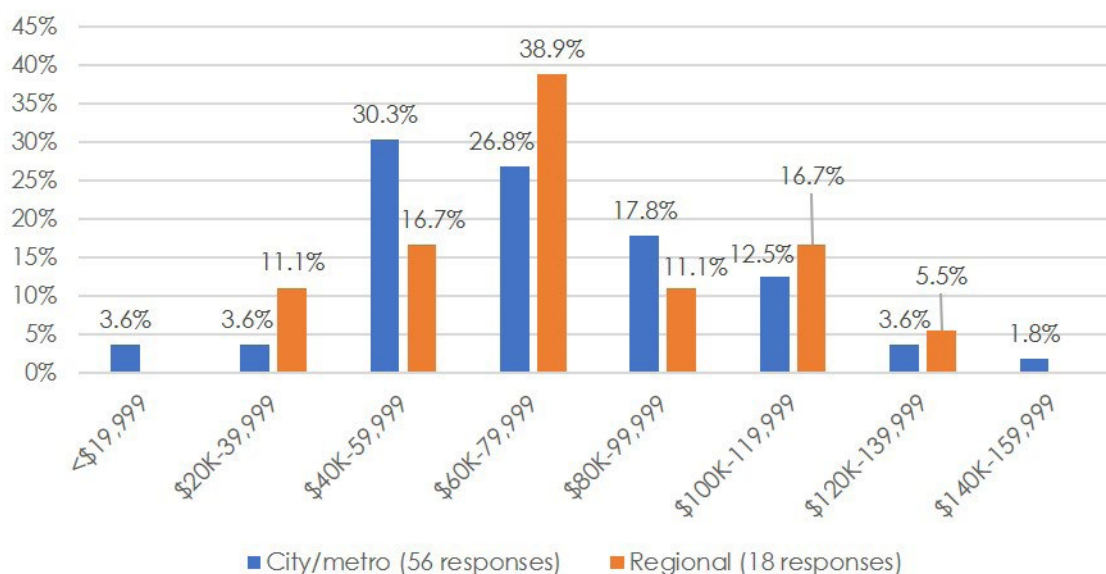


TAFE: VIC annual income (30 respondents)

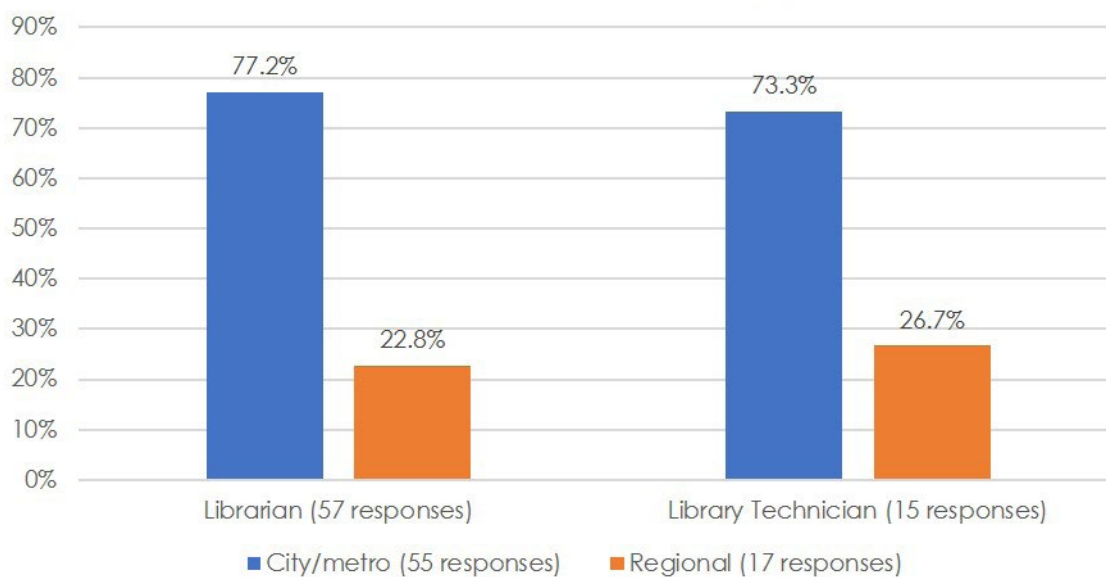


Respondents reported higher incomes in regional areas than in city/metro locations, with 22.2% of people in regional areas earning \$100K per annum or more and 17.9% in city/metro. Approximately three-quarters of Librarian and Library Technician respondents were city/metro based.

TAFE: location and annual income

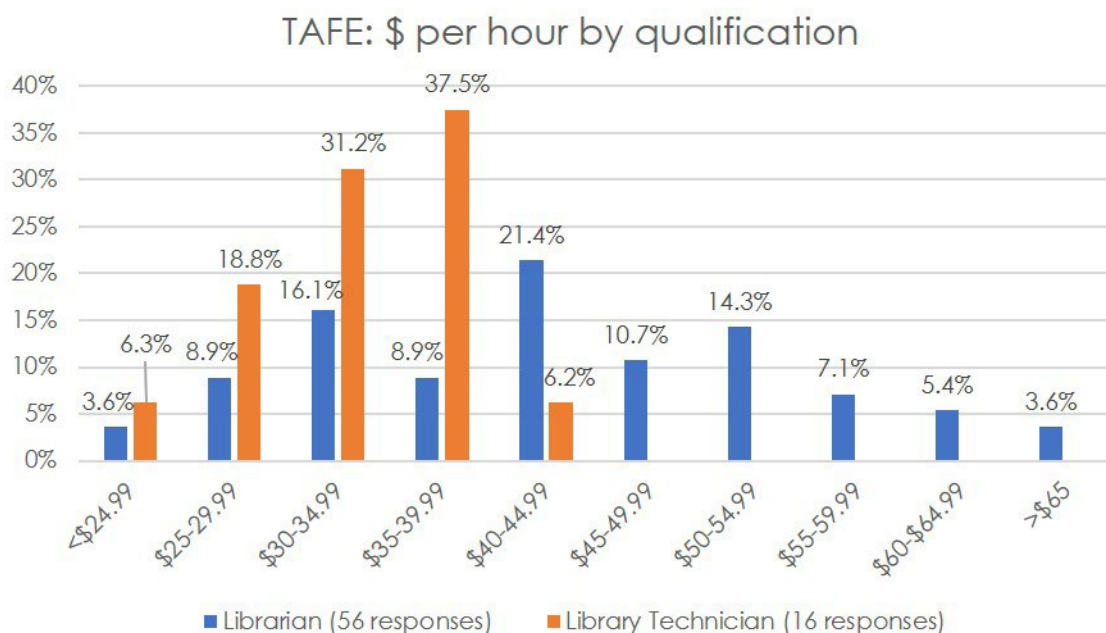


TAFE: location of qualified employees



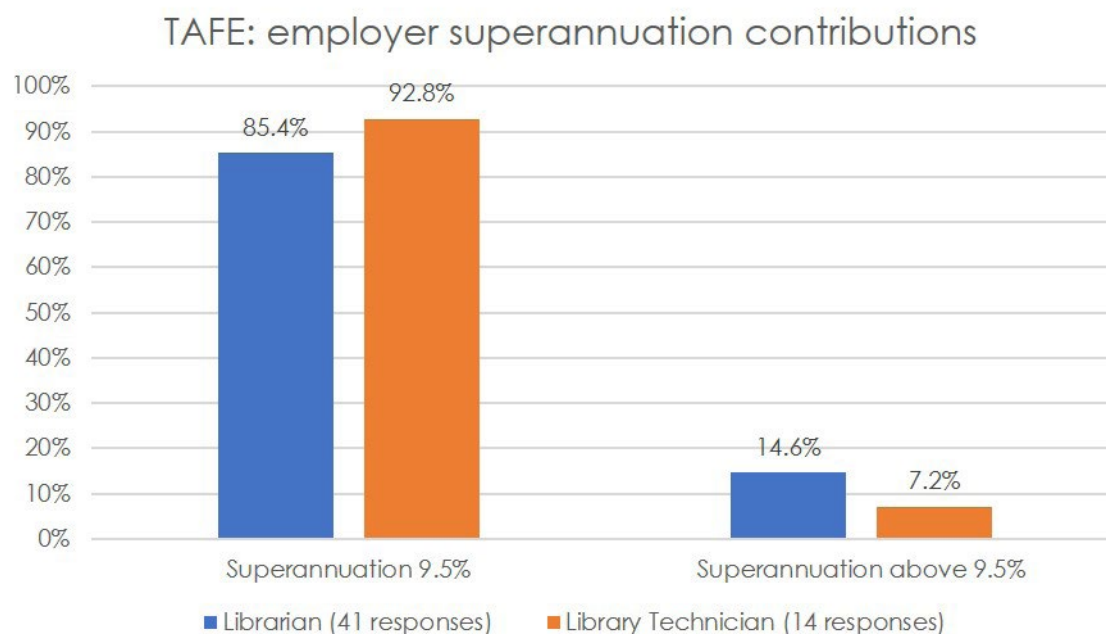
It pays to have qualifications

While 30.4% of Librarians earned \$50 per hour or more, no Library Technician respondents earned \$45 per hour or more.



