

LONDON CLIP

Newsletter for CILIP in London

Loving Libraries in Richmond



Richmond Lending Library was re-opened on 3 July by Ben Fogle, Michael Rosen and Rageh Omaar following a 12-week

transformation experiment as part of Love Libraries, a national campaign to get adults back into English libraries by highlighting how they're changing. (See www.lovelibraries.co.uk)

Built in 1880, the library is one of the oldest public libraries in London, and is a listed building. The many changes it had been through had led to a confusion of layout and design and an overall sense of clutter.

On a limited budget of £70,000, Richmond Library has been transformed, using ideas from local people, library staff, publishers, booksellers, The Reading Agency and Opening the Book. It will now be open seven days a week, with Wednesday late night opening.



Richmond Library on 3 July

The layout has been totally re-designed to put books at the heart of the experience. 'Where you used to see counters and barriers, now you see space, light and books', says Aileen Cahill, Head of Richmond Libraries. At the entrance there is a busy 'quick choice' book exchange area, followed by a comfy, relaxed reading area with coffee and sofas. An extra £10,000 on the normal book budget has been invested in new book stocks. There is a new emphasis on adult fiction, without reducing the availability of non-fiction.

The stock reflects requests from local people and ranges across foreign fiction, plays, much loved classics, poetry and different genres like thrillers and sci-fi. Teenagers have asked for more graphic novels.

Technology is being used to offer 24/7 services and create excitement around books. The new ICT area has seven computers with free broadband access, and there is a new zone for teenagers near the CDs and DVDs. The catalogue is online, and people can use it to renew or order books to borrow.

There is a self-service terminal and an out-of-hours drop-off box. Readers can use the website to join an online readers' group and download e-books to their MP3 players. In the library, a digital listening post and a plasma screen with 'meet the author' sessions make exciting IT/reading links.

Friendly approachable staff move freely around the library offering reading advice rather than operating from



behind a counter and a Book Café service has been created. Reading menus (with starters and main courses) are dotted around, with displays of 'today's specials'. The book menu concept will be used to promote the library on the green outside, and in local cafes.

But this is just the start. Richmond plans a raft of other events and activities to develop the service further - look out for news in future editions of London CLIP.



Clare Fellowship

The Laser Foundation is sponsoring Zoinul Abidin for a Clare Fellowship. Zoinul manages the Idea Store Chrisp Street in Tower Hamlets. Of the 25

Fellows chosen this year, he is one of only two from the library and information world. Over the course of the year, he will undertake an individually tailored programme of activities and experiences designed specifically to complement his abilities.

The Clare Leadership Programme is a one-year programme designed to help develop the skills and experience of potential leaders in the cultural sector. Each Fellow has an individual mentor (a senior figure from their chosen field), and access to coaching where appropriate.

Tony Benn for Members' Day

Tony Benn will speak at CILIP's Members' Day on 26 October. The title of his talk will be 'The Importance of Keeping our History'. Tony Benn was 50 years in Parliament, 11 in the Cabinet. He has kept a diary for 62 years and as an archivist has material going back 71 years.

CILIP in London will host the event. The talk will be followed by a reception.

OneCard for London?

London Libraries Development Agency (LLDA) has appointed PricewaterhouseCoopers (PwC) to conduct a feasibility study for a single membership card for all of London's public libraries, 'OneCard'. The study, which is funded by the Museums, Libraries and Archives Council (MLA), will be completed by late October.



John Bowman

Peter Beauchamp reflects on John Bowman's talk at the Sekforde Arms on 9 May

James Duff Brown and library classification

'A potentially dry subject brought to life by a good speaker' - the consensus at the end of a meeting, which marked the centenary of the publication of James Duff Brown's Subject Classification. John Bowman, Lecturer in Library & Information Studies at University College London, spoke about the systems of arrangement used in public libraries as open access was introduced. Before open access, of course, subject classification was scarcely needed.

Who was Brown? He was in bookselling in Scotland before working at the Mitchell Library, Glasgow, and came to London as Librarian of Clerkenwell in 1888, one of 93 applicants for the post. Among his early tasks was to bring about the first permanent library building for Clerkenwell, opened in 1890. He then became interested in open access, drawing on lessons from America, as a result of which he redesigned his new library, and re-opened it with open access. In 1905, Brown became Librarian at Islington.

