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Bulletin

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Dear CoFHE members

## Setting up of the new Special Interest Group

Welcome back from the summer break. The last time some of us were together was at Wrexham where the initial idea of setting up a new Special Interest Group was mentioned.

I thought I would take this opportunity to let you know what has been happening.

Over the summer I have been working with Amanda Poulton from UC&R regarding the setting up of a new Special Interest Group for FE and HE librarians. As you can imagine, this has not been an easy process as we volunteered to be one of the pilots so that any issues that may arise can be ironed out before other groups proceed with similar processes.

Being a pilot we have been able to draw on the experience of CILIP HQ which has been very useful.

At these meetings we have discussed in length how we see the new group working, taking on board the feedback that we have had from members. Annie Mauger and Francis Muzzo have attended some of these meetings

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so that we have been able to clarify that we are following the correct procedures.

As you know I am adamant that the FE sector does not get lost in this new group. Amanda and I have agreed that the new group will be co – chaired for the initial year, the committee will be made up equally of elected members from both sectors. It is hoped that one of these posts will be the

communication link between local groups and the national committee.

We have discussed what will happen to the groups/circles and have as yet not had any more thoughts but I will let you know what options there are as soon as we have discussed this.

We were advised by CILIP that we needed to hold an EAGM to vote on the new group and the meeting was set up for the end of September for the vote to be taken so that we could get the request to council for November. We realised when we set the date that it might be difficult for people to attend and because we would not have had a quorum the meeting was cancelled. We later found out that we did not necessarily need to hold this meeting. Thank you to those of you that sent me the signed forms to call the meeting and also those that were going to attend the meeting. Amanda and I will be meeting up to talk with CILIP as to the next step.

The survey gave some indication as to whether members were in agreement of the new group. 92.3% were in favour and at present the most popular name is Academic and Research Libraries group but if any of you have any other ideas about names, please let me know.

The survey also gave us some idea as to what you as members want from this new group and it will be up to the chairs and the new committee to ensure that what you are asking for is delivered.

Many people want more local training and networking sessions, combined publications, conferences, workshops and seminars, cross sectorial training, careers development and advocacy.

I have also emphasised that there still needs to be specialist training, as although we have common themes the FE and HE sector do have their differences. It is anticipated that when the area networks are set up that a selection of training will be offered and open to everyone.

From the FE perspective this does not mean that we will lose our national “get together” every other year where we can spend time discussing specific FE issues.

The next process is to talk to CILIP about the continuation of the process and getting the request for the new group to Council.

Discussions will continue on the Circles/Groups and their set up and geographical spread.

Thank you for your patience in setting up the new group and I will keep you informed on progress.

The national committee meet on 18th October where more discussion will take place.

If anyone has any questions, comments about the new group then please do not hesitate to contact me.

Anne Rowlands  
Chair CoFHE  
[Anne.rowlands.ar@googlemail.com](mailto:Anne.rowlands.ar@googlemail.com)



- Skilling the workforce for the future
- Measuring impact
- Collaboration and partnership
- Surviving in difficult times

**The Sixth CILIP  
CoFHE and UC&R  
Joint Conference**

**Great Expectations:  
What do students want  
and how do we deliver?**

**Newcastle University,  
25<sup>th</sup> – 27<sup>th</sup> June 2012**

**CALL FOR PAPERS and  
NOTES FOR WORKSHOP  
PRESENTERS**

- Call for papers opens Monday 26<sup>th</sup> September 2011
- Call for papers closes Friday 11<sup>th</sup> November 2011
- Notification of acceptance – Friday 25<sup>th</sup> December 2011
- We require a 500 word abstract (which will be sent to a panel of reviewers)
- A PC with Internet access and PowerPoint will be available to presenters.
- All workshop presentations should address one or more of the conference themes.
  - Student experience
  - Quality Assurance
  - Expectations in a digital world
  - Marketing and advocacy

