



Chartered Institute of  
Library and Information  
Professionals

**Yorkshire + Humberside**

Supplement to  
Library + Information

# update

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## Editorial



This is my first, and possibly last edition as editor of the Yorkshire and Humberside news. No, it is not my slapdash editing that might be to blame. Instead we have a new editor from next month. Roy Vickers will be taking the reins from now on. I am sure you will all

agree that Alison Harling has done a great job, and we will all miss her!

I would like to offer my sincere thanks to Kathryn Oxborrow and Caroline Cummings. Without their help, this issue would be no where near as good. They have written a great report on Members' Day, held on the 22nd July. Especially thanks to Caroline. She kindly paid extra attention to record the minutes for the Branch AGM.

One of the speakers at Members' Day was Andrew Walsh. I had the pleasure of attending his session at the University College and Research Group "Getting Up to Speed" conference in York on the 8th June. Considering how to make a session fun, interesting and facilitate learning is a great challenge and he offered a host of techniques to help. But what do you select - bingo, quizzes, practical exercises..?

In a session I ran, I experimented with practical techniques. I debated with myself what to use, and decided on role-play and an information search. I wanted to illustrate the importance of speaking to customers to engage them, as opposed email communication.

My choice of practical techniques was not a success. I received some informative and in depth feedback from the participants, which said that the information search was superfluous to the session. A different format, such as discussing the best way to contact customers about queries was suggested.

Despite this set back, the participants enjoyed the rest of the session. I think the experimentation with active learning techniques was still useful. For those considering whether to try something new in their training sessions, I would say 'just do it'.

Neil Dixon  
Guest Editor

Contact: [ndixon92@hotmail.com](mailto:ndixon92@hotmail.com)

## Teaching and learning courses

### Phoenix Rising: career development opportunities for library staff at the University of Leeds

As many of you know I was involved for many years in information & library studies education at Leeds Metropolitan University. Since my move to the Lifelong Learning Centre at the University of Leeds I've been looking for opportunities to offer some career development for the profession. So I'm using this piece to ask your views about what's on offer. We offer a part-time Foundation Degree in Learning & Teaching together with a 'Top Up' to BA(Hons). Since taking over in 2008 I have revised both programmes in order to recruit people from a wide range of learning support backgrounds including libraries. Whilst we're not offering a 'library' course we are providing a route through our programme which allows students to focus on the application of learning support to libraries.

#### Modules with an library focus

##### Foundation Degree Learning and Teaching

Year 1	Year 2	Year 3
Process of Learning	Literacies for Learning	Teaching Skills for Support Staff
Basic Approaches to Managing and Resolving Conflict	Using Stories to Develop Learning	Work-Based Learning 2 (library focus)
	Work-Based Learning 1 (library focus)	

##### BA (Hons) Learning and Teaching ('top up' degree)

Year 4	Year 5
Issues in Professional Practice	Research project (library focus)
Researching the Sector in Learning and Teaching	eLearning: facilitating learning through technologies

## Web browsing

### Continuing Professional Development (CPD) and stand-alone courses

It's also possible to study any of the above as stand-alone modules for CPD, plus two modules on 'SEN & Inclusion' & 'An Introduction to Autism'. We can also offer customised CPD if required, e.g. we ran a two day Teaching Skills for School Librarians workshop in Autumn 2009. The cost for each module is currently £240, the Foundation Degree fee is £940 in 2010-11. I appreciate that times are hard, & training budgets have been decimated, but I'd really appreciate some feedback. Would you be willing to support your staff to attend the Foundation Degree/BA (Hons) and/or a module for CPD purposes? Would you consider attending a module yourself for CPD purposes? Do you have any staff with a Foundation Degree or equivalent who need to 'top up' to a full honours degree? Please get back to me with your views, suggestions, & comments. If you'd also like some more information and/or an informal chat please get in touch at:

s.e.gibbs@leeds.ac.uk 0113 343 8157

#### Hot off the press at the time of writing is another possibility – a work-based

learning/BA(Hons) Professional Practice: Library & Information Management along the lines of the one being developed by a partnership of Middlesex & Thames Valley Universities, CILIP & FDF (see *Gazette* 22 July-11 August for details). I'm meeting with fellow practitioners to discuss in September so watch this space...

Sally Gibbs  
Programme Manager  
FD/BA(Hons) Learning & Teaching

## Web browsing

**Professional Reading**  
[www.facetpublishing.co.uk](http://www.facetpublishing.co.uk)

**Update + Gazette**  
[www.cilip.org.uk/publications—new](http://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/>

## **Engaging school pupils**

### **Leeds Libraries and Europe Direct Supporting learning in local schools**

Leeds Library & Information Service traditionally provides a wide range of services, information and activities for children in order to support their educational, leisure and information needs. We value our relationships with young people and local schools immensely and our commitment to the provision of first class information services, that continues to promote and enhance the learning and understanding of different cultures, languages and citizenship, is at the heart of all our service development.

