



**Chartered Institute of
Library and Information
Professionals
Yorkshire + Humberside**

Supplement to
Library + Information

update

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Editorial

Welcome to our Spring Issue, which I hope you will find both entertaining and informative.

Hazel Mary Martell starts us off with the next chapter of the Unintentional Librarian, this time experiencing a stint in Further Education.

Following that, Daniel Wood, Parliamentary Outreach Officer for Yorkshire and Humber has contributed a piece on his work in the region. His project (funded by Parliament) aims to raise awareness (particularly in young adults) of how Parliament works and encourage participation in the democratic process. Free talks are being offered by Daniel and his team, in schools, colleges, museums and libraries —the next one taking place at the Central Library, Halifax on Tuesday 28th April at 7.00pm. More information and contact details are on page 3.

Continuing the 'thread' on information literacy started by Anne Laws in our last issue (Winter), David Pennie, who is retiring from his chairmanship of the Yorkshire Universities Information Skills Group, gives us his experiences in promoting it in Higher Education.

If you would like to contribute to this 'thread' please do so as soon as you can—contact details on the back page.

Finally, thank you to Daniel Park who gives us a lively account of his work-shadowing experience at Hammonds (a leading law firm in Leeds).

He has also provided (in his role as Committee Chairman) his annual report on Branch activities this past year. This report was delivered by him at our AGM (held jointly with the Career Development Group and hosted by the National Science Learning Centre in York in March). More AGM news will be in our next issue (Summer), including details of a most interesting talk on professionalism given by our visiting speaker—Biddy Fisher (Vice President of CILIP and newly appointed Chair of the Policy Forum).

Alison Harling, Editor

Summer Issue

Copy Deadline

Friday 19th June 2009

Feature

The Unintentional Librarian

Chapter Five: A Change of Direction

My new job as librarian at the local FE college – located in an old West Riding secondary school – was for three hours a day, five days a week, and so it made sense for me to start at half-past nine when everyone had settled down to their classes. What I hadn't realized, however, was that, as well as the usual courses for adult learners, there was also a Life Skills class to help young adults with special needs to lead a more independent life. Most of them had physical or medical problems, but one or two also had behavioural problems – as I discovered on my first morning when I opened the door into the main hall and saw a young woman heading straight for me, wearing nothing but an unbuttoned blouse and happily twirling her underwear over her head, whilst being pursued by two teachers, who fortunately caught her before she caught me!

But the 'streaker' in the hall wasn't the only shock I had that morning. When I finally saw the library, I realized it left a lot to be desired. I also found that my budget was £250 per annum – and that had to pay for magazines as well as books. For a few minutes I didn't know whether to laugh, cry or run away. Then, after reminding myself that I still had a car to pay for, I made a cup of coffee, pruned and watered the 30+ geraniums which had been left on the bookcases to fend for themselves through the summer holidays, and began to sort through the pile of mail and magazines which had accumulated in the same period.

For the next two years I tried my best, just as the librarian before me had done, but with so little money available it was almost impossible to make any improvements. At the same time, I finished my OU degree and continued writing short stories with occasional successes. I also began to think more seriously about writing children's information books and began contacting various publishers in London in the hope of picking up a commission or two.

Then in the spring of 1988, two opportunities came at once. The first was the chance to move to London temporarily and put together a huge database for a friend and the other was a firm commission from Macmillan to write a book about the Vikings for the Young Researcher

....Web browsing

series. Between them, they would pay me enough to clear my debt on the car and leave some over to live on. It was too good to turn down, but before I handed in my notice at the library I had one more job to do there.

All previous attempts to get more money for the library had failed, but this time I was determined to shame the college principal into finding some. With a staff meeting coming up, I weeded out all the books that were more than ten years old. When I'd finished, there were just two full shelves left. I then stood up at the meeting and asked for more money, so that we could have "a library, instead of an embarrassment".

Even then, I didn't think I'd get anything, but the following week was half-term and, as I owed the college a morning's work, I went in unexpectedly – and found a note in my pigeon-hole to say that £1,500 had suddenly become available for the library, *if* I could spend it that week. I strongly suspect I wasn't meant to find it until it was too late, but the offer had been made and I took it up. That same afternoon I went to the bookshop the college used and explained the situation to them. By the time they closed, I'd spent the £1,500 and the college had the core of a decent library. It was time for me to move on...

Hazel Mary Martell

To be continued...

