

East Midlands Branch Newsletter

From the Editor

Happy New Year to all our readers over the East Midlands and welcome to the January issue of your branch newsletter.

The details of the annual AGM are inside and this year's half-day event will include an address from CILIP President Bidy Fisher.

Book early so as not to miss out.

Cheryl Brooker

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Happy New Year to all members of CILIP in the East Midlands

First a letter from branch chair Joan Bray...

This is going to be a difficult year for many of our members in all sectors of the library world. There are already job losses on the cards for public librarians in the region, and I suspect that there are other jobs going which have not got the same public attention. Cuts will bring a different level of service for many people for whom libraries are an important part of their lives.

As your professional body we will be carrying on doing events and courses to help our members. If you want to see our Business Plan for the Branch which runs through to the end of this year, it is available

on our website. Special interest groups will also be putting on events to support you.

Our first event will be the Annual General Meeting which will be held at University of Nottingham Manuscripts and Special Collections at the Kings Meadow Campus. It will be held on 19th February starting at 9.30 as part of a half day for our members. We have Bidy Fisher, this year's CILIP President as our speaker and colleagues from the Manuscripts and Special Collections will be offering tours. The programme is available on the website; www.cilip.org.uk and follow the link to the Branch.

We are also in the process of organising a day of visits to Lincoln

on April 28th of which more details will be available at a later date. Building on the visits in Nottingham last autumn, these will give an opportunity for colleagues to see 2 linked but contrasting services.

In order to keep in touch with you, when you renew your annual subscription to CILIP please add an email which you check regularly so we can keep you up to date on a monthly basis. If you want to get involved in the Committee and influence the future events and activities of the Branch please either come to the AGM or email me directly on joan.bray62@googlemail.com

Joan Bray
East Midlands Branch Chair

Members Morning & AGM

**Members Morning
Friday 19th February,
9.30am-12.30pm,
Nottingham
University
Manuscripts &
Special Collections,
Kings Meadow
Campus**

The Annual General Meeting of EMBOC will be held at Nottingham University Manuscripts and Special Collections, Kings Meadow Campus on 19th February at 10.45 am.

The AGM is being held as part of a Members' morning which includes

CILIP President, Biddy Fisher giving an address, and an opportunity to tour the Manuscripts and Special Collections.

This is a good opportunity for continuing professional development - do come and join us. If you are doing your Chartership

portfolio it will give you an example of professional involvement to discuss!!

Please email our Honorary Secretary Linda Dawes on emboc@bc-d.co.uk to confirm attendance so we can arrange catering.

A time for change

2010 is going to be an interesting year for me as I look to the way I spend my time. At the end of last year I retired from Nottingham City Libraries 43 years after starting work as a trainee for Hertfordshire Libraries at Hemel Hempstead Library.

Those 43 years have seen many changes in libraries. When I started the library I worked in had photo charging as the issue system and this was seen as advanced at the time. The majority of libraries were using Browne issue using the individual accession number as the filing term. The early days of electronic communication were starting with the use of Telex. It was the days of visits to booksellers; I remember a very enjoyable trip to Woolstons in London as a training exercise – we trainees had been given

£500 to spend after doing an audit on the stock of the library. We brought nearly 1,000 hardback items I seem to remember with authors such as Dennis Wheatley, Mazo de la Roche, Georgette Heyer and Agatha Christie featuring strongly. The lunch was one of the best I had ever had!!

Now very few public authorities have trainees and certainly not ones which are supernumerary to the establishment. RFID allied to library management systems is giving our users some involvement in their use of libraries beyond just choosing books. We have texting and social networking sites as methods to link with our readers. Our users either personal or virtual are still at the front of our thoughts regardless of the type of library we work in.

Many of the authors including those mentioned above are no longer part of the regular stock of libraries; popular writers today reflect the changes in lifestyle. Our public libraries have many PCs which are available for public use with informal learning opportunities available to all comers.

There are far more opportunities to work in many domains in libraries and there is a real appreciation of skills required. I was delighted when the Framework of Qualifications gave opportunities for library assistants and library managers to gain a formal qualification which validated the range of work they do and created opportunities to progress towards a formal "professional" qualification. I was involved in the early days of the assessment

of the first applications and they came from all types of libraries. It is also good to see the recognition that transferable skills means you aren't labelled as say a university librarian for life.