Brown had a number of efforts at classification. His first, in conjunction with J Henry Quinn and published in 1895, was not widely used. His second, the Adjustable, in 1898, was more successful, not least of all because of advertising, though interestingly its use tended to be clustered in areas, such as east Lancashire. The next effort, and the one for which he is most remembered, was the Subject Classification in 1906; part of his research for this included an advertisement asking people to let him know their classification problems. Brown began work on a second edition but it was not published until after his death (1914), and his nephew subsequently published a third edition. The heyday of Brown's Subject Classification was in the 1930s and Hinckley even appear to have reclassified their stock from Dewey to Brown. After the Second World War, the use of Brown declined, though it still survives in the local collections today at Islington, Canterbury and elsewhere.

Council Report

Barry Walkinshaw, Branch Councillor for CILIP in London, reports on CILIP's Council Meeting of 28 June 2006

Financial Position: the background

The bulk of the meeting was devoted to financial issues.

The message was that for some 11 years or so, the Library Association and then CILIP has been 'living above its income' with expenditure exceeding income; a steady decline in subscription income (at £1.9m some 29% of total income); increasing reliance on the likely volatile income from CILIP Enterprises (at £4.26m some 64% of the total); and declining reserves now below the approved level (£2.6m against a target of £4.5m).

The Hon Treasurer emphasised that this could not continue.

The forecast for 2006 was now projecting an operating deficit, based on cautious assumptions, of £406,802 some £298k worse than the original budget forecast. The out-turn would be better than this but nevertheless the financial position was very difficult and not likely to improve dramatically.

The Executive Board had considered the position and was advocating Council to agree to: the removal of prompt payment discount for 2007 subscription proposals; remodelling of FoQA through Ridgmount Street saving £210k; the feasibility of renting out the remainder of the fourth floor; to look further at the role of the branches in England and CILIP in the Home Nations, the information and advice service at CILIP, and savings from the governance review; establishing a small library group of 'Leading Trustees' (chair of Executive Board, Hon Treasurer and President Elect) to work with CILIP Management Team to provide an affordable business model for CILIP costing c£2.8m; this then to be used as basis for discussion at a special Council meeting in October.

Financial Position: Council's conclusions

Each of these options was discussed by Council. Issues raised included: danger of subscription increases driving membership down even further; the positive impact that involvement in the FoQA was having for branches; the key

role of branches in involving members and off-setting the distance of CILIP Ridgmount Street and creating development/networking opportunities across all LIS sectors; the position of groups, which, in line with an earlier decision, looked as if they would continue without further review.

In response, the Hon Treasurer stated that the process would mean very difficult decisions but if any options were excluded at this or a later stage then other options would have to replace them.

The organisation could not continue with 'a constantly recurring deficit'. It needed to reduce expenditure by some £300k.

Council agreed to the formation of the working group but added three Council Members to it (B. Cropper, A. Khan and A. Marshall); the special meeting; inclusion of all options for review, and the cessation of prompt payment discount for subscriptions providing an alternative incentive could be offered instead.

Other Agenda Issues of Interest

LIS - CILIP is to be removed once two new communities of discussion come online on the website later this year and are seen to be effective.

Umbrella: Council will not meet at Umbrella in Hatfield in 2007 in order to save money.

Air conditioning: £28k expenditure agreed to repair and extend this as currently it produces the most negative feedback on courses, meetings, etc. Without it income could suffer.

Affiliate Members are to have parity (and therefore voting rights) by 2010. Membership: CILIP Employers Pack to be sent to named HR contacts in employing organisations on 1 July. Chief Executive stated that CILIP getting 'more hard line' recalling charters from members who did not retain membership of CILIP.

Review of groups: high response rate to consultation. Groups to continue with 'encouragement to merge' as appropriate. Debate on non-CILIP members who belong to groups and whether these are subsidised by CILIP or not.



Ben Chan

Steven Cook reports on the Sekforde Arms meeting of 11 April

Networking

Watching the rain trickle down the

adjacent window pane had me thinking of a forthcoming holiday. I had got a bit wet and was drying out when Ben Chan opened his talk with a pensive gambit.

'Most people spend more time on planning their social life and holidays than they do on their careers'.