Professional Reading

www.facetpublishing.co.uk

Update + Gazette

**www.cilip.org.uk/publications—new
look, digital edition and blog**

Phil Bradley

**(internet guru and excellent
practitioner of the World Wide Web)
<http://www.philb.com/>**

Poetry Archive

**<http://www.poetryarchive.org/>
poetryarchive/home.do**

**View, listen to poetry online. Hints
for teachers, students, librarians to
promote poetry to their students,
peers, readers...Introduction to the
archive by Andrew Motion, Poet**

Parliamentary Outreach....

Parliament—what's it all about?

Parliament makes decisions and debates issues that affect all of us, making a real difference to our daily lives. But how much do you know about how to get involved with the work of Parliament?

The Yorkshire and Humber outreach service, consisting of Daniel Wood and Hannah Roberts, was established in July 2008 to engage people in the work and processes of Parliament. An identical service was set up at the same time in the East of England.

Parliamentary Outreach came about as a result of a lack of public knowledge on Parliament, and decreasing levels of interest in the institution. As a result of these findings, identified by the House of Commons Administration Committee and the House of Lords Information Committee, the decision was taken to set up an outreach service to raise awareness of Parliament and promote engagement with it.

The purpose of Parliamentary Outreach is to promote and explain the works and processes of Parliament as a whole, and importantly, explain how people can get involved.

It's a simple aim - connecting people with their Parliament. Parliament affects so many issues in our lives and it's important for people to be able to engage on those issues.

But who is the service for and what does it do?

The service has been set up for the public as a whole, although there is an emphasis on adults and young people outside of school. Parliament already has an excellent Education service that works with schools around the UK.

The Yorkshire and Humber team work with a wide range of groups and individual including voluntary and community organisations, civic engagement groups, libraries, museums and archives, and with membership organisations.

The team has also supported Parliamentary Select Committees when they have visited the region. Recent meetings held in Yorkshire and Humber by the International Development Committee and the Treasury Committee have benefited from the team's support. Parliamentary Outreach, whether in Yorkshire and the Humber or East of England aims to have

....Yorkshire and the Humber

a regional presence. Both Daniel and Hannah live in their region, as do the East of England team with their region.

Daniel and Hannah are currently working with a wide range of organisations on a range of activities, but are always keen to hear from groups and organisations that are interested in working with them.

In the short term, the team has arranged a series of free evening talks in libraries around Yorkshire and the Humber from mid-April onwards. To find out more please check the Parliamentary Outreach web pages at **www.parliament.uk/about/visiting/parliamentary_outreach.cfm** for more information.

To contact the team please e-mail: **yh-outreach@parliament.uk** or call 07917488839 or 07917488950

Daniel Wood
Parliamentary Outreach Officer
Yorkshire and the Humber

If you would like to hear more about what Parliament does and how it affects you, the Parliamentary Outreach Team have organised a free talk:

'Parliament—it's about you!'

to take place on:

Tuesday 28th April 2009 at the Central Library, Northgate, Halifax, 7.00—8.30pm.

For further information and to book a place please contact:

yh-outreach@parliament.uk

Did you know?....

The Houses of Parliament and Palace of Westminster were designed in 1836 by the Victorian Architect—**Sir Charles Barry**— who was also commissioned to design the Town Hall in Halifax, West Yorkshire. Sadly, he did not live to see the completion of this building. His son—Edward Middleton Barry—finished the task in 1861. The building cost £5000 and was officially opened by the Prince of Wales in 1863.

Information Literacy.....

Information Literacy - Sharing Good Practice at our Universities

Information literacy (IL), or information skills, is an area of the profession which has grown considerably in importance over the last decade. In the last issue of *YLN* Anne Laws dealt with promoting IL in schools. The growth in IL has perhaps been even greater in the higher education (HE) sector. Among the factors boosting IL in HE have been the increasing availability of web-based academic information resources and the increasing tendency of new students not to know how to use these because they think everything is on Google and works like Google.

Librarians were dealing with IL in their own way in their own institutions. Some had (as advocated by Anne Laws) undertaken a teaching qualification, but there was no regular opportunity in our region for HE librarians involved in IL to meet and share experience and talk about what works best. Back in 2001 when the Yorkshire Universities Chief Librarians Group were looking at areas where "collaborative provision of expert support" could be beneficial, it was obvious that one of these was information skills. It was suggested that the University of Hull should take the lead in setting up a group to develop this proposal, and so the Yorkshire Universities Information Skills Group had its first meeting there in April 2001.