My involvement with the Library Association and CILIP has been there through much of my career and I have found it frustrating but also great fun but it has always enhanced my career through the development opportunities that it gave. So I shall be carrying on for the time being but would be delighted to see some others getting involved to ensure a future for CILIP in the East Midlands.

**Joan Bray
Branch Chair**

A Tale of Two Libraries

On 1 October a group of EMBoC members enjoyed visits to two contrasting Libraries in Nottingham.

Bromley House, Angel Row, Nottingham

Walking through the door of Bromley House is like stepping into a different world, from the bustle of Nottingham City Centre to the gentleman's club atmosphere of a subscription library dating back to 1816. However, Bromley House has always had both men and women subscribers. The original 150 members each bought a share in the Library for 5 guineas and then paid a 2 guinea subscription. Gentlemen were forbidden to smoke and definitely no dogs were allowed. The Library moved into its current location – a beautiful Georgian town house, in 1821. At the time there were some public libraries in Nottingham which stocked mainly popular fiction and readers paid a fee for each item they borrowed. There were also book societies, the forerunner of our modern day book clubs,

where a dozen or so people each bought a book and circulated it around the other members.

When the Library started the catalogue was a published bound book with blank pages for additions. The books were catalogued by subjects – Theology, Philosophy, History, Literature, Fine Arts, Politics, Economics and Law. The collection was divided by size and then numbered in accession order. This cataloguing system still remains today, however index cards have taken over from the bound books.

Today, Bromley House has a membership of approximately 1,000 who pay a subscription fee of £65 per year to enjoy the tranquillity of the Library and its garden. Two-thirds of the Library's income is raised from renting out ground-level accommodation to shops. On average 600-700 items are added to stock each year and little is withdrawn so space is at a premium and little attic rooms now hold various collections.

The same attic rooms originally housed the first photographic studio in Nottingham, the third in the country. The Library is a member of the Association of Independent Libraries and has its own Board of Directors with a President. Eight part-time staff are employed and strive to give a personal service to members. Volunteers help with book conservation. There is a need to balance maintaining the traditional atmosphere

and interest in archaic practices with keeping up-to-date. With the catalogue still on cards and members having a page in a ledger for their loans, this is a Library where time has stood still.

Thanks must go to Carol Barstow and her team for their hospitality during our visit. For further details about Bromley House: <http://home.btconnect.com/BromleyHouseLib/bh-home.html>

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The Meadows Library, Nottingham

The Meadows is a major deprived area in Nottingham but has a strong community network. The Library has just reopened after a £900,000 refit as part of the Big Lottery Fund Community Libraries programme.

The community engagement plan has been, and still is, critical to the success of this project. The Library was an iconic and much loved building in the neighbourhood but in need of refurbishment and a bit of tender loving care. The community engagement plan

involved listening to the views and ideas of all interested parties including the local community and the Library Service. Everyone had an input, even down to choosing the colour scheme. The result is a state of the art refurbished Library with ICT suites, separate adult, teen and children's areas, and a community room which can be accessed separately to allow out of hours activities. The environment is less formal but has retained the identity and character of the building. There is even a garden area with decking outside.

However, it doesn't stop here. A Community Sounding Board is being established which will comprise representatives from both the community groups in the Meadows and the Library staff. It is envisaged that this group will work with the Project Board and the Libraries Management Team and will, in time, take over much of the management of this community space.

Although I do not work in a public library setting, this visit was inspirational to me. The philosophy of community engagement could be transferred to a school library environment with pupils, teachers, senior leadership team, governors and librarians all having input in the running and management of the

school library. It may be only achievable by concentrating on developing links with one group at a time.

Thanks must go to Joan Bray for hosting the Meadows visit and her lively and interactive presentation. For further details on this project contact Helen Wallace, Project Manager Meadows Alive: helen.wallace@nottinghamcity.gov.uk

Linda Dawes
Librarian/Learning Resource Centre Manager
The King's School, Grantham

(Photos of both Libraries are available at <http://www.flickr.com/groups/emboc/>)



Youth Libraries Group Conference

I have returned from the conference with bags of enthusiasm, bags of ideas and bags of freebies to use with children in the library!

The programme was packed to bursting on Friday afternoon with experts and children's authors all sharing their knowledge and zeal. I was particularly fascinated by a talk given by Dr. Clare Wood, an expert in children's psychology as she talked us through the different ways in which children learn to read and the stages that they progress through. We were delighted to meet Julia Donaldson, author of 'The Gruffalo' and have a photograph taken with the Gruffalo herself.