**Submissions should include the following:**

- Names of author(s)
- Name of presenter(s) at the conference (if known)
- Contact details of author(s) and presenter(s) including email addresses, postal addresses and direct telephone number
- Audio-visual requirements (e.g. PowerPoint, Internet access, etc.)
- Special requirements (i.e. break out rooms, Computer suite)
- Abstract (500 word maximum)

**Workshop guidance**

- Workshops should be an hour (maximum) in length
- Workshops should involve active participation and discussion with the focus on participants being able to develop skills or practical ideas for future implementation in their own practice
- Break-out rooms and / or computer suites will be available for these sessions. Please illustrate if you require these facilities for your workshop

**Please send your submission to  
Leo Appleton**

**[l.appleton1@lmu.ac.uk](mailto:l.appleton1@lmu.ac.uk) by Friday  
11<sup>th</sup> November 2011.**

**‘Staying positive in difficult times: Maintaining quality services’ Annual Study Conference June 15<sup>th</sup> – 17<sup>th</sup> 2011 Glyndwr University, Wrexham.**

I was pleased to be offered a sponsored place to attend the Conference this year. It allowed me the opportunity to meet other college librarians, participate in the workshops and hear speakers talk about the future of their services and the service in general.

**Welcome Key note and Plenary addresses**

Paul Jeorrett, Head of Library and Student Services at Glyndwr started the conference with a very positive message around the theme of the conference, we may be doing more with less but the key is to stay positive and have fun.

Phil Bradley, Vice President of CILIP spoke about throwing away the rule book and the use of social media and how the future will be linked to social media.

**Thursday 16<sup>th</sup>** - Andrew Green from the National Library of Wales gave some ‘warm advice for cold times’. With some very punchy yet simple ideas to raise the profile of libraries and what we do, including, show how you’re a good thing – tell stories.

Lloyd Ellis Chair of CILIP Wales – summed up the mood of the conference - how library services will get through these difficult times.

**On Friday** Judith Keene, Director of Information and Learning Services, University of Worcester spoke about the UKs first joint public/academic

library which will open at the Hive, Worcester, bringing together staff from both library services, the County Archives, Record Office and Archaeology service and the Worcestershire County Council Hub. Due to open in July 2012 a true example of taking it beyond the library thinking.

**Workshops**

The workshops provided a wealth of positivity and useful resources for the future. There were plenty to choose from including Six book challenge, Cross sector library marketing, OFSTED and the limiting grades and Cross sector information literacy project, I had to pick so I went to, 1. ‘Multi-skilling and maximising resources and staff’ delivered by Annette Crosbourne, Head of Learning Services at Lewisham College. Annette has embedded the library service into the curriculum even creating a functional skills learning centre. She was very inspiring.

2. ‘Peer e-guides and Digital Literacy (PEDL) JISC project’, delivered by Ceri Powell Deputy Library Manager, Llandrillo College and Virginia Havergal Learning Centres and E-Resources Manager, Petroc College. Both talked about the project that aims to promote digital literacy amongst students within the FE sector (including students studying HE in FE), through the use of peer eGuides. Implemented through training/support of students to become eGuides and by providing support to tutors and students on digital literacy issues.

3. ‘New online resource for information skills’ – Ella Mitchell and Erica Plowman from the University of East London (UEL) lead a fascinating workshop about how a brand new ‘Info skills’ website had been created to

support students to develop their information skills. With lots of useful tips we had hands on experience of using the site. I came away with some great ideas about delivery of Harvard referencing skills sessions

<http://infoskills.uelconnect.org.uk/>

Experimenting with mobile technology use in libraries, delivered by Jo Alcock, a research librarian at Birmingham City University. She had us all texting responses to questions which then immediately appeared as results. Jo had lots of useful ideas about the use of mobile technologies in libraries and gave us this link for further information [http://www.delicious.com/tag/cofhemo\\_bapps](http://www.delicious.com/tag/cofhemo_bapps)

Follow this link to the conference resources <http://www.cilip.org.uk/get-involved/special-interest-groups/c-of-he/conference/pages/conference-2011-resources.aspx>

I would like to thank CofHE West Midlands for supporting me to attend this conference. In these present times of cutbacks within all organisations and the impact that will have through colleges and libraries, being able to attend this conference, share good practice and ideas with other college librarians proved invaluable to me.