The Library & Information Service is part of a European network of 500 Europe Direct information centres, which promotes information on the European Union. There are 16 in the UK, Leeds being the only centre in the Yorkshire and Humberside region. Central to this provision are many innovative learning resources that have been specifically created for school children. To increase the awareness of these, a project called "Let's Explore Europe" was created. It was piloted at Dewsbury Road community library, the main aim being to demonstrate the new and exciting materials which can easily complement curriculum activities and inspire new learning.

A programme of three themed sessions, Countries, Travelling and Food & Agriculture, were prepared to introduce various aspects of information about the European Union through a combination of activities such as quizzes, which explored their knowledge of capital cities, national costumes and traditions. Also crafts, such as making a country flag; and the learning of simple phrases in Spanish, Italian and French. Core to this was the introduction of key resources such as "Passport to the European Union" and "United in Diversity". The booklets contain information on all the countries in the EU in an appealing format well supported by colourful maps and stickers, all these being very attractive to children. The celebration of Europe Day and cultural diversity were the focal points of the final session, where everybody was invited to try a selection of cakes, biscuits and chocolate from European countries.

We strongly believe that this project broadened the ways in which public libraries can engage with schools. "Let's Explore Europe" complements existing library skills provision for pupils, and can be used for subsequent or extension visits and activities. It also introduced

to teachers, parents and pupils an innovative set of resources that increase and stimulate knowledge and awareness of the European Union.

Overall, it was an enjoyable and unique programme, which provided an excellent opportunity to work closely with a local school, promote the library service and emphasise its role as a learning provider, as well as to raise awareness of the Europe Direct Leeds Information Centre. We now look forward to introducing and sharing the programme with teachers and colleagues, having written extensive session plans and a Best Practice Guide called "Inspirations" which enable the programme to be easily reproduced.

Inga Kobzeva, Librarian  
Bernadette Azari, Development Librarian  
Library & Information Service  
Leeds City Council

### **Leeds Poly reunion**

If you were at Leeds Library School in 1980 help celebrate our Pearl anniversary (30 years)! We are meeting at Mr Foley's Cask Ale House on The Headrow, on Saturday 9<sup>th</sup> October.

There will be a small charge for a buffet, so please confirm your attendance with Catherine Snelling (nee Isaac) – [casnelling@btinternet.com](mailto:casnelling@btinternet.com) - as soon as possible.

## Members' Day Report

### **Developing Our Professional Skills: Yorkshire and Humberside Branch CILIP Members' Day**

The joint members' day of CILIP Yorkshire and Humberside branch and CDG Yorkshire and Humberside took place on Thursday 22<sup>nd</sup> July at Leeds Metropolitan University. The day began with a keynote by CILIP President Biddy Fisher. She presented some of the findings from the Conversation part of the Defining your Professional Future Project which most of us will have taken part in. She said that the results had some surprises but on the whole gave an encouraging picture, that members do see their profession as being dynamic and likely to change rather than just staying the same. She also emphasised the importance of being involved in the professional organisation in order to drive change forward.



Biddy Fisher speaking about the Defining Your Professional Future project

This was followed by two sessions running in parallel. Maria Cotera, past president of the national CDG, led a session on professional networking. The key message was an obvious one, but one which can often be missed- that networking is not just about talking to people at events but also to go on to build on that contact in order to build lasting professional relationships that are mutually beneficial. This was followed by a practical 'speed-networking' session during which participants spoke to three new people for five minutes each, with the aim of putting across the important information about themselves and also to listen and show interest in the people they were speaking to. I met some interesting

people through this exercise, with whom I hope to follow up in the future.



Delegates taking part in a practical networking exercise during Maria Cotera's session

Caroline Cummings attended the session on Marketing. "Daniel Park, Information and Research Officer for Bradford LINK and current Chair of Yorkshire and Humber Branch Committee, delivered a session on Marketing and Outreach for library services. The focus of this session was engaging with customers (or soon-to-be customers!) through various techniques, including surveys, focus groups and 'Open Space Activities' – to name a few. Daniel discussed the importance of customer feedback and engagement in shaping and improving library services before presenting some interesting techniques and theories that can be used in order to make this happen. I enjoyed this session and found much food for thought in terms of engaging with customers in more innovative ways."