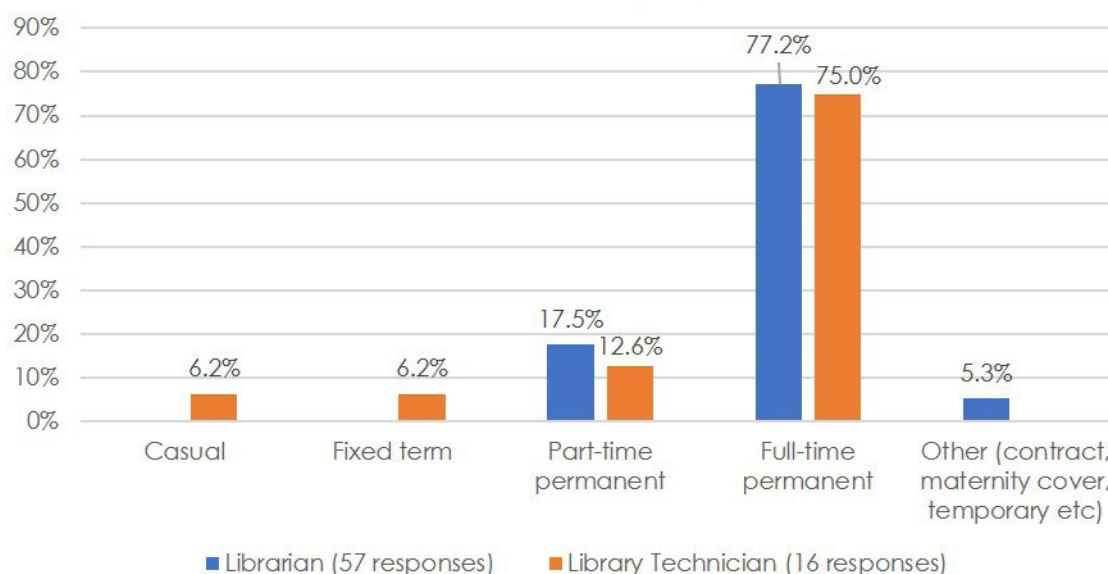
Terms of employment

Librarians were more likely to receive employer superannuation contributions above the standard level, with 14.6% of Librarians and 7.2% of Library Technicians having this benefit.

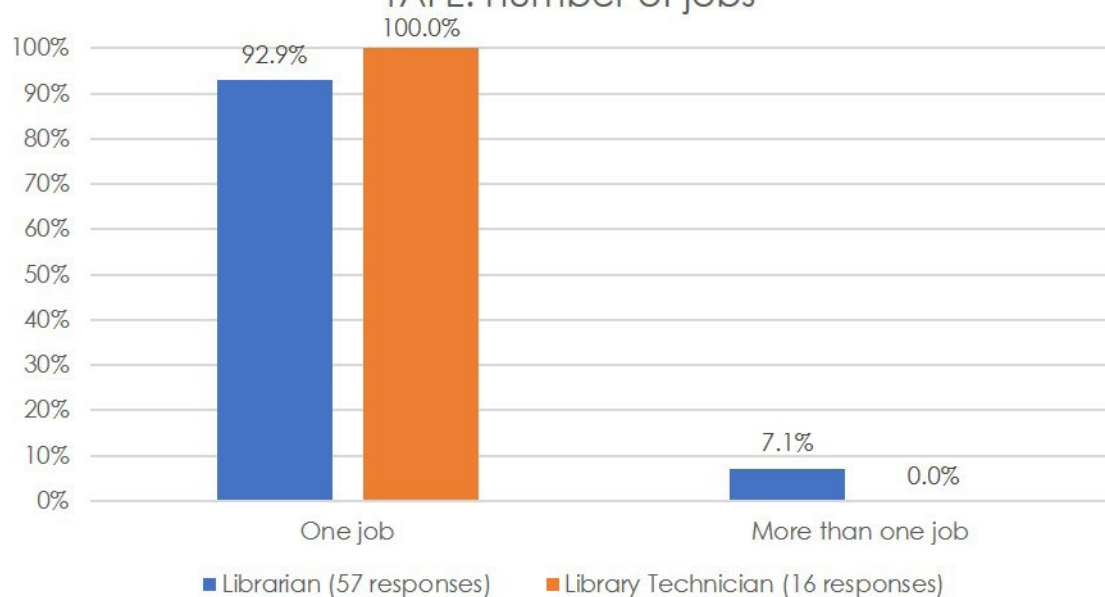


More than three-quarters of respondents were employed in full-time permanent positions (77.2% for Librarians and 75% for Library Technicians) and only a very small percentage (7.1% of Librarians) had more than one job. However, 22.8% of Librarians and 12.5% of Library Technicians reported working more than 38 hours per week, suggesting longer hours in their main job.

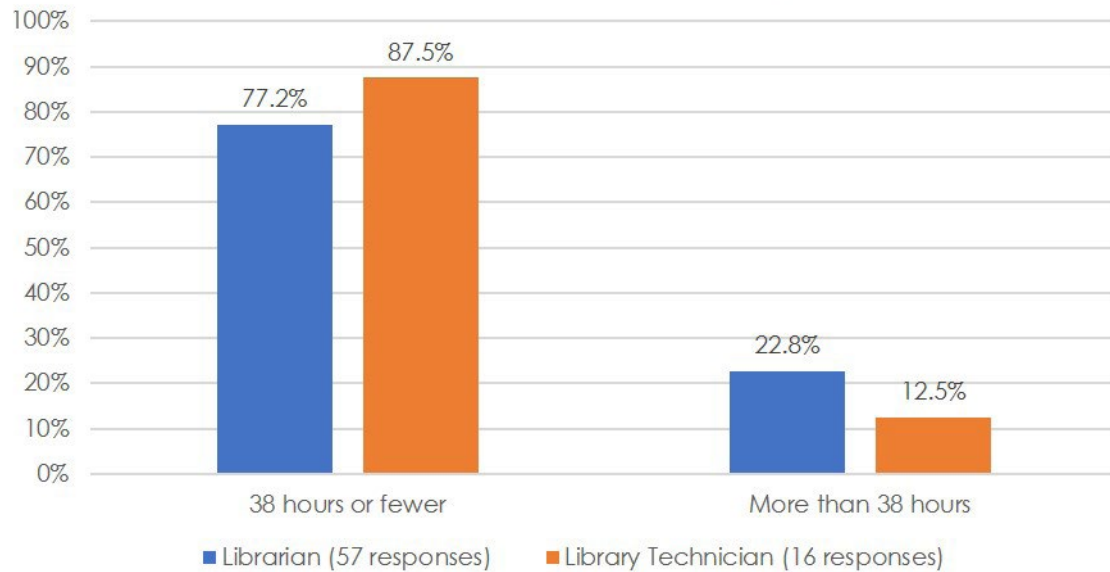
TAFE: form of employment



TAFE: number of jobs



TAFE: hours of work in an average week

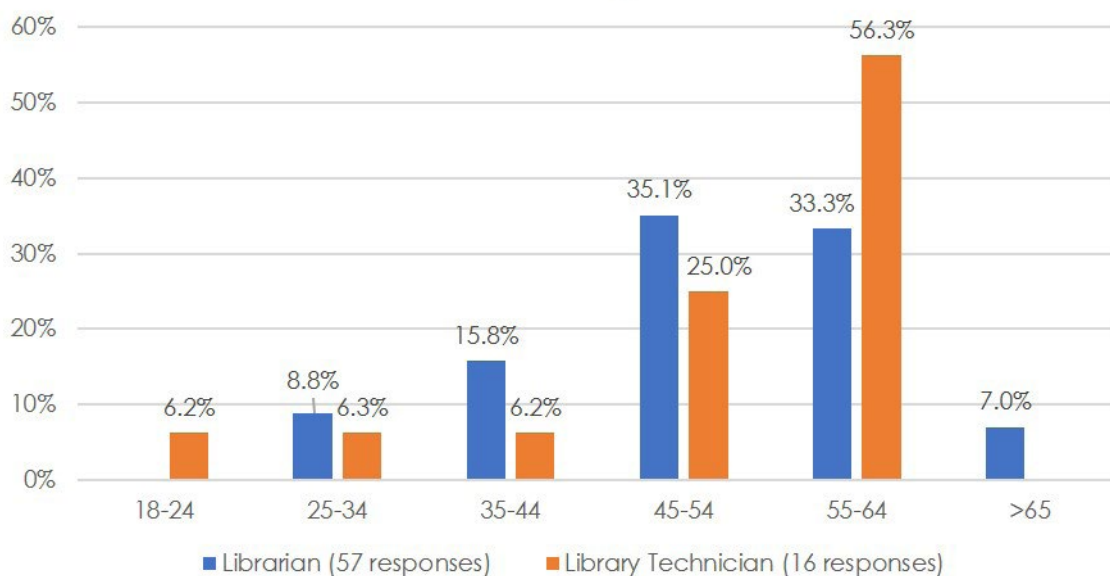


Career stage, job satisfaction, intentions

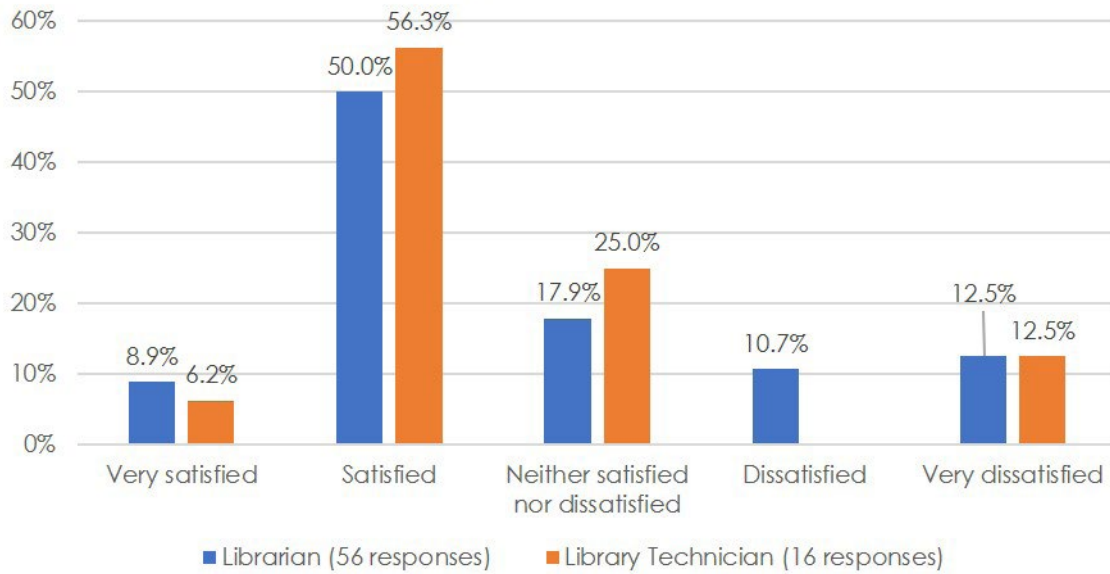
While Librarians had a reasonable spread of ages from 35 to 64, more than half (56.3%) of Library Technicians were in the 55-64 group. Many Library Technicians planned to work on, with only 28.6% planning to retire, compared with 32% of Librarians.