Well, I wasn't sure about this and listened closely to Ben's reasoning. He had started his career with Westminster libraries doing what we call in the trade 'shelving' and was now working for the Ministry of Defence, specialising in electronic resource delivery. He has obviously climbed the ladder at a great pace and credits his skills at 'networking' as one of the main contributors to his success.

What sorts of skills were needed to 'network' successfully? We were about to find out.

Qualifications in Psychology and Information Systems & Technology have given Ben the confidence to try almost anything. He had the room wired up to record a 'podcast' for our Branch website! So go to www.cilip.org.uk/interests/branches/london/multimedia/benchan3.mp3 to listen to Ben's talk.

A strategy that has stood him in good stead throughout his career has been to use his initiative and exceed expectations. Subsequently he lets people know about them by celebrating and communicating any successes. It follows that the more success you have the more it strengthens your personal development and enhances your future prospects of employability while at the same time increasing your social network and establishing your profile.

Ben's advice is to seek out trends that are affecting your profession. Learn what the buzz words are. In public libraries, for example, they're 'lifelong learning', 'best value' and 'partnerships'. Read annual reports and note the different strategies that are being used. Look for areas of opportunity. These

could include getting involved with high profile campaigns as they can give the impression that you are the person in the know. Succeeding in areas where others have previously failed also gets you noticed.

Building upon any initiatives is very important. Ben said a project in which he had got involved had laid the foundations to further develop his potential; the knock-on effect was a regular occurrence. Ben's advice was making me realise how much you can create your own luck.

It's a fact that all employers like staff with ideas that can help save them money. Ben revealed that he had a colleague who was passionate about databases (Maria Sharapova perhaps but databases?). He had designed several useful databases used by a library service. He felt his skills were not being utilised by senior management. So Ben and his colleague got together and delivered an instant success creating a long waiting list of orders in the first month alone. The high profile this created attracted criticism from a senior manager in IT. Undeterred Ben and his colleague knew they had captured management's attention. A big plus factor was the backing from other senior managers within the organisation who could see that the project would contribute to the bottom line income generation.

We mustn't be deterred from 'Jumping on any bandwagon' either because the work will be done whether you're on board or not so it's good to be seen as being associated with projects that are successful.

Another useful tip is to have a look around your organisation and realise the potential skills that may be available and lying dormant. For example, one skill of a reference librarian is knowing which information resource is best suited to supply an information need. Why shouldn't the same concept apply to people? Create a 'skills directory' using Excel or Outlook. Once you've linked the right people with the right skills you will need to apply your 'social intelligence'.

Social intelligence? I must admit I hadn't delved into many management speak books lately. This sounded like it had been lifted from the latest American publication. Ben allayed my fears. It was stuff we all do most of the time anyway: it's the ability to get along well with

others and to get them to co-operate with you. Cheeky and crafty you might think, but it repays the efforts invested many times over. Beware though of any internal politics that may be involved. It's important because you don't want to tread on anyone's toes! Make efforts to get doubters on your side.

Ben said he enjoyed 'networking' most when he's able to establish a mutually beneficial relationship. That word partnership comes to mind again. Look at today's managers. They have all started somewhere lower down the pecking order. What has made them successful? Today's library assistant can be tomorrow's Head of Information Services. Ask yourself this, what sort of impression am I giving? Am I seen in the right light? Ben's advice is to make every effort to 'be remembered' and ask yourself, what makes me unique?

All good advice that included some useful tips on how to improve our 'networking' skills. To prove some points Ben split us into groups to play a game called 'Brands'. The object being to focus on different images and the messages they conveyed. A light hearted end to an illuminating talk.

Ben will be discussing Enquiry Portals at Online 2006 and can be contacted at benechanuk@hotmail.com.

International Bursaries



Caroline Jago

A bursary of £500 has been set up to enable a member of the Branch to visit one of the new EU accession countries to meet and discuss with colleagues topics of common interest.

The first recipient of this award is Caroline Jago, Library/Learning Resources Assistant, Central St Martins College of Art and Design. She will visit Latvia in September to learn of the effects in library and information services of political and social change since 1991.

A similar bursary enabled a Czech librarian, Simona Esterakova, to visit LIS in London (see the February issue of London CLIP), and applications have now been invited from Hungarian librarians to visit London.