**Liz Arnold**

Librarian, Warwickshire College

### **Making induction better – or at least keeping the students awake.**

This year we tried using the Optivote voting system during induction. This system links in with our VLE Moodle. Once a quiz is created very little work is needed to convert it into an Optivote quiz.

All groups were asked 12 questions based on cross-college services. Each student was given a handset and like “millionaires” they had to press a,b,c or d once the question was displayed on the plasma...and amazingly it worked beautifully. All F/T students took part and there were very few complaints or “I’m bored” statements. In fact once we had shown everyone the correct answers at the end, many groups asked if they could do it again.

The tutors were with their groups and could see how engaged their students were with this technology so we have had an influx of tutors asking to be shown how to use the system. We lend out plasma with a laptop (with the software on) so staff don’t need to worry about that side of things. We have 32 handsets which means all of our groups can use the system – obviously difficult if you have class sizes of more than 32. Our only problem was that the students had a tendency to scratch the numbers off the handsets so we had to have another method of labelling but all in all it worked well.

If you need any more information please do not hesitate to get in touch with me.

**Helen Ashton**

Learning Centre Manager

Bishop Auckland College

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### **Engaging with design students at City of Glasgow College**

City of Glasgow College is a new college formed as a result of a merger between Central College Glasgow, Glasgow Metropolitan College and Glasgow College of Nautical Studies. The College is the largest in Scotland, catering for students from a wide

range of backgrounds (42 languages were spoken in the college at the last count) in a variety of courses ranging from Scottish Highers to Honours degrees (validated by HE institutions) in a broad range of subject areas. In 2010, a one off project between the library and the Visual Communication staff and students from within the School of Design resulted in the creation of a student led library marketing campaign.

The success of this project led the library team to begin work with academic staff on widening collaborative projects between the library and the School of Design and embedding them in the curriculum as a regular feature of courses rather than as a one off ad hoc affair.

### **Project Aims**

The project aims were clear from the outset. From a pedagogical perspective, we wanted to assist in providing students with valuable experience in working to a brief provided by a real client – in this case, the library. Experiential learning models bring several advantages for learners and the Visual Communication lecturers were keen to work with the library in order to provide this learning experience for the students.

From the perspective of the library, our aims were threefold. Firstly, given the large number of talented students studying in the visual arts in the college, it had always struck library staff as an untapped resource for the creation of eye catching and elegant promotional material. Therefore, we wanted to harness the skills of our own students to provide us with new promotional materials – posters, bookmarks, screensavers, bags and so on – depending on the particular brief set by the library. Secondly, in order to ensure that the students could deliver materials that communicated

the message we wanted to promote, we had to ensure that the students were very familiar with the kind of services we offer. This had the twin benefits of ensuring that the students gained increased knowledge of the library's services whilst also helping to ensure that this knowledge could feed into the promotional materials the students could produce. Thirdly, during our first foray into working with visual communication students an informal study had suggested that library usage amongst the visual communication students was not as high as design students of other disciplines studying at a similar level such as product design or fine art. Therefore, we hoped that the project would:

- Provide the library with attractive, modern and informative promotional materials.
- Increase the visual communication students' knowledge and understanding of the role of the library.
- Investigate through the use of a simple anonymous survey of visual communication students whether they would be more likely to use the library services more regularly than previously upon completing the project given their increased understanding of the services provided by the library.