85.7% of Library Technicians and 62.3% of Librarians had no plans to move job, although more than a third were either neutral, dissatisfied or very dissatisfied in their role (37.5% of Library Technicians and 41.1% of Librarians).

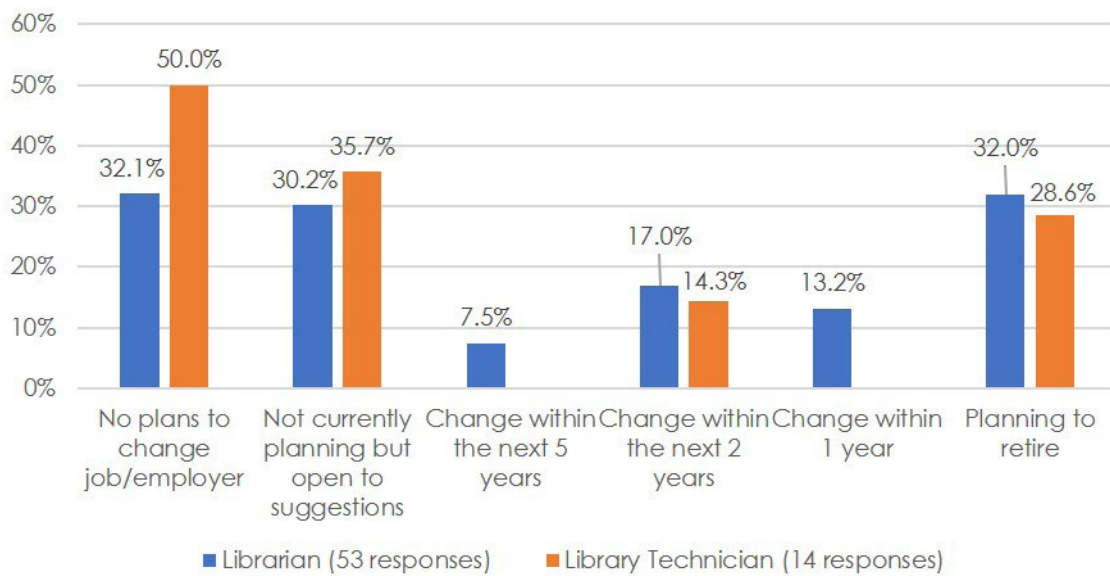
TAFE: age



TAFE: job satisfaction

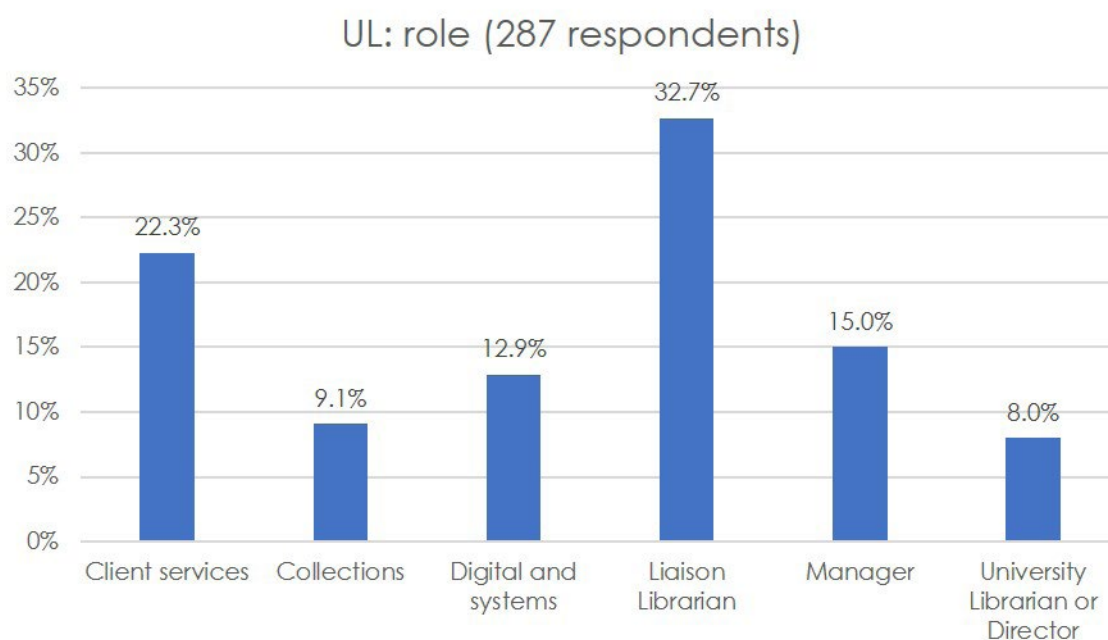


TAFE: career intentions



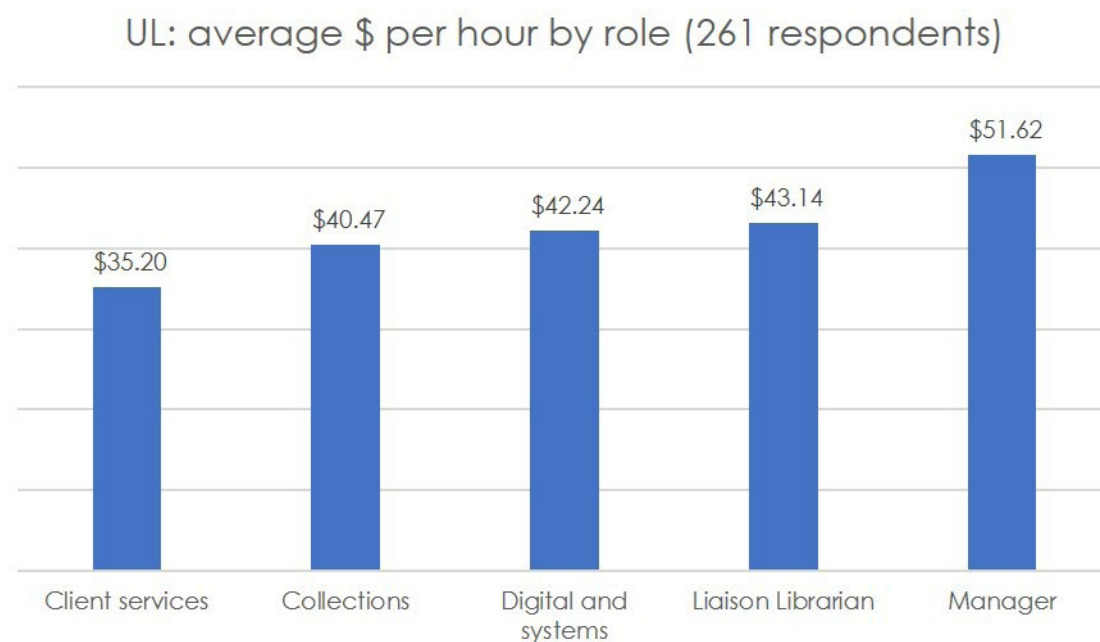
University Libraries

There were 287 university library responses, which we categorised under eight headings – client services, collections, digital and systems, liaison Librarian, manager, University Librarian or director.