Daniel Park shares some marketing techniques for library services

## Members' Day Report

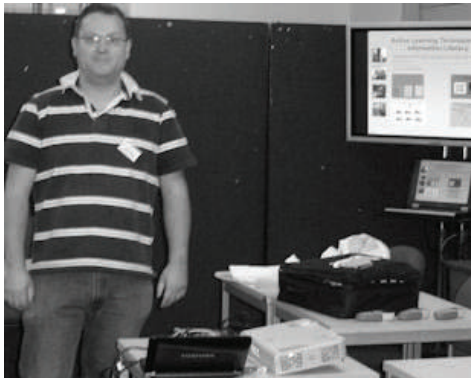
After lunch, the joint AGM of CILIP Yorkshire and Humber and the regional CDG took place. This was followed, not by a keynote speech, but instead by a discussion, led by Maria Cotera, on professional activism, and whether all the uncertainty in the profession would lead to it becoming stronger through survival of the fittest, or 'decimation' (a Roman practice of kill or be killed). Opinions were divided on this issue, and a main topic of discussion was the tension between those who embrace change, and those who resist it.



CILIP Y&H Branch Chair Daniel Park and outgoing CDG Divisional Chair James Kay present thank-you gifts to Maria Cotera and Bidy Fisher

This was followed by a further two parallel sessions. Andrew Walsh, from the University of Huddersfield, led a session on active learning techniques. The point which he made is that people have different learning styles, so it is important to try and engage people by getting away from a lecture format in library training. He introduced some ideas taken from his book 'Active Learning Techniques for Librarians:

Practical Examples', co-authored with Padma Inala. These included methods of gauging participants' level of understanding of or confidence in a topic at the beginning and end of a



Andrew Walsh presents ways to incorporate active learning into information skills training

session, the Cephalonian method of using targeted questions, and various methods of getting participants to engage through internet or mobile technology such as Twitter, texting and QR codes.

Ned Potter and Laura Woods from the University of Leeds led a session about getting beyond the 'echo chamber' – a phenomenon where people within the library and information profession talk to each other about issues and controversies that arise, but don't take their opinions and advocacy out to a wider audience, so the messages aren't getting out. Laura and Ned gave some examples of ways in which librarians have got their message beyond the echo chamber, such as getting involved in giving presentations to wider audiences, or contributing to user-generated content on newspaper websites.



Ned Potter and Laura Woods encourage participants to take their opinions about professional issues to a wider audience

The CILIP Y&H/CDG Members Day was an excellent event, with some thought-provoking and practical training that has definitely strengthened my professional skills.

Kathryn Oxborrow  
Assistant Librarian  
Department of Health  
Photographs by Inga Kobzeva

## **Biddy Fisher hosts a celebration**

### **Presidential Event: Reception for Biddy Fisher held at Yorkshire Sculpture Park**

This event, a celebration of Biddy Fisher's year as President of CILIP, followed a CILIP council meeting held at Leeds City Library. This was the first time CILIP council have met in Yorkshire, or indeed outside London, in the organisation's 112-year history. Daniel Park (Branch Chair) and Sue Cook (Secretary) attended the reception, together with our new Treasurer, Neil Dixon.

CDG's Yorkshire contingent was also well represented by James Kay (Chair) Stella Wisdom (Vice Chair) and Joel Kerry (Events officer)

After a drinks reception and introductions, including a stirring speech from Thom Butler, Gallery supervisor at the Yorkshire Sculpture Park, Biddy said that it was important that other people gave their account of how libraries change lives, rather than herself. She then gave up the floor to Jason Tutin, the Learning Co-ordinator at Leeds Library and Information Service, who spoke about the "Across the Board" initiative.

Prompted from a request by Kate Webber, the mother of Theo, her non-communicative autistic son, Jason investigated and successfully located UK online funding for a piece of software called Boardmaker which allows for communication using the universal language of symbols. Often other communication methods for non-communicative people such as sign language require intellectual and motor skills that are difficult for some people with learning disabilities to achieve. In order to get this initiative up and running, Jason needed to look at how children and adults with autism and Asperger's syndrome (sometimes called Autistic Spectrum Disorders) were guided to communicate by special education teachers and speech and language therapists within the local authority, and made connections with Lynnette Menzies.

The great advantage of the "Across the Board" initiative to parents, professionals and children and adults with Autistic spectrum disorders, is that software that helps children to communicate is now available in libraries across the Leeds area, and can be freely accessed by all. In addition, Leeds City Library has become a knowledge hub for this system, so that library staff (who have been trained in how to use the software) can advise parents on how best to exploit it for particular communication tasks, by referring them to a monthly advice session.

These sessions are very popular in that software developers, parents and therapists can learn from each other.

The most powerful message of all was that this entire highly successful initiative (which won the Libraries Change Lives Award 2009) stemmed from the use of very simple library information skills, namely:

- o Listening to what people wanted and responding to their needs
  - o Sharing information
- Providing a neutral space where people can learn from each other

Barry Sheerman, MP for Huddersfield, said that it was an honour to be invited to Biddy's celebration event. He said:

"If given the choice between attending a reception for Barak Obama and attending one for Biddy Fisher, I know which President I'd rather see"

Barry then spoke about how libraries add real value to children's education, which he learned from conducting two enquiries on special educational needs. He also spoke about a research report he had conducted into the added value the new British Library gave to London and the country as a whole, enabling the British Library to access both Culture, Media and Sport funding and Education funding.