### **The project**

The project was carried out during the first month of the 2011-12 academic term. Members of library staff began the project by visiting the classrooms and giving the students a detailed brief on what was required of them in terms of timescales, file formats, house

styles and so on. The library staff also spent time explaining the range of different services provided by the library and distributed various library guides and information sheets. This would increase student understanding of the library service and also give them the information they would need if they wished to design marketing materials focussing on a specific facet of this service. We then carried out an electronic resources workshop with the students in which we demonstrated the breadth of digital resources that the library can provide across a wide range of subject areas. Students appeared to be keenly interested in the project and we received many questions and queries about the library service and the sort of areas we may like to see publicised both at the initial project brief meeting in the classrooms and over the following weeks. We had made it clear that we were willing to provide further information and advice to students throughout the course of the project and were pleased that we received several visits from students looking for more information about specific services such as e-books and reading lists in order for them to better develop their concepts.

### **Outcomes**

The project was completed at the start of October 2011. Upon completion of the brief, we had to:

- Decide which concepts we felt best met the aspects of the brief that we set out. We would then incorporate these design concepts into our own library promotional materials. Students responsible for the work would be rewarded through book tokens and printing credits and students would also have to

agree to the use of their work by the library service.

- Assess to what extent the project was likely to have improved the visual communication student's knowledge of the library service and increase their usage of the library.

The quality of the design concepts presented to us was largely high, which made choosing "winning" pieces very difficult. The students had acquitted themselves very well, some of them putting in a Stakhanovite effort, and had developed a series of ideas which focussed on different aspects of the library service in ways which were amusing, clever and visually arresting. After some debate, the library staff were able to decide on an excellent design concept for which the student had designed bookmarks, posters and mouse mats and another concept for "guerrilla" style student leaflets. Having chosen these concepts, the library will go about employing them in our library marketing materials throughout the rest of this academic year.

A simple questionnaire was used in order to make some kind of assessment on whether the project has succeeded in improving the students' knowledge and understanding of the role and services of the library and, if so, whether this would translate into increased usage of the library. The short, anonymous questionnaire was distributed by the visual communication lecturers to the students in the week following the end of the project. Results from the questionnaire suggest that:

- The vast majority (91%) of students feel that, following the project, their knowledge of the

services provided by the library has increased either by some extent or greatly.

- The majority (65%) of students feel that, following the project, they will use the library's electronic resources more often than previously.
- The vast majority (82%) of students feel that, following the project, they will use the library's physical resources more often than previously.

Although we are obviously pleased with these results, we would like to investigate the possibility of attaining quantitative evidence by assessing the number of book issues and Athens accesses of e-resources from this group of students for this academic year and comparing these with the figures from the previous year for the same group. There are, of course, issues of methodology to consider in this approach as well.

What we cannot dispute is the fact that this has been an extremely useful exercise for the library and the visual communication lecturers and students. The library will be able to benefit from the excellent promotional materials designed by the students. The visual communication lecturers have benefited from being able to provide the students with live brief with a real client and the students have gained important experience in engaging with a real client and attempting to create a concept which fits with this client's wishes.

We plan to run this project annually with our visual communication students and have already made inroads into running similar projects with other departments in the College. Although further work will be required to fully assess what (if any) impact the

project will have on the visual communication students usage of the library, close library engagement with students and staff can certainly be no bad thing.

Paul Gorman

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### **Six Book Challenge: improving skills and changing lives**

The Reading Agency is calling for colleges, libraries, prisons and workplaces to reach out to those less confident adult readers who are most likely to benefit from its increasingly-popular Six Book Challenge, which has launched its 2012 programme. This comes as the National Institute of Adult Continuing Education (NIACE)'s new independent inquiry into adult literacy calls for more innovative work to help the five million adults in the UK who lack the literacy skills they need for everyday life.

Launched in 2008, the annual Six Book Challenge encourages less confident readers to develop a new reading habit and improve their skills at the same time. Participants are invited to pick six reads of their choice and complete a reading diary in order to receive incentives along the way, a certificate and the chance to enter a national prize draw. Impact research has found that 94% of respondents felt a sense of achievement, 88% said they gained from the experience and 60% reported an improvement in their skills - a finding endorsed each year by tutors.