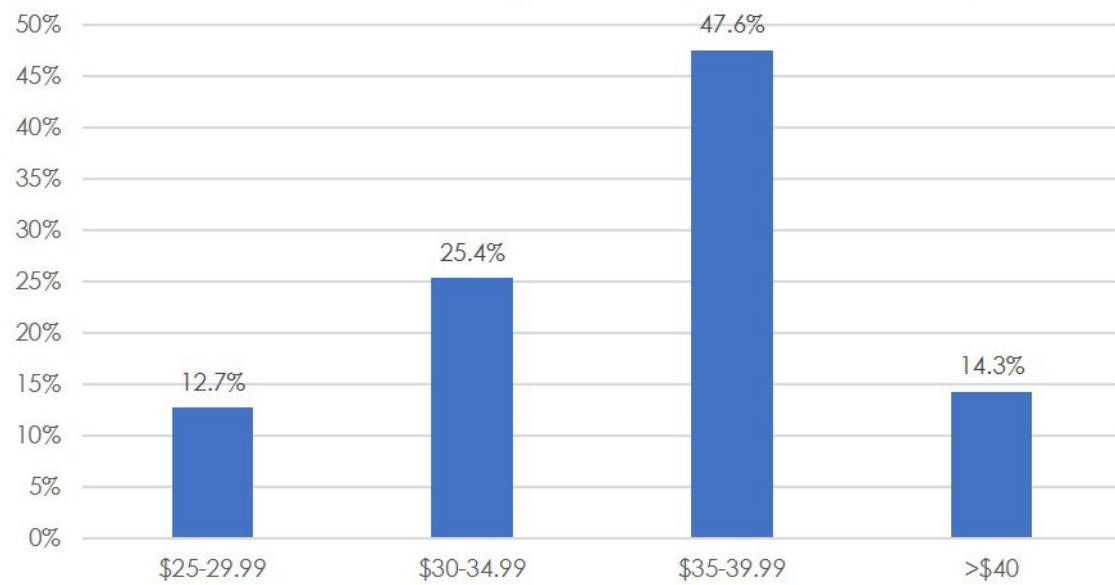


Comparing pay

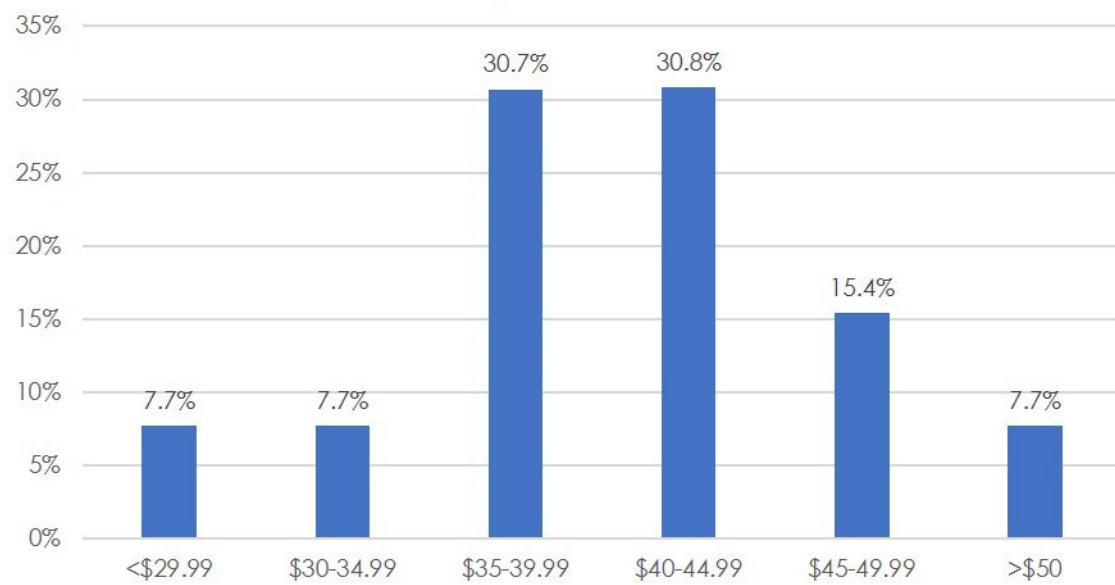
Average pay ranged from \$35.20 per hour for client services, through to \$51.62 for a management position.



UL: client services \$ per hour (63 respondents)



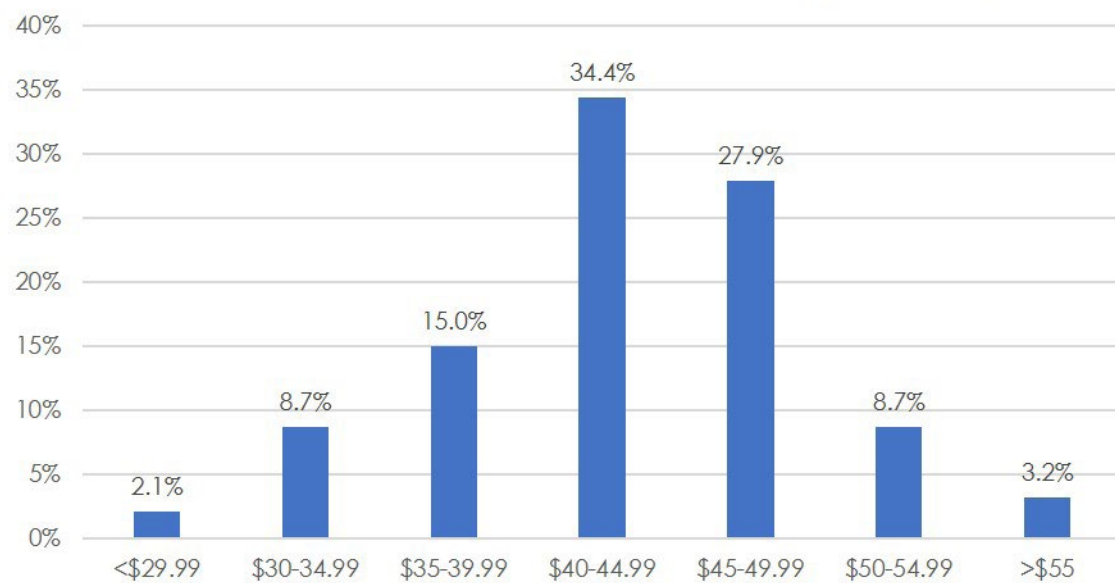
UL: collections \$ per hour (26 respondents)



UL: digital and systems \$ per hour
(37 respondents)



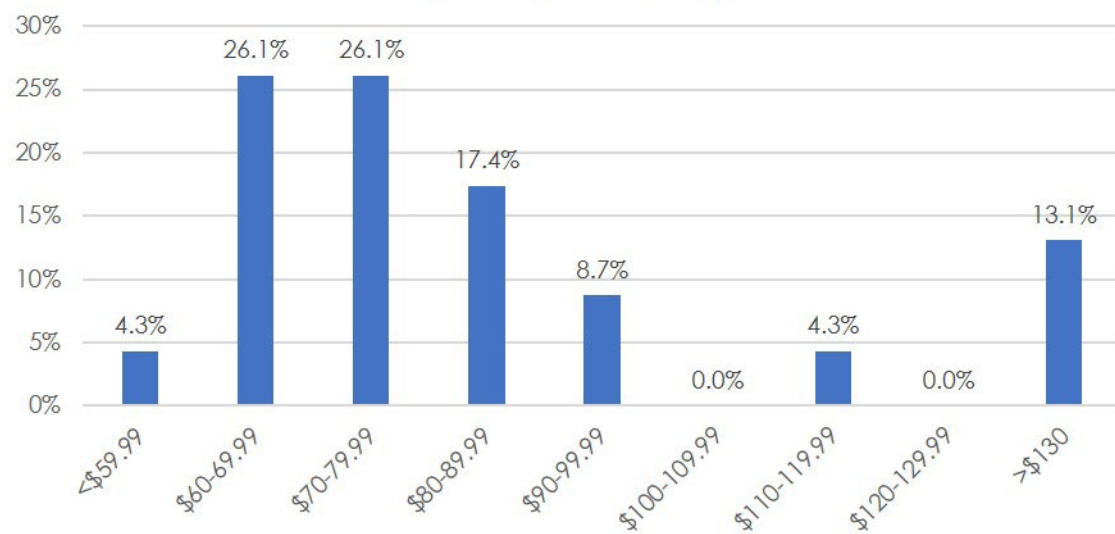
UL: Liaison Librarian \$ per hour (93 respondents)



UL: manager \$ per hour (42 respondents)



UL: University Librarian/Director \$ per hour (23 respondents)

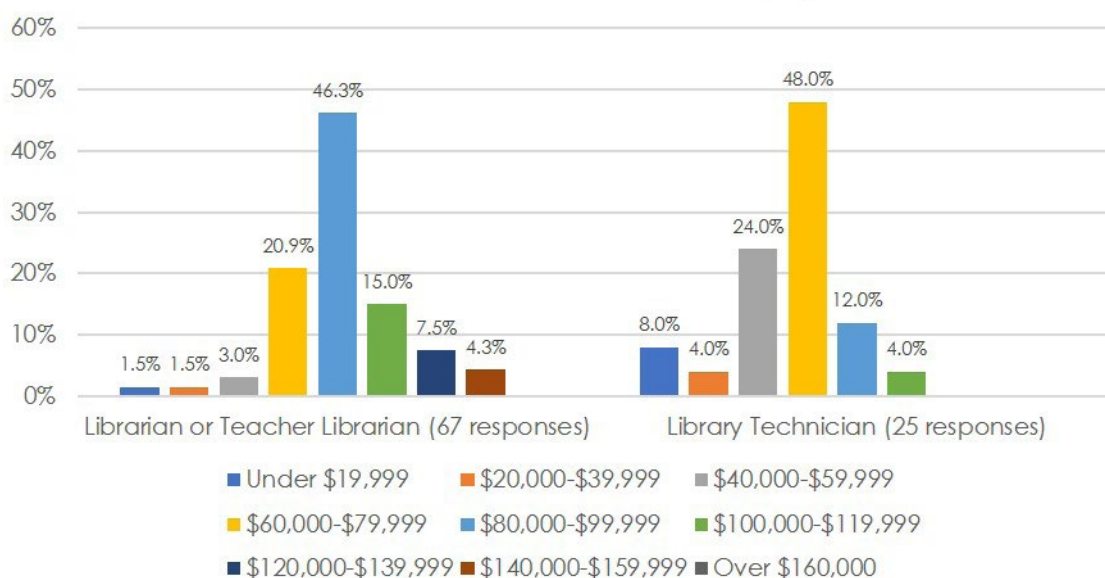


How do pay rates vary around Australia?