The Group's aims were and are to encourage collaboration and co-operation between the region's HE institutions in the area of information skills teaching and related materials, and to provide support for practitioners by encouraging networking and the sharing of good practice.

How has the Group tried to fulfil these aims? First, by holding meetings for representatives from across the region. Institutions take it in turn to host meetings, and the pattern has evolved of having three meetings a year. These are usually in two parts: a morning meeting for routine business attended by each institution's regular representative, and an afternoon discussion meeting, with wider attendance, on a pre-arranged theme with an opening speaker to set out the issues.

Secondly, the Group has organised a series of day seminars and workshops - totalling 10 by this year - on aspects of IL teaching. Topics

.....sharing good practice

have ranged from "Successful teaching techniques: does size matter?" (size of group, that is!) to "The Web 2.0 challenge for information literacy". These events, usually with well-known outside presenters, are run at cost and therefore easily affordable. After a priority booking period for colleagues within the region, places are advertised more generally, and the take-up of these suggests that YU-Infoskills is providing something not widely available elsewhere.

The Group also maintains an email discussion list (<http://www.jiscmail.ac.uk/lists/YU-INFOSKILLS.html>) as a means of sharing views and information, and has a website (currently being redeveloped). The information needs of students are of course not peculiar to HE, and the Group has links with the similar group in our region for colleagues in the FE sector.

On looking back on my period as Chair of the YU-Infoskills Group more or less since it started (I'm now standing down and handing that role on to others), I believe it has succeeded in bringing IL people together to share good practice and learn from each other, both informally and at formal events. From comments received, this has been particularly valuable for people in smaller libraries where there are not so many IL colleagues to knock ideas around.

So long as information resources continue to change, proliferate (and become too expensive), there will continue to be a need for this kind of group to discuss the implications for users. As universities widen participation, the need for a forum for sharing ideas on IL teaching and how to do it better will continue and increase. In the face of how to deliver to larger numbers, there will be a need for a sharing of ideas and good practice on IL via online tutorials and VLEs using new technologies. In the wider IL context, issues of correct and incorrect (e.g. plagiarism) use of information and working more closely with academic staff are assuming greater importance. And the need to wean students off Google and Wikipedia will never go away! I'm sure the work of the YU-Infoskills Group will continue to reflect all this.

David Pennie
Information Skills Training Co-ordinator
University of Hull Library Services

Branch Annual Report....

Branch Annual Report 2008-2009

This year's activities have been characterised by the "belt tightening" exercise initiated last year by CILIP, one brought to home vividly for many of our members with the current economic downturn. As such, we have continued to work in a facilitating role for the Career Development Group (CDG), providing sponsorship and whatever additional assistance we can, for their certification, revalidation and fellowship activities within the region.

Our committee members have remained strong and steadfast, with Tim Davies ably taking over the website reins from our dear friend John Allred, who retired from the committee last year. A new feature from our friends at Ridgmount Street will allow for our members to be contacted by email up to once a month, and Tim is very keen to be able to make use of this opportunity for those members who have provided us with email details. For those which have not, but who would like to receive email correspondence, please email us from our website—www.cilip.org.uk/yh—and we will update your details accordingly.

On many occasions we had a member of CDG in attendance at our meetings, contributing to the long and mutually beneficial relationship which we continue to enjoy. In response to a call from CILIP Branch and Group Forum, I have drawn up a draft proposal of co-operation between the Branch and regional groups which I hope will be discussed and debated during the coming year.

We held five meetings during this year, taking place in Leeds, Huddersfield, Sheffield and for variety, a summer meeting in Scarborough, which John Allred attended as a very welcome guest. Threats from the secretary to enter the waters of Scarborough Bay in her trusty knitted bathing costume sadly proved unfounded. However, we are making a return to the seaside this summer so who knows which members may be donning their water wings!

The CILIP Policy Forum, for whom I currently act as representative to the Branch, has come of age since its inception exactly a year ago. Having now ratified previous business, the Forum is moving into carrying out research and publicity work on a variety of topical issues and the new Chair of the Forum from the next meeting will be non other than Bidy Fisher, a stalwart of our

.....Committee List

Branch who has many local connections.

With her at the helm, I'm sure the continued success of the Forum will be guaranteed. My thanks go to Tim Davies who deputised for me at the September meeting whilst I was fighting the wee midges on the Isle of Arran.