After installing ourselves in our comfortable rooms, we went to enjoy a first class dinner. We sat next to the lady who had dressed up as the Gruffalo and two librarians from Derbyshire. Sir Terry Pratchett spoke after dinner in conversation with Joy Court, the chair of YLG. He was exceptionally entertaining and clearly in possession of an intimidating intellect despite his illness. I had the amazing honour and once in a lifetime experience of having a long conversation with

Terry Pratchett after he had given his official speech. Our conversation spanned topics as diverse as the teaching of history, the future of libraries, assisted suicide, first dates, eating the Carnegie medal and riding motorbikes! Having met him, I would say that he is not only a great wit, I would add that he is kind, mischievous, keen to learn and a gentleman.

The programme for Saturday was as dense as the previous day but we felt more relaxed feeling familiar with our surroundings. As author Philip Ardagh walked onto stage, a children's non-fiction author hailed by Joy as one of the most entertaining speakers of the day.

A main part of Saturday was the 'break out' sessions. I attended a seminar with author Helena Pielichaty who writes books about a girls under 11's football team and a session with a professional storyteller which

was very much audience participation. I will certainly be trying out some interactive story telling with my wriggly readers next time, it made me laugh and feel really involved in the story as if I was actually there. On Saturday evening

we attended the Carnegie aperitif and dinner. On each seat for the audience there was a gold envelope and we were told that there were three prizes to be won by finding tickets in your envelope. I found a quality piece of Green and Blacks' chocolate in my envelope, flavoured with Ginger no less, so I was pretty chuffed with that but when my colleague Linda opened her envelope our jaws dropped in amazement. Linda had won 1st prize of £100 worth of books from Oxford University Press for Coalville and Ashby libraries. Linda was thrilled and bounced up and down with excitement before going to collect her prize

At dinner we sat with Librarians from London, Ian Dodds, head of culture in Richmond upon Thames (who knew all the answers to the CKG quiz), two members of the OUP publishing team and author of 'The Demon Headmaster' series, I'm sure you'll appreciate, we had a really good mix of people on the table and the conversation was lively and stimulating all evening.

On Sunday lectures started with a bang as we listened to a controversial and

stimulating discussion on the future of libraries, librarians and reading hosted by Ian Dodds. The audience of librarians were clearly roused by the discussion and became involved with comments and questions flying back and forth in a stimulating and exciting manner from the floor to the panel and back again. The remaining time was given a lighter tone with talks from the author of the 'Hive' series Mark Walden and a discussion of funny children's books with a panel including 'You're a Bad Man Mr. Gum' author Andy Stanton who is incidentally exactly the man you would expect him to be from reading his books! Anthony Browne children's laureate and award winning picture book author and illustrator rounded off the conference with a talk on his 'Shape Game' and methods of 'reading' and adapting art for picture books.

Overall the conference was inspiring because the programme had been crammed with keen speakers and knowledgeable experts. A wonderful experience.

Victoria Barton
Customer Service Librarian
Coalville Library

Islam Awareness Week

(IAW) has been celebrated across the UK in the third week of November for the last 15 years. The aim of the week is to bring different communities and faiths (or none faith) together to create a peaceful environment. The theme for Islam Awareness Week 16th – 22nd November 2009 was "Walk the Talk". It is about recognizing our common humanity, celebrating our diversity and respecting each other. 'Walk the Talk', has been chosen to mark the occasion of the first ever Inter Faith Week in England, which

time as IAW this year.

IAW events have been taking place in Markfield since 2006 with a wide variety of programs including calligraphy, art shows at the local library, concerts for local schools, storytelling programs, family days etc. Once again Islamic Foundation Library organized two events and brought the whole celebration to the village.

A coffee morning was organized jointly with St. Michaels and All Angels church on Wednesday 18th November at 10.00-

12.00 am. The morning started with a talk on interfaith by Fr. Paolo Nicelli from Italy and his experience with Muslims in Philippines as a missionary. There were a lot of comments and questions after the talk especially about stages of dialogue. Rev. Simon Nicholls shared his thoughts with us and concluded the session. The program continued with informal chat over tea and coffee with nice biscuits.