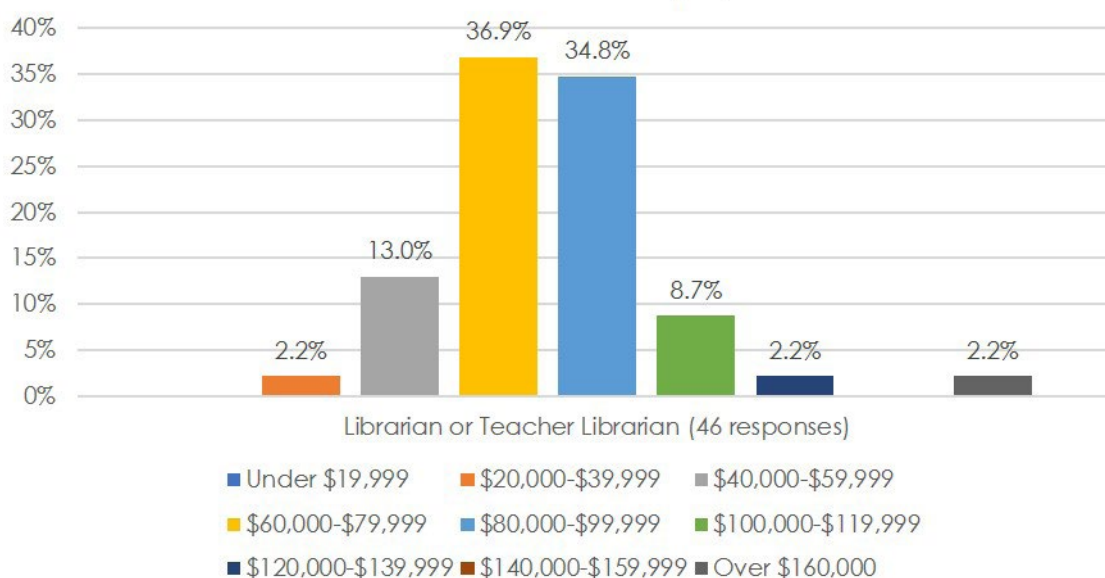
There were fewer than five responses from each of the Northern Territory and Tasmania, insufficient to include these jurisdictions in the geographic breakdown.

In three regions, the majority of Librarians or Teacher Librarians earned between \$80K and \$99,999 per annum (46.3% ACT and NSW, 52.6% SA, 38.2% VIC). In QLD, there were 2.1% more in the \$60K-\$79,999 range (36.9% compared with 34.8% in the next higher pay bracket), and in WA, it was evenly split between \$60K-\$79,999 and \$80K and \$99,999 per annum (29.2%).

UL: ACT and NSW annual income by qualification



UL: QLD annual income by qualification



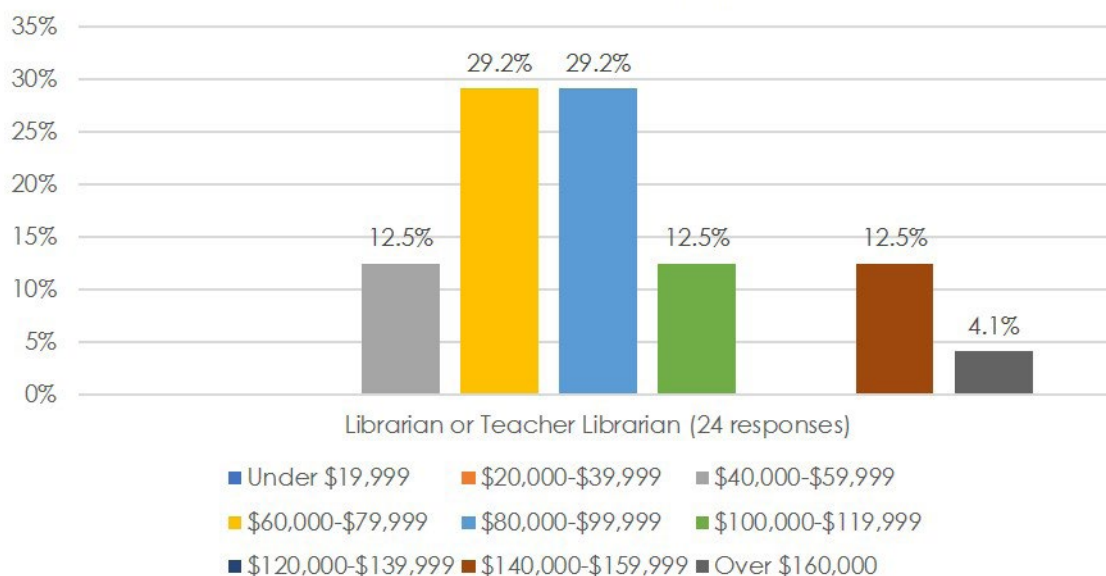
UL: SA annual income by qualification



UL: VIC annual income by qualification

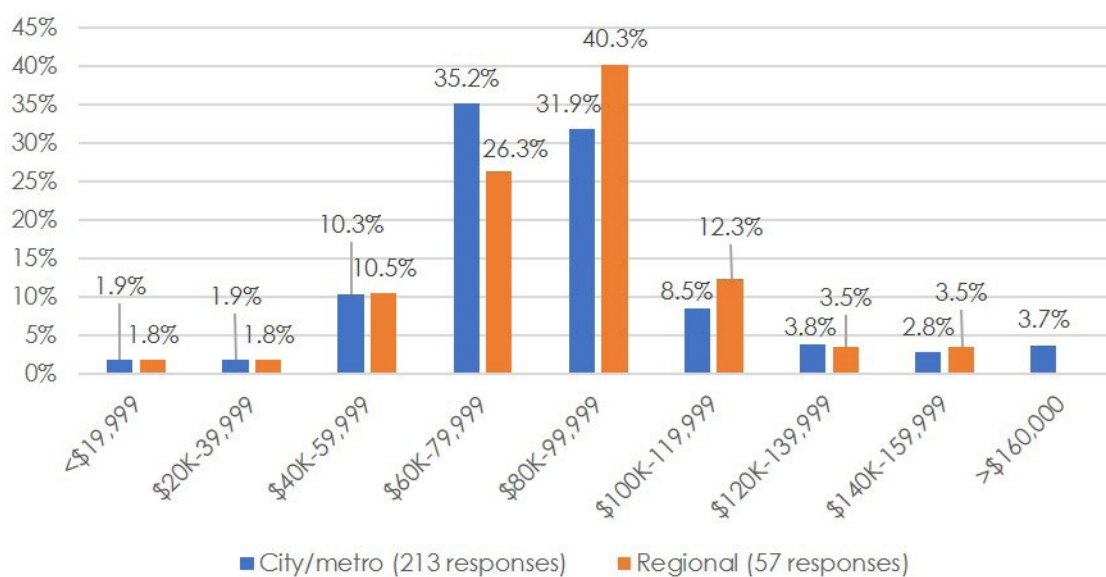


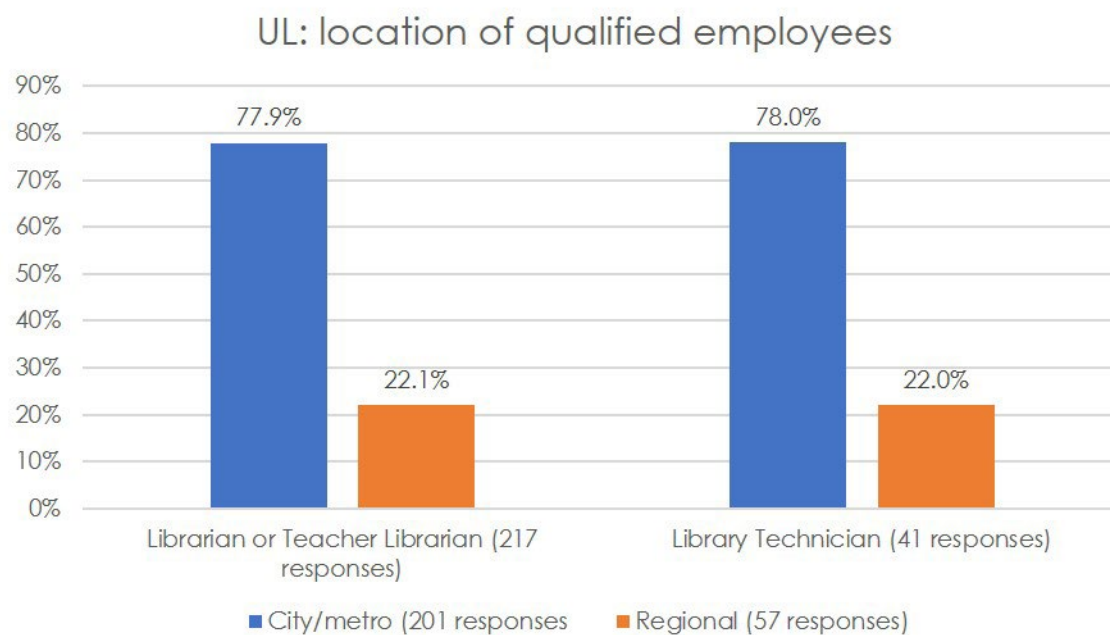
UL: WA annual income by qualification



Higher annual incomes were equally reported by people working in city/metro and regional areas. 19.3% who were regionally based were earning \$100K per annum or more, compared with 18.8% working in city/metro locations. In terms of geographic spread of LIS qualified professionals, 22.1% of Library Technicians and 22% of Librarians or Teacher Librarians were based outside the city/metro areas.