On a final note, I would like to offer my thanks to members of the committee for the work they have done over the year and the contribution they have made to the furthering of the aims of the profession in the region.

Daniel Park
Branch Chair

Honorary Officers:

Chair—Daniel Park

Secretary—Sue Cook

Treasurer—Andrew Walsh

Website Manager—Tim Davies

Newsletter Editor—Alison Harling

Members—

Andrew Jones, Ronan O'Beirne, David Pennie.

Student Representatives from University of Sheffield — to be confirmed.

**Health Libraries Group Representative—
Alison Ray.**

Career Development Group—attendance rotated between Committee Members

*If you would like to take part in any of our Branch meetings, and meet the members of the Committee please make contact with **Sue Cook** (Honorary Branch Secretary) to obtain further details.*

*Email: **sue.cook@sheffield.gov.uk***

Far from boring!.....

**A visit to Julie Smith,
Senior Information Officer at
Hammonds LLP, Leeds
17/10/2008**

Background

Hammonds LLP, a large law firm in the centre of Leeds was originally based in Bradford when it was founded in 1887, moving to its current location Leeds in the early 1990s. Following a series of mergers, Hammonds now has four UK offices: Manchester, Birmingham, London and Leeds, with most administrative functions still being kept within Yorkshire. There are also European offices in Madrid, Paris, Brussels, Milan, Turin and Aosta, plus additional global offices and related associate offices. Altogether there are 15 offices in 7 countries, employing over 1300 people.

Julie Smith has worked at Hammonds for three and a half years. Prior to this she had worked in academic libraries, being called upon to set up a law library at Bradford College because a friend who she had known from library school had become a law librarian! Julie even managed a week's job-shadowing courtesy of her old friend, but when she did so, she was not too keen on the tasks performed there, considering legal library work rather boring. She has very much revised her opinion since then! In many ways Julie's previous experience means that she can see the relations between staff at Hammonds as akin to those within the academic sector, with senior legal partners having the characteristics of heads of academic departments, solicitors being like lecturers and trainee solicitors being very similar to the students!

Location, location, location

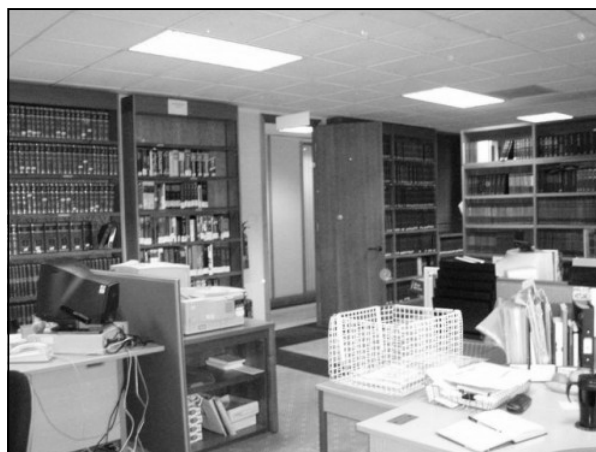
The Leeds office is compartmentalised by legal function, and geographically, either by floor or by wing (East or West). These departments represent Built Environment Group (Construction, Property & Planning), Human Capital (Employment, Pensions), Corporate Strategy and Finance (Corporate, Tax Strategies, Banking, Finance), Commercial & Dispute Resolution (including Intellectual property). The library is situated on the top floor where the nice meeting rooms are, but that doesn't stop the library "office" from becoming a dumping ground for AV equipment when the meeting rooms aren't being used.

Work shadowing....

Julie's work, together with that of two information officers in Leeds, is not exclusively based on this top floor. Due to the size of the offices below her, she also maintains discrete specialist collections for the departments – sometimes situated in clearly defined public areas and sometimes hidden away in offices or even individual desks. We both thought the idea of RFID could be a very useful but potentially embarrassing method of locating all of her stock! Separate departments also create files about how things are done within their own sector, often drawing from the library current awareness services.

The library service

Julie and her colleagues in the UK Information Services team (11 staff across the 4 UK sites), work using a series of reactive and proactive tools, to provide information to the staff at Hammonds.



View from Julie's Corner

The Bulletin

Each morning, the Hammonds Daily Bulletin is created comprising recent cases, press comments, recent legal developments (including new Government announcements) and a journals section, which is circulated to all "fee-earners" (staff who create the wealth of the business through their client work) and around 150 key clients. These bulletins contain abstracts of cases and developments, with reference numbers attached, so that staff can email back to receive full text documents as and when required.