Markfield Interfaith Group was launched, for which Sheila Lammiman became a chairman, during IAW and

Interfaith Week and local residents from Markfield and Coalville joined the event. Rafeek Muhammad from Leicester gave a talk entitled "The importance of dialogue", after that everybody shared their experiences and told their own stories on understanding and dialogue. Fresh samosas and humus were served during the informal discussions.

Humeyra Ceylan Izhar
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READ: Resourcing Education & Development

READ is an informal and friendly group of Lincolnshire School Librarians and Resource Centre Managers who meet three times a year at different school venues across the county.

Many School Librarians are sole workers so groups such as this provide an invaluable networking opportunity, sharing good practice and finding solutions to

mutual problems. The group often has guest speakers at the meetings, covering differing aspects of School Library work, opportunities or training.

For the meeting in October at Yarborough School, Lincoln, we were joined by Geoff Dubber who is an expert on Education, Libraries & Learning (www.geoffdubber.co.uk), and is currently Chair of the School Library Association. Geoff

presented an excellent overview of Information Literacy – skills, policies, plans and good practice. During the session we considered the nature and range of IL skills linking with current education policies and ways of promoting IL in the School Library. We soon realised that this only scratched the surface of such a huge subject, but armed with handouts and ideas, I

certainly came away inspired.

Membership of READ is by an annual subscription of £25, and further details can be obtained from the Secretary, Kim Graham Kim.Graham@spaldinggrammar.lincs.sch.uk

Linda Dawes
Librarian / Resource
Centre Manager
The King's School,
Grantham

The 6th National Enquire Conference

I attended the 6th national Enquire Libraries advisory meeting at the beginning of November in Birmingham.

I'm assuming that everyone reading this will know about Enquire but just in case this is what *Which* magazine says about the service:

Following on from last month's feature on local libraries, it is worth pointing out a little-known free national enquiry service.

A trained librarian is available online 24 hours a day, seven days a week to answer any question you care to ask, at

www.askalibrarian.org.uk

You can ask any question you like from the most technical to the most whimsical.

The service has been used by people researching their family history or just looking for an answer to a crossword clue.

There are two ways that you can ask your question online. Using instant messaging you can talk to a librarian in real time or you can get your answer back by email – during a live session library staff can send web pages relating to your information.

The service was commissioned by the Museums, Libraries and Archives Council.

Joanne John (the national Enquire co-ordinator) listed the

achievements by Enquire participating staff and the management during 2009.

Her list makes impressive reading and it particularly highlights the considerable work she herself has done in publicising and promoting the service nationally.

- Setting up of many ad-hoc and permanent local services: Environmental chat, ask the Head of IT (internal local government chat via the intranet), homework helper
- Setting up and implementation of the chat Qwidget – see Wakefield case study: http://www.oclc.org/uk/en/services/brochures/213893ukc_wakefield_public_library.pdf
- Business case (linking to the national indicators) <http://enquire-uk.oclc.org/content/view/86/55/>
- CILIP Exec and Regional presentations <http://enquire-uk.oclc.org/content/view/86/55/>
- Yahoo!Answers – “the quote” <http://enquire-uk.oclc.org/content/blogsection/1/55/>
- 4 x CILIP articles

- Which? Article (June 2009)
- Daily Mirror: Credit Crunch Column (July 2009)
- Press release to all media outlets <http://enquire-uk.oclc.org/content/view/92/55/>
- Twitter : AskALibrarianUK
- Included as a ‘must include’ in MLA’s national libraries gateway feasibility study
- Enquire cited in 3 dissertations (this year, 6 in total)
- Comprehensive modular virtual training programme via webinar
- PLA insert
- 1546 users of the service during August/September/October were re-surveyed

There were some interesting quantitative measures given. Enquire has answered 77,500 questions in total since it was started. In 2009, between January and the end of October Enquire had answered 15,639 questions. September averaged 65 questions per day and October 56 questions, and the current average questions per day for 2009 were 51. The heaviest use is still during UK ‘office’ hours, 9am to 5pm with peak hours being 2pm to 4pm and the quietest time being

4am to 6am. (Incidentally there were 5 questions asked on Christmas day 2009 which were picked up and answered by the American back-up librarians supplied by QuestionPoint.)