"We're launching a new look Six Book Challenge for 2012, with new materials available," says The Reading Agency's adult literacy specialist Genevieve Clarke. "And we'll be building on the fabulous success we've had so far

through a whole range of organisations using this simple scheme to make a big difference to people's lives."

18,000 young people and adults across the UK registered for the Six Book Challenge this year through libraries, colleges, adult education, prisons and workplaces with potentially life-changing results.

Keith Orrell was knocked down in a road accident as a young man and lost the ability to read and write. He now studies at Bolton College where he took part in the Six Book Challenge. "When I got my certificate I was over the moon - it is the first certificate I have ever got for anything and I couldn't believe it, but it gave me a lot of confidence. I gave a speech at the ceremony where we got our certificates - I really want to encourage more people to do the Six Book Challenge and to learn how to read and write."

Principal Marie Gilluley hosted the award ceremony held at Bolton College to honour Keith and other Six Book Challenge completers: "I was moved by the stories of those involved who described how proud they were of themselves, of setting examples for their children, of their increased confidence and most of all their determination to keep reading and progress in their studies. The Six Book Challenge provides a uniquely accessible and enjoyable way to stimulate interest and improve literacy. We're delighted to be involved."

The Reading Agency will also continue to work with the TUC's learning arm unionlearn to encourage more workplaces to get involved. .

Look out for further news about the Six Book Challenge in October when we will be announcing new prizes for 2012.

**Six Book Challenge information:** visit [www.sixbookchallenge.org.uk](http://www.sixbookchallenge.org.uk)

or contact Genevieve Clarke: [genevieve.clarke@readingagency.org.uk](mailto:genevieve.clarke@readingagency.org.uk)

### **Digital games to help literacy**

**DEVELOPING NEW GAMES:** The Reading Agency are very excited to be exploring two possible approaches to developing a digital game linked to the Six Book Challenge and have just published *Game On: Ways of using digital games to engage learners in reading for pleasure*. Funded by the Department for Business, Innovation and Skills, this research links between digital games and adult learning, identifies games that have a significant text element and describes how we developed and trialed two games - a 'choose your own adventure' narrative texting game for use on mobile phones and a social game designed to engage Six Book Challenge participants in online discussion and challenges. Please contact

[genevieve.clarke@readingagency.org.uk](mailto:genevieve.clarke@readingagency.org.uk) if you'd like to know more.

### **Have you seen?**

**SCONUL** are looking for people who would like to contribute to SCONUL's Higher Education Library Technology (HELibTech) wiki. <http://helibtech.com/>.

They wish to continue to improve the content and coverage by having dedicated volunteer 'editors'. Perhaps you have a particular interest in ebooks, or open source or some other

library technology field or issue and would like to share content, links and resources with the community?

The rewards are non financial and there is much scope for flexibility and initiative. We are very open to ideas about how to improve HELibTech and the role of volunteer editors. If you have some time and commitment and are interested or would simply like to know more please contact Ken Chad. ([ken@kenchadconsulting.com](mailto:ken@kenchadconsulting.com) Tel +44 (0)7788727845)

The Higher Education Library Technology wiki is a SCONUL service based on the content of the 2008 SCONUL/JISC 'Library Management System Study' ([http://www.sconul.ac.uk/news/lms\\_report/lmsstudy](http://www.sconul.ac.uk/news/lms_report/lmsstudy)). Ken Chad Consulting Ltd hosts and manages the service on behalf of SCONUL

**JISC** have launched a new guide: *Emerging Practice in a Digital Age: A guide to technology-enhanced institutional innovation* available at <http://www.jisc.ac.uk/digiemerge>. To augment this guide, JISC infoNet are developing a Mobile Learning infoKit with version 0.1 of this resource now available at <http://bit.ly/mobilelearninginfokit>.