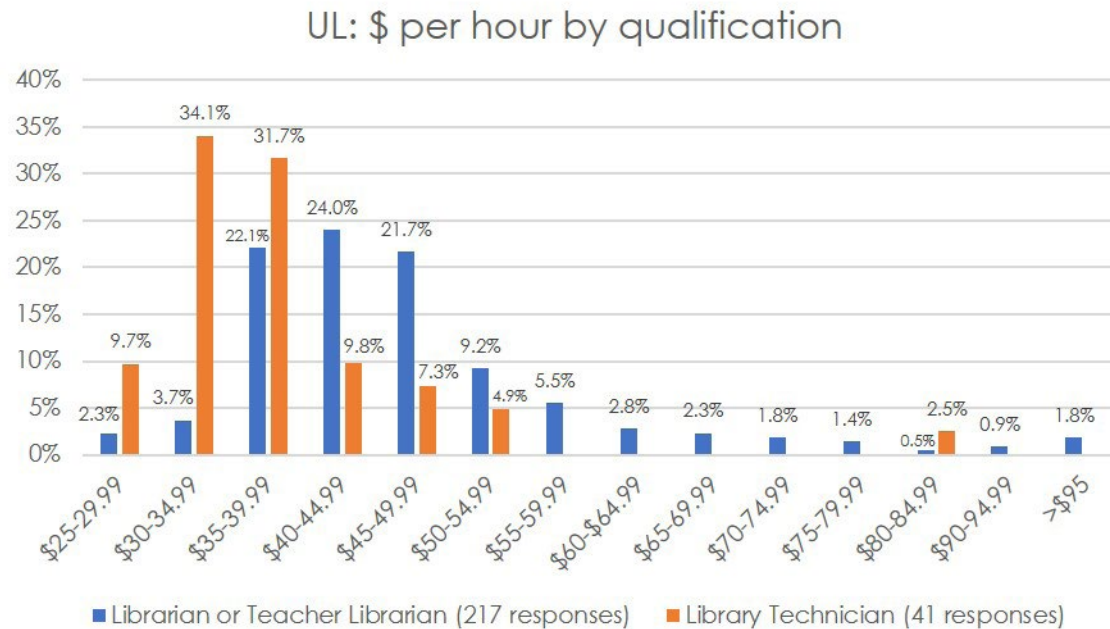
UL: location and annual income





It pays to have qualifications

There was a significant difference reported between Librarian or Teacher Librarian and Library Technician pay. 25.8% of those paid \$50 per hour or more were Librarian or Teacher Librarian qualified, compared with 7.4% of Library Technicians.

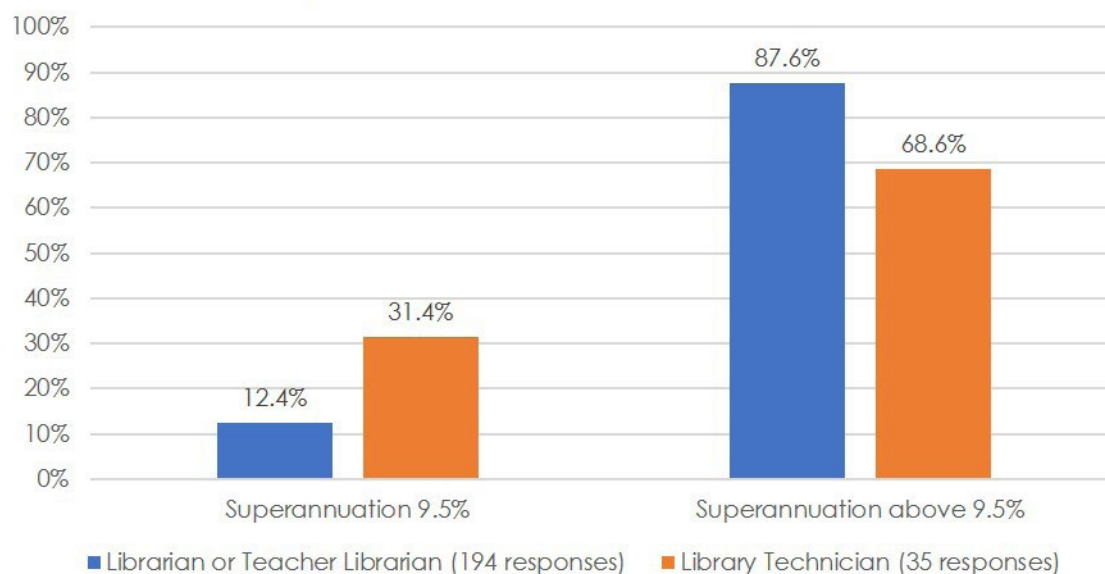


Terms of employment

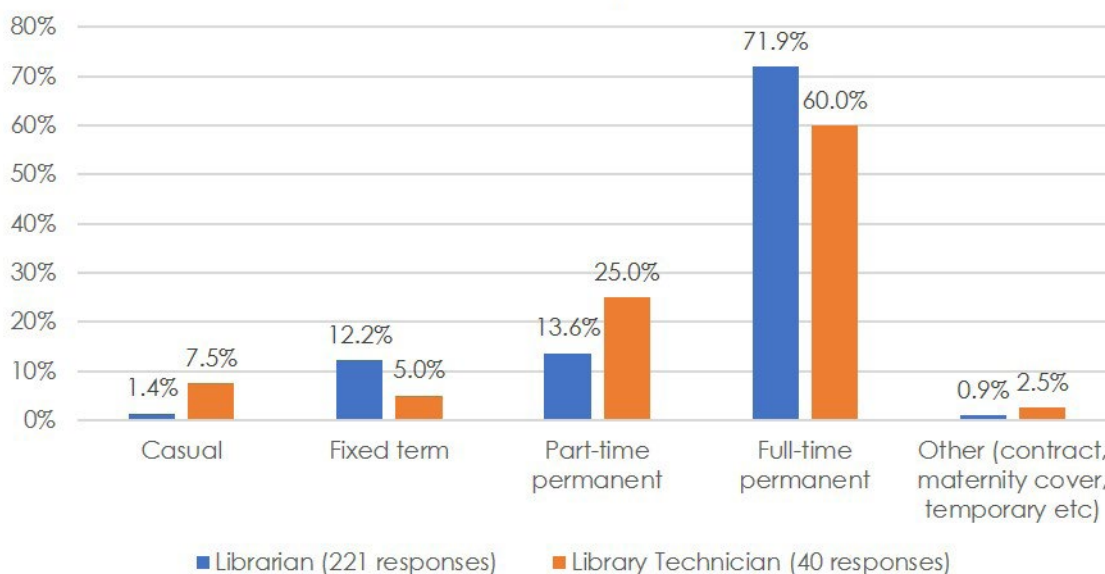
One of the big benefits of being employed in the university sector is the high level of superannuation. 87.6% of Librarians or Teacher Librarians and 68.6% of Library Technicians received this superannuation boost. 85% of positions were reported as permanent, with the majority being full-time.

A little over a quarter of Librarians or Teacher Librarians (27.2%) worked more than 38 hours a week and less than one in 10 (9.5%) had more than one job. For Library Technicians the figures were 7.3% and 4.9%.

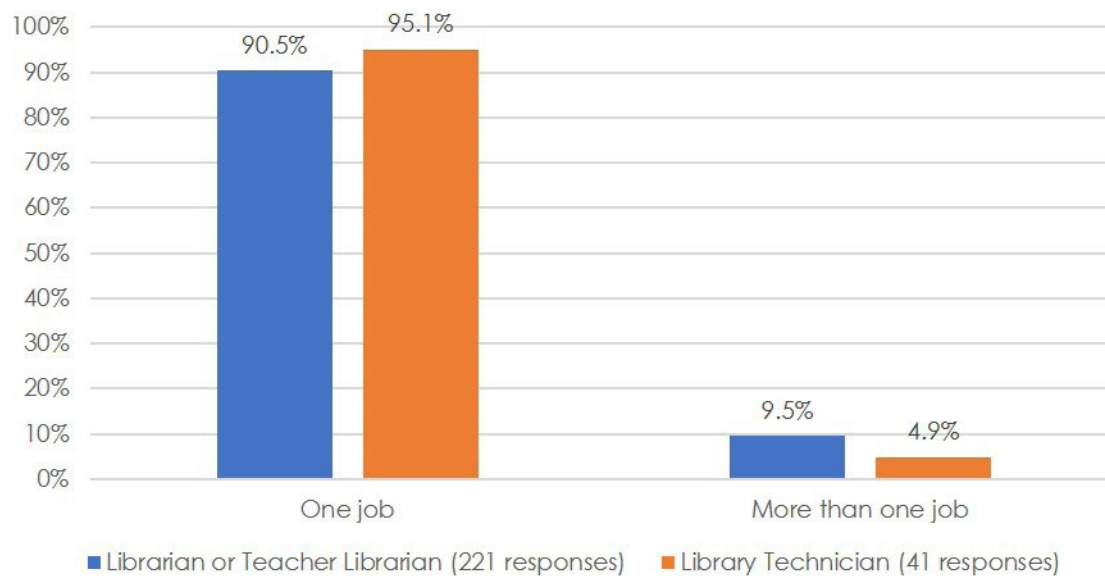
UL: employer superannuation contributions



