

## Remember my first job

*...various comments from Symposium delegates about their first job experiences...*

Tony Wauchope: First library job was as a temp at the Library HQ unpacking boxes of books. From there got a job at Holland Park Library which involved delivering books to old people.

Jamie Treble: Nursery hand which involved just potting at the start, becoming more multiskilled as the organisation downsized its workforce. From this he got teamwork skills. It also taught him to be flexible and always have a sense of humour.

? High school Librarian monitor sticking due date on books. Learnt to always have a gluestick.

? Pizza Hut. Taking drunken orders while help you deal with any accept. Also learnt customer service.

Kim Moody: Cocktail Waitress. She learnt that if a customer has a complaint they don't want to hear an excuse. The key to customer service is that the customer doesn't care about your problems, fix theirs.

Robyn Gattera: Laboratory Assistant. Learnt there is the same level of danger from working with carcinogenic substances and the general public.

? Got first library job through an informal chat with the library manger. Learnt you must always sell yourself.

? Didn't need selection criteria for her job either. Got job through being on an ALIA committee while still a student.

? Selling role playing games to introverted computer people. Second job selling sheet music which gave her the desire to be a librarian. One time she got a letter requesting an obscure piece of music (mainly obscure because the person didn't know the title but part of the song). Thrill of the quest – library detective. She works for RMIT now.

Gillian Hallam: Research Institute in South Africa. Thrill of cutting edge technology. She learned lots.

Tony had his first job temping with Brisbane City Council Libraries and fitted bar codes to books – his interest in library work grew from there: "librarianship fitted with my values"

Jamie's first job was a nursery wholesaler for olives where he learnt all facets of the farming process right through to shipment: "valuable skills of teamwork"

Sharon knew she wanted to work in a library when she became a library monitor at primary school: "I had 'library' stamped on my forehead"

Kim's first job was in hospitality where she learnt valuable lessons in customer service and believes that it is important "not to pass the buck". She added that customers don't want excuses when things go wrong they just want the problem fixed.

Kate believes her first job taught her that sometimes you have "to wear many hats" to get a job done.