Susan McGlamery, Senior Product manager, from Questionpoint in the USA (who oversees the 24/7 Reference cooperative) gave us the global viewpoint. The Questionpoint community is growing all the time. There are 2,200 plus QP libraries in 30 countries. New members of the community include: University of West of England, National Library of Wales, University of Botswana and the National Library of Chile. A couple of survey comments relating to 24/7 sessions:

“wonderful to chat to someone in the US about a library problem in Cornwall, England. Very helpful, thank you”

“Even though they were in Seattle, they were able to help me with a local query regarding the catalogue at my local library in London.....very helpful.”

One of the useful things I got out of the day was hearing about the many local services that are being provided across the UK using the QuestionPoint software platform. There are the more obvious things like a local enquiry service

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Other East Midlands Events

Influencing Skills

Tues 23rd February,
9.15am-4.45pm
Nottinghamshire
Archives Office,
Cost: £85 LIEM member
organisations (£125 non
members)

*Lunch & refreshments
included*

LIEM is offering a one
day training event aimed
at middle managers
working in library,
information and archives
services to help you:

- Increase your personal
influence and build
working relationships
- Develop an effective
influencing strategy
- Recognise the impact

of your own style and
approach on others
-Express your views
confidently and
persuasively with a
realistic outcome in
mind.

Booking forms can be
downloaded at
[www.liem.org.uk/events.
asp](http://www.liem.org.uk/events.asp) Contact Lynn
Hodgkins for further
details Email:
[lynn.hodgkins@derbyshi
re.gov.uk](mailto:lynn.hodgkins@derbyshire.gov.uk)

Handling Conflict

Friday 12th March,
Nottinghamshire
Archives Office,
Cost: £85 LIEM member
organisations (£125 non
members)

*Lunch & refreshments
included*

Do you face conflict
situations during your
work and want to learn
how to resolve these
constructively? This
programme is aimed at
any level of staff who
may experience conflict
in their roles. Please
note this is not a course
about dealing with
physical aggression.

Booking forms can be
downloaded at

[www.liem.org.uk/events.
asp](http://www.liem.org.uk/events.asp) Contact Lynn
Hodgkins for further
details Email:
[lynn.hodgkins@derbyshi
re.gov.uk](mailto:lynn.hodgkins@derbyshire.gov.uk)

Teaching Skills for Library Staff

Thursday 29th April,
Leicester Creative
Business Depot
Cost: £50 LIEM member
organisations (£70 non
members)

*Lunch & refreshments
included*

This key course aims at
building on participants
current experiences of
teaching information
skills. As a participative
course this will provide
stimulating discussion
and an excellent
opportunity to share
experiences. Practical
tips for teaching library
users will be set within a
theoretical framework of
teaching and learning

Booking forms can be
downloaded at Contact
Lynn Hodgkins for
further details Email:
[lynn.hodgkins@derbyshi
re.gov.uk](mailto:lynn.hodgkins@derbyshire.gov.uk)

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and homework help.
However, more and more
non-library people are
interested in either how
Enquire works or taking
part in sessions.
Communications directors
are taking opportunities to
answer internal staff
queries and concerns.
Ditto, heads of ICT. Chief
executives and local
councillors have taken part
in local chat sessions with
their public. North
Somerset has held a chat
session with an
environmental officer about
recycling.
It's obvious there is huge
potential with
Enquire/QuestionPoint for
providing all sorts of local
interactive services online,
without the usual
development and set up
costs. Also, it raises the
library services profile with
other departments within
the local authority.
On a general note, libraries
have always been about
collectively sharing
resources – books,
knowledge and expertise.
Now if I'm stuck with a
query I don't just have my
local colleagues to call
upon for help. Now, it's
global (well, almost....)

**Angela Allen,
Customer Service
Librarian,
Wigston Magna Library**

Contact Us

We welcome
contributions whether
it's articles, events,
book reviews or letters.
If you have anything
you would like to
include in the next issue
please forward to the
editor by 31st March
2010. Feedback on the
newsletter and
suggestions for content
also welcomed. Contact
details for the editor are
below

Email:
[cheryl.brooker@leics.go
v.uk](mailto:cheryl.brooker@leics.gov.uk)



Find us online:
[http://www.cilip.org.uk/branches/byregion/eastmi
dlands/](http://www.cilip.org.uk/branches/byregion/eastmidlands/)

Information about the branch and committee are
available here as well as our monthly new bulletin
and quarterly newsletter