....in Leeds

The enquiries service

Enquiries generally arrive in the form of email requests. Their busiest time seems to be in the morning and just before the end of the day (library open hours 9am-6pm) but there can be flurries of activity at any time. To ensure that enquiries are handled efficiently, a 'workflow management' system operates. One member of the team is responsible for monitoring the central Information Services enquiries inbox and distributing enquiries among the team members on the rota for that session. The day is divided into 9.00-1.30 and 1.30-6.00 for rota purposes. As well as ensuring that work is handled speedily and efficiently the workflow manager will offer advice to members of the team if they are dealing with something new or unusual!

One of the key tools to answering enquiries is the Hammonds intranet service, which contains a series of powerful online databases. These range from the simpler current awareness services, such as CLI, to truly comprehensive reports and journals in full text, such as Westlaw. Of the ten databases I viewed with Julie (and these were by no means all of the databases at her disposal) each contained a discrete set of information sources and required different search strategies to get the best from them. As many of these are paid services, Julie and her staff often provide an answer to an enquiry with details of where further information can be ascertained, if required, but at additional cost. This form of service, where the detail of answers are layered in terms of cost, may prove a difficult concept for someone who has worked within the public library sector to grasp, and even though I have worked with in "special" libraries before, it took some getting used to even for me. One thing is certain, looking at the kinds of enquiries Julie is faced with on a daily basis, and the different methods she and her colleagues in the other offices use to answer them, I would agree with her that legal library work is far from boring!

Library stock

Hammonds Library contains good basic reference stock such as current business directories and yearbooks, but most importantly, the many different volumes of law reports, including the All England Law Reports, the specialist law reports, and The Law Reports (the ones used as the authority in court proceedings), as well as Halsbury's statutes, Halsbury's Laws and other encyclopaedic works. However, many of these paper-based sources of information are being phased out in favour of electronic resources.

....New from Facet

Previously, it was difficult to use electronic resources within courts because laws were quoted by page and paragraph system – a system which was incompatible on computer screens until the perfection of PDF software which could include these page references. Now, as positions for judges and court officials are passed to new, more IT-literate generations, book-stock could potentially become increasingly less relevant.

However, specialist sources are not always available electronically and loose-leaf filing systems of these sources take up the weekends of a member of staff who specifically carries out this task on behalf of Hammonds. Moreover, the library continues to do a roaring trade lending out fiction stock in return for charitable donations, and back issues of the Yorkshire Post continue to prove crucial in terms of notifying staff of forthcoming planning decisions. Moreover, the partners will always cling to the brick-like annual textbooks for their specific areas of law, ignoring the fact that many date by the time they're published when the online version is bang up to date!

Reports of the death of the book remain, even in this fast-moving profit-based sector, greatly exaggerated!

Daniel Park

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Going Beyond Google **The invisible web in learning and teaching**

by

Jane Devine and Francine Egger-Sider

Containing practical tools and strategies for teaching students about the web sources and specialized databases they will never find using everyday search engines. This book will show you in simple, non-technical terms how to integrate the invisible web into teaching opportunities wherever they occur – in a one-on-one 'teaching moment' at the reference desk, or in a formal course.

Find out how the best deep web search tools, including CompletePlanet, Closer Look, and the Librarians' Internet Index, are evolving and what it all means for your library's future electronic collection development plans.

March 2009 978-1-85604-658-9; £44.95 (pbk). Price (to CILIP members): £35.96

Dates for your Diary..

SINTO

Course: 'Advanced Internet Searching'

Venue: Sheffield Hallam

Date: Tuesday 12th May 9.30—4.30pm

Contact: Carl Clayton

Email: c.j.clayton@shu.ac.uk

Further details: www.sinto.org.uk

Forthcoming Meetings....2009.

Branch Committee Meetings:

Friday 12th June

Scarborough Central Library

Friday 18th September

Leeds Central Library

Friday 11th December

Sheffield Central Library

**All meetings start at 2pm
Refreshments provided**

For further details please contact:

**Sue Cook
Hon. Branch Secretary at
sue.cook@sheffield.gov.uk**

www.cilip.org.uk/yh

Next Issue

- Features, opinions, letters
- News and articles from around the region and beyond.
- Professional Updates.
- Dates for your diary.

CILIP in Yorkshire & Humberside

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