Barry concluded by saying:

"You have a fabulous President in Biddy Fisher, even though she scares me sometimes. Her energy, enthusiasm and passion changes people's lives just as all libraries should change people's lives"

Biddy concluded by thanking everyone in the room who had contributed to the success of her year as President. She said that having this event in her adopted county of Yorkshire was something very dear to her, and she thanked everyone for making her dream come true.

Daniel Park  
Chair YH Branch

## **Editor handover**

### **Farewell from the editor: Just a few words...**

As I relinquish my job as Editor of our newsletter YLN, may I just say that it has been an activity that I found most enjoyable and well worth doing – both personally and professionally, and I would recommend it to anyone.

At the outset, and to a novice like me (with no prior experience), just selecting and getting to grips with the software to use (to create the newsletter) and then deciding on layouts, was fairly challenging. Further challenges awaited of course – such as how did I want to present it (?), seeking out sources to provide 'copy' for the newsletter, and then on receipt of contributions, checking the detail, deciding which page to put it on, what 'bye-line' to choose...etc. Preparing the final draft, proof-reading, and selecting efficient formats to transfer to both the printers and our web site manager followed on from there, and then finally but not least, ensuring the printed copies could be despatched in time for distribution from CILIP London HQ to our members in the Yorkshire & Humberside region, not forgetting to omit the British Library, which also wants a copy!

So from very humble beginnings, with no experience but a lot of enthusiasm for the task, I learnt an enormous amount of what it takes to edit a newsletter for an organisation such as ours. I enjoyed every minute (including the challenges!) and have met some wonderful characters on the way, either personally or simply via post and email. Committee members past and present have all helped me to achieve what I have done, and being sponsored (by our Branch) to go to the first CILIP Branch and Special Interest Group Editors meeting at CILIP HQ in London (in October 2009) was a particular highlight. Listening to Elspeth Hyams describing her job as Editor of Update and taking part in discussions around the table was an experience that was vibrant, interesting and invigorating, and the networking during breaks and afterwards of course was invaluable.

My grateful thanks go to all those who contributed so splendidly to the newsletter. Without you there would be no newsletter, and you all made my job so much easier and satisfying. I hope you continue to do so - your new editor – Roy Vickers – needs you just as much!

### **Introducing our new editor...**

I first came to Yorkshire as student at the University of Huddersfield in 1995. I next embarked on several years' research and sessional lecturing in Liverpool and worked in Liverpool Central Library. I also taught English at Huddersfield from 2002-2005. I got married, attained a PhD in English Literature and Cultural History (2004) and an MA in Library and Information Management (2006), both from Liverpool John Moores University. I returned to live in West Yorkshire in 2007 and am often found on my allotment (my new hobby), cursing the rabbits that have eaten all my lettuce. I now commute across the Yorkshire-Lancashire border to the University of Salford, and work as a service desk specialist within a converged Library and IT service. During my editorship I will be tweeting on @editorYH and publishing a selection of those received.



Alison and Roy at the Scarborough Committee meeting, June 2010

Alison Harling  
Roy Vickers  
Former / current editor

### **Events coordinator needed**

Do you have experience at organising events or confidence and willingness to learn?

The YH Branch aims to organise three events per year. We need a volunteer to lead on recruiting trainers and promoting events.

This is a great chance to develop project management skills and have an impact on the library community.

Contact Daniel Park (Chair) for more details  
danielpark99@aol.com

## **Dates for your Diary**

### **Next branch Committee Meeting:**

**Friday 17th December 2010, 2pm  
University of Huddersfield**

**Refreshments provided**

**For further details please contact:**

**Sue Cook, Hon. Branch Secretary  
suecook11@yahoo.co.uk**

### **CILIP in Yorkshire & Humberside**

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**[www.cilip.org.uk/yh](http://www.cilip.org.uk/yh)**

## **Committee list**

### **Yorkshire and Humberside Branch committee**

#### **Honorary Officers:**

**Chair—Daniel Park**

**Secretary—Sue Cook**

**Treasurer—Andrew Walsh**

**Website Manager—Gary Taylor**

**Newsletter Editor—Roy Vickers**

#### **Members—**

**Andrew Jones, Ronan O'Beirne, Neil Dixon,  
Alison Harling, Inga Kobzeva**

**Student Representatives from  
University of Sheffield —**

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

**Career Development Group—attendance  
rotated between Committee Members**

**This newsletter is available in  
alternative formats on request  
from:**

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