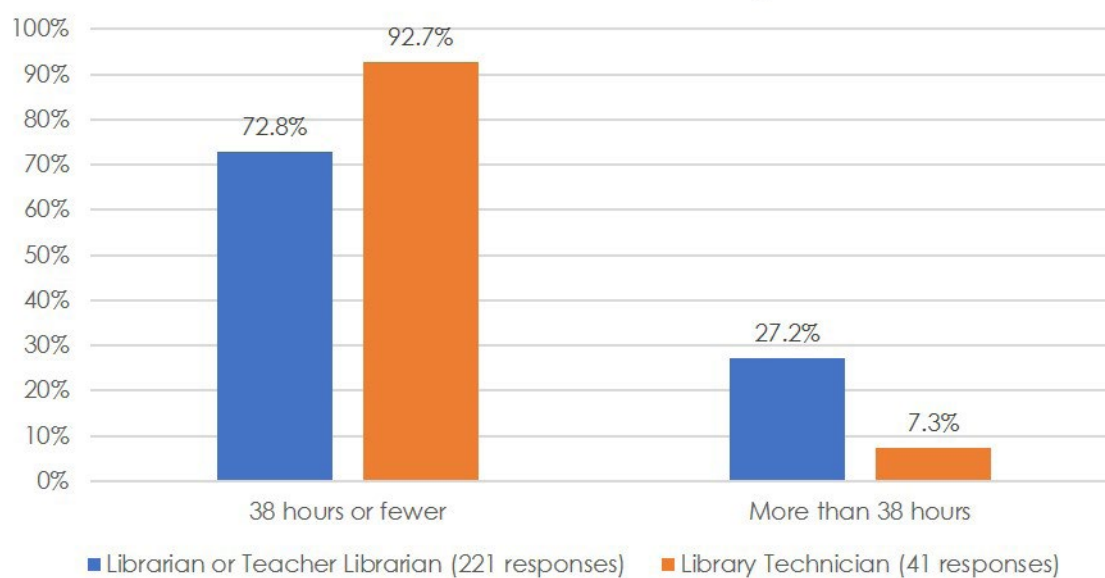
UL: form of employment



UL: number of jobs



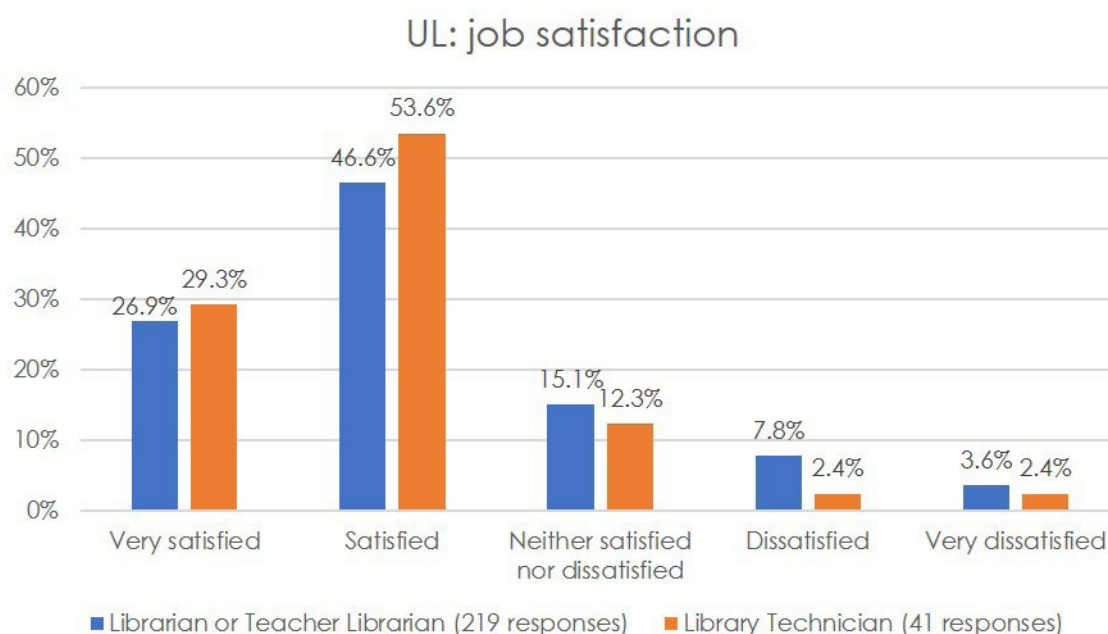
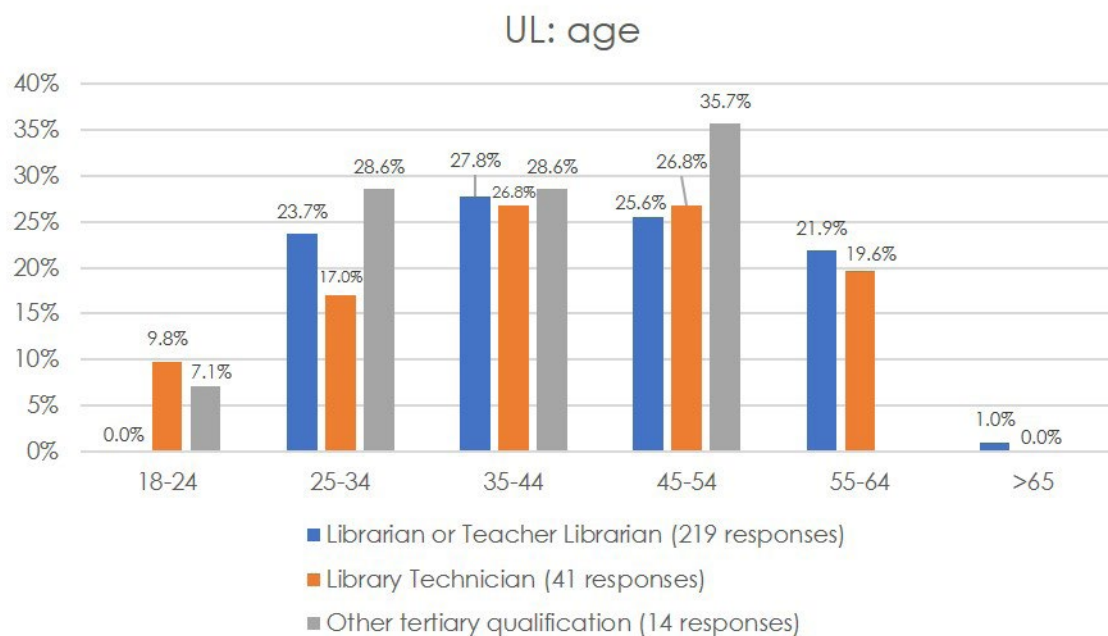
UL: hours of work in an average week



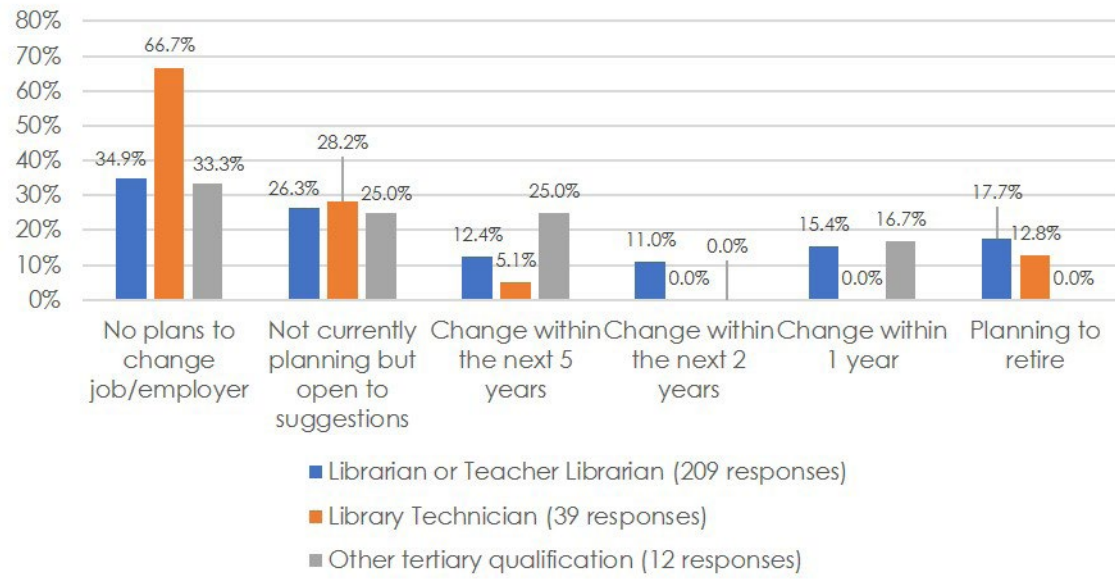
Career stage, job satisfaction, intentions

Approximately one-fifth of respondents from university libraries were 55 or over (22.9% of Librarians or Teacher Librarians and 19.6% of Library Technicians) and 17.7% of Librarians or Teacher Librarians and 12.8% of Library Technicians were planning to retire.

73.5% of Librarians or Teacher Librarians were either satisfied or very satisfied with their job and 82.9% of Library Technicians. People with other tertiary qualifications were more likely to consider a change of jobs in the next five years (41.7%), with Librarians or Library Technicians next at 38.8% and Library Technicians appearing very settled at just 5.1% thinking of a move.



UL: career intentions



Individual and sector issues

In the open comment section at the end of ALIA's survey, people were invited to have their say about pay and employment in the library sector. This is a summary of the feedback – positive and negative – which we received. Please note that these are the views of the survey respondents and don't necessarily reflect the position of the Association.

Positive comments

'I love my job and I am very well paid so I am not going anywhere.'

'I am extremely happy in my work and with my workplace. I believe strongly in my organisation and would prefer to continue my career with them.'

'My job allows for flexible arrangements to allow me to continue my carer role for ill family member - this helps me mentally as well as financially.'

'Very rewarding role, busy and stressful with relatively long hours but a very satisfying career.'

'The pay is the only thing bad about the job - it is rewarding and interesting work and the interaction with the community is fantastic.'

'I consider myself fortunate to work in both a school library (during term time) as permanent part-time and to have casual work in my local government library. My income varies since I do not have regular hours with the casual work. I enjoy both workplaces with quite different duties at each.'

'I have loved my career of 40+ years in Libraries. I feel a lot of satisfaction in working in a genuinely useful career helping students, clients or society (however you want to look at it).'

'These surveys are an important benchmark, particularly in job redesign and the corporate market, please continue providing the opportunity for the profession to contribute.'

'I think we are generally well paid in the sector. I think job security is more of a concern than actual pay rates.'

'I love working as a Librarian - it is very satisfying and varied.'

'My work environment is lovely and my pay is also generous. I would love to work more or longer hours though.'

Low pay

'I believe remuneration for librarians is not in proportion to the calibre of our professional contribution, nor the ongoing requirement to maintain a dynamic, interesting library service.'

'Very happy doing my actual job, just can't survive on the rate of pay.'

'The best protection for wages and conditions is union membership. That is why I am a union delegate and actively organising in my workplace.'

'There is no question about gender in the survey. Library staff are largely female and salaries tend to be lower for the required qualification than for other comparable qualifications.'