London Lives

London Lives is the latest reading promotion from the London Libraries Development Agency (LLDA). It features biographies of around 50 Londoners, some famous, others less well known. There are also books about neighbourhoods in London. All are selected and reviewed by public librarians in London. The website lists additional books nominated which didn't make the shortlist but are great reads for those interested in the history of London and the people who have lived here.

The selection also features literary Londoners and a category entitled London landscape, which covers local history with icons such as the Underground, the M25, the A-Z and the sewer system. For further information see www.londonlibraries.org.uk/read.

BL Icons



The British Library has introduced a series of icons to improve awareness of the 'dos and don'ts' of using its Reading

Rooms. The icons cover ten regulations already in force - including no food or drink, no sharp implements and no cameras.

The images are designed to be quickly and easily understood by everyone - in particular those who are new to the Reading Rooms and those whose first language is not English.

Exploring Archives

MLA London has launched *Exploring Archives* - a series of four, full-colour, multimedia resource packs for teachers and other education professionals working with schools and school-age children.

Exploring Archives takes 30 items from four London-based archive collections: George Padmore Institute, The Institute of Education, The Royal Geographical Society and The Royal Free Hospital. The resource packs show how a range of archival items can be used to support creative citizenship education. They enable young people to explore

and discuss some of the more challenging aspects of the citizenship curriculum that focus on issues such as globalisation, cultural diversity, inequality, human rights and the legacies of colonialism.

Each of the packs contains 30 colour image cards, a CD-ROM and a teachers' handbook, comprising guidance notes and a range of suggested learning activities to help schoolteachers and other educators facilitate citizenship discussions.

Your London

The *Your London* website www.yourlondon.gov.uk was launched to the public at the London Connects conference in June.

The site is aimed at residents, businesses and visitors in the capital. It enables people to find their nearest cash point, tube station or sports centre, and provides directories of parks, public sector jobs and voluntary sector organisations.

The London Libraries Development Agency (LLDA) is working with the *Your London* team to link their marketing of services such as the parks directory with summer reading and other relevant library services. Marketing materials will be available in due course.

Libraries and Neighbourhood Renewal

The Government has announced that public libraries are to be considered in future policy initiatives to combat social exclusion and promote neighbourhood renewal. The announcement followed a meeting at the Department for Communities and Local Government (DCLG) at which the Minister for Neighbourhood Renewal, Phil Woolas MP, asked the All-Party Parliamentary Group on Libraries and Information Management to make policy recommendations for the forthcoming Local Government White Paper, which is expected to be published in the autumn. The DCLG will also be working with the All-Party Group to commission a research study into the role libraries play delivering wider policy goals on literacy, training, regeneration and social cohesion.

Evening meetings

These meetings are held in The Sekforde Arms, Sekforde Street, London EC1, 6.30pm.

Contact Phillip Powell
Phillip@montanaroad.plus.com

12 September, Land Registry's information systems, Peter Collis

10 October, Trexy.com, Megan Hamilton

14 November, The Essex Book Festival - partnership and promotion, Alan Stevens

Other CILIP in London events

26 October, lecture by Tony Benn followed by reception at CILIP Members' Day (see below).

1 November, Networking event, CILIP, 7 Ridgmount Street, London WC1E 7AE, 6.15pm (Refreshments at 5.30pm). Contact Anna Martin alm57@cam.ac.uk.

OTHER EVENTS

7 September, Building For Excellence (course for library staff), Chipping Barnet Library, Barnet EN5. Contact Andy Hill on 020 7641 5266, andy.hill@llda.org.uk, www.llda.org.uk/cms/contentpage/events

16-17 October, Internet Librarian International 2006, Copthorne Tara Hotel, London. Contact 01865 327813, info@internet-librarian.com. www.internet-librarian.com

26 October, CILIP Members' Day & AGM. Contact 020 7255 0544 conferences@cilip.org.uk

15 November, RFID 2006, QEII Centre, London. Contact 020 7255 0544 conferences@cilip.org.uk

15 November, Building For Excellence (course for library staff), Raynes Park Library, London SW20. Contact Andy Hill on 020 7641 5266

23-25 November, Textual Scholarship and the Material Book, Institute of English Studies, University of London. Contact Dr Wim Van Mierlo, wim.van-mierlo@sas.ac.uk

28-30 November, Online Information 2006, Olympia Grand Hall, London. Contact www.online-information.co.uk

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