'I believe that library jobs are vastly undervalued, underappreciated and therefore underpaid. While not claiming the job is rocket science, its importance to communities should be reflected with the compensation. My theory is this is partly due to being a female-dominant workforce, therefore it is lower paid. As a male I have worked predominantly in female-dominant workplaces (other than library) and it is the same. It is not just sexism, it is wrong. Teaching, social work, library - all play a part in community, in helping individuals feel a sense of belonging and in these fast-moving times are the one place - if not the only - where people can receive information or at least find out where they can source this information.'

'Having worked as a telecommunications officer (no degree required), a primary school teacher, social worker and now in library I have to say that library is undervalued, underpaid and overworked.'

'In schools, librarians are treated as support staff and paid the same as front reception. For the work we do, we are not fairly compensated.'

'I worked for many years in an international setting, where men and women were on an (almost) equal footing and salaries were transparent, set clearly against roles and functions. In Australia, until it becomes the norm for women to receive equal pay in every sphere, Librarians as a predominantly female workforce will continue to lose out in the remuneration stakes.'

'It took me almost 35 years to finally be in a position where I can say I am well paid and my knowledge, experience and skills are valued and rewarded.'

'The reason I am leaving the librarian profession is due to the low wages, I have a degree in a different field and will be making approximately \$20 more per hour.'

'On the whole, public library employees are paid quite well as they are usually local council employees and subject to the local council award and are generally well unionised - but I do believe that the work many customer service library officers do is undervalued, underbanded and underpaid.'

Lack of stability

'Casualisation of the library workforce is common, and I have been told that if I don't work a particular day, I will not get any more shifts.'

'There seem to be a lot of qualified Librarians working as Library Technicians in the public sector. There also seems to be a trend of hiring more part-timers and casuals rather than hiring new full-timers.'

'I have worked in school, academic and public libraries. Each role with the library clients has been valuable. At the same time, it seems that there needs to be an overhaul of employment conditions for many staff in our industry. The casualisation of many jobs means that I now see highly qualified people working alongside people who have no qualifications for the same pay and no job security.'

'I am on a short-term contract as I back fill another staff member's position. Otherwise the only work I have been able to find in this industry is casual. There are simply not enough full-time roles for library professionals needing to support themselves.'

'I have recently taken a \$25,000 pay cut in order to have a job that is meaningful and which gives me a decent work/life balance. The increasing casualisation/contract work in our sector really concerns me. I see it as part of an increasing disrespect for our profession. Having changed jobs twice in the past year I would have liked to see more honest stories about how hard unemployment, under-employment and toxic workplaces can be. The community is great for support and ALIA has great resources for job-hunting but I feel like these subjects are still taboo.'

'Working in the tertiary sector feels very insecure: as a part-time after hours staff member we are never sure what are continuing hours are going to be and are often neglected in terms of professional development opportunities or staff meetings etc.'

'The number of casual and contract jobs in the GLAM sector appears to have grown at an alarming rate in recent years, causing a great deal of anxiety and stress for those who need full time ongoing employment but are unable to secure it. ALIA needs to advocate to reverse this trend because it will get to the point where many talented people will choose to move on to other professions in the hope of more permanent work. And with many professionals on the cusp of retirement, there will be no one to fill the gaps.'

'It's frustrating being in an industry that has a higher older population that have job security, better pay, and full-time contracts, but that I am trained and more skilled in more areas relevant to libraries today. Especially areas like customer service, technology, and content creation. Because of my skill set, I often get put onto many projects, however, only working one day a week casually means that I struggle to complete them all or find enough time to work on them all.'

'I have been a casual forever. It sucks.'

Matching roles with qualifications

'I wish I could get employed at a level commensurate with my qualifications and experience within the industry.'

'Although I am currently graded as a Library Technician Grade 1, my duties and level of responsibility are equivalent to a Librarian Grade 2. I have been fighting to have my position regraded but working in the public sector has made it an uphill battle.'

'Feel undervalued when a school doesn't employ Teacher Librarians but expects the same services to the school community. We (Library Technicians) are expected to fill in for the (non-existent) Teacher Librarian, without being paid accordingly.'

'It is with great sadness and frustration that libraries in general do not ask for require a professional degree to manage a branch library, in fact only positions actually named Librarian, require a qualification - and these are becoming less and less. Other jobs, like branch supervision, are now declassified, with a Librarian overseeing multiple branches, and no qualifications required.'

'Library qualifications are not as relevant to employers. This has led to a number of non-library qualified staff trying to turn libraries into quasi-preschools and literary agencies. We have lost the focus of a public library service.'

'I am concerned about the de-professionalisation of the public library industry. None of the library positions in my council are called 'Librarian', and library management tend to hire people without any library background or qualifications.'

'I am concerned for our profession in the future. In the past two years, my current workplace has employed staff members with no qualifications in roles that were advertised for librarians and paid them at the rate that they would pay a qualified librarian. This is not valuing the time and effort of the people who studied for their qualifications and their commitment to the profession. I am concerned that it is also sending a message to our employer and the broader community that libraries do not need qualified professionals.'

'I was originally employed as a Reference Librarian 15 years ago. Reference enquiries in public libraries have dramatically declined in this time. I have acquired other duties such as event planning, staff training and disposing of discarded books. Some of these duties do not require a qualified Librarian and I feel this aspect needs to be addressed when staff are required to multi-skill. The duties don't always match the training and skill set.'

'Many of my colleagues employed at a banding level below their qualification.'

'I am underpaid for the responsibility I carry. They retrenched the other two staff and I am left running everything on my own - I am the cheapest!'

'I do tasks at a Librarian level, but my job title is Library Assistant and I get paid less than the average Library Assistant. My (private sector) workplace is reluctant to change my job title because then they would have to pay me more.'

'Libraries appear to be shedding professional staff and have more 'volunteer' staff doing the work of professional staff.'

'I worked as a Library Technician for 15 years before getting my library degree. I feel that on some occasions by experience as a Library Technician is completely overlooked when applying for positions. There should be better pathways for those moving from Library Technician to Librarian and more recognition of the importance of that previous role.'

'There seem to be a lot of inconsistencies between university libraries as to what they expect when looking for new people. I am lucky enough to have worked in an organisation where I have risen through the ranks on experience and being good at my job, even though I don't have a degree in library and information science. I often feel that if I wanted a change, I would be unable to get the same level job at another institution because I lack tertiary qualifications and these are deemed essential.'

Understaffing

'Genuinely concerned about the future of school librarians, with more and more schools stripping out services and qualified staff. On top of being stretched beyond capacity being the sole Teacher Librarian for 1,400 students and nearly 200 staff, this year I have also had to pick up a senior subject class, all whilst not letting any library services slip... it's exhausting, demoralizing and concerning about the industry and how it is valued in the broader community.'

'Any future surveys need to note the percentage of time teaching subjects other than those related to library programs. Teacher Librarians are being pulled out of the library and this is a hidden statistic. It needs to be measured.'

'The budget cuts, the freeze on spending and the continuing restructures impact my job satisfaction the most. We lost more than half our library staff state wide, are not allowed to spend any money likely until the end of the year and they (upper management) expect us to deliver the same quality of service as we did before. It's depressing at times.'

'I absolutely love working in a public library for many reasons, however the low staff level at my library is terribly frustrating. Because of the low staffing levels, I spend a lot of time covering the circulation desk, instead of attending to the crazy number of 'key responsibilities' linked to my role.'

Changing demands

'At a management level in local government the typical 'library manager' role is expanding to include broader responsibilities which therefore are becoming larger portfolios. I am not sure that salaries are keeping pace with this.'

'I feel there needs to be an increase in wages for people working in public libraries. We are expected to train, teach, create training resources, troubleshoot technology, provide reader's advisory, manage children/teen/adult behaviour, meet expectations for maintaining a safe public environment and remain flexible to industry changes, whilst providing excellent customer service. We should be paid more.'

'From my short time in the industry as a fairly new graduate, employers seem to want such a large range of skills for Librarians. There is also a fairly large discrepancy in the salary levels between public libraries and academic libraries, however this is understandable as collection sizes of these two types of libraries vary greatly.'

'The rate of change and required knowledge and skills in the LIS workplace is phenomenal across all libraries (school, public, academic etc). Staff are underpaid for their services, qualifications, experience and dedication to the industry.'

'Library roles are much more expansive and job descriptions and expectations change daily to meet client needs. Library staff need to be adaptable and take on diverse roles, more than ever before as organisations reduce the number of specialists roles and thus duties fall to library staff. For example, resolving IT issues within the library and assisting clients with IT queries, helping clients to locate and fill in government forms.'

'Roles in academic libraries are fluid and in a constant evolving state. We need to be continuous learners with a growth mindset, always thinking 'I'm not quite there yet, how can I (or we) do this better'.'

Regional issues

'There is a disparity between the salaries of library staff employed in public libraries in our general area. Our council pays less than most, and it would be an encouragement for good people to consider working here as a result.'

'Local government is placing less value on library qualifications and is undervaluing the skills of the library staff and the service. In our area our pay scales are less than our city colleagues 100km down the road as the Council sees the region as an attractor for quality staff.'

'Based on job advertisements, salaries for similar positions seem to vary quite a lot across the public library sector. Rural and regional salaries seem very low compared to metro for senior positions.'

'There are not many employment options for Librarian roles in my region. It is also difficult for our library service to fill vacant roles.'

'As a regional library, we are spread over a very large geographical area which limits professional development opportunities. We have qualified Librarians, Library Technicians and staff with no formal qualification all employed as Library Assistants. These Library Assistants are developing and running programs that higher level positions and higher paid staff would be doing in metropolitan libraries. Isolation limits staff development and networking opportunities. But everything has a flip side and motivated staff can be involved in opportunities that may not come their way in a more hierarchical organisation.'



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