The Mobile Learning infoKit is a practical guide for educational institutions planning to implement mobile learning initiatives. At launch, it comprises a wiki-based resource collating information and guidance from JISC and others sources. It will develop to include a section on future trends, incorporate additional examples, and be made available in a variety of formats.

The guide is available online in PDF, accessible Word and ePub formats,

together with extended versions of the case studies. These can be read online or downloaded from [www.jisc.ac.uk/digiemerge](http://www.jisc.ac.uk/digiemerge). A limited number of printed copies are available. To request a copy please register your details at <http://survey.jisc.ac.uk/digiemerge>

The supplementary online resources which accompany the guide include video case studies, a planning tool and expert podcasts from the JISC 2011 Emerging Practice Symposium. To increase accessibility, the resources associated with Emerging Practice in a Digital Age are available in different formats from [www.jisc.ac.uk/emergeresource](http://www.jisc.ac.uk/emergeresource).

Emerging Practice in a Digital Age complements other publications in the same series, in particular the companion guides [Effective Practice in a Digital Age](#) (JISC, 2009) and [Innovative Practice with e-Learning](#) (JISC, 2005).

If you have any questions or feedback about the Mobile Learning infoKit, please get in touch with Doug Belshaw at [doug.belshaw@northumbria.ac.uk](mailto:doug.belshaw@northumbria.ac.uk)

#### **EDINA's quarterly newsletter**

The September 2011 edition of Newsline, EDINA's quarterly newsletter, is now available at - <http://edina.ac.uk/news/newsline.html> to read online or as a downloadable PDF file.

Newsline is aimed at user support staff, interested users and others with an interest in EDINA. It carries information on EDINA services and developments and this issue is full of varied and relevant information

### **Journals acquisitions**

Primary Research Group ([www.PrimaryResearch.com](http://www.PrimaryResearch.com)) is conducting a survey of the use the journals acquisitions process by college and research libraries. Participants receive a free PDF copy of the final report. To take the survey follow the link below.

<http://www.surveymonkey.com/s/UseOfScholarlyJournals>

### **Information partnership**

The new training and development programme from SINTO - the information partnership is now available on the SINTO website <http://extra.shu.ac.uk/sinto/Events/events.html>

Topics include Advocacy, Copyright, Training skills, Answering enquiries and Effective communications.

### **National Occupational Standards for Coaching and Mentoring**

Do you mentor or coach people? PTEG have been involved in the working group on the National Occupational Standards for Coaching and Mentoring. There is now a chance for everyone to comment on the draft standards. Please follow the information below to find the link for the drafts and for entering your comments. If you have anything specific you'd like raised at the next meeting in November then please contact Carol Brooks [carol.brooks@derbyshire.gov.uk](mailto:carol.brooks@derbyshire.gov.uk).

Working with employers, stakeholders and practitioners in each nation of the UK, UK Qualifications and Skills at LSIS are keen to seek your opinions on the Coaching and Mentoring National Occupational Standards to

ensure that the revised NOS reflect best practice, and can therefore be used in the future to inform qualifications and provision for the coaching and mentoring sector.

Contributions can be made in one of three ways:

- By completing an online questionnaire
- By using a master set of documents to host your own discussion with colleagues or in your team (e.g. as part of another meeting)

These three ways are offered to try and supply appropriate ways to contribute to this work without incurring excessive costs.

Opportunities to get involved are open to all but we would especially like to invite involvement from:

- Those familiar with and/or who use the Coaching and Mentoring NOS
- Those with experience of developing or working with competencies relating to coaching and mentoring
- Those involved in the development, delivery or assessment of learning opportunities related to coaching and mentoring
- Those who have a strong understanding of the skills and knowledge required to practice coaching and mentoring.

Further information:

All downloads, information and support for the NOS review is available at:

<http://www.excellencegateway.org.uk/page.aspx?o=320143>.

### **Classification and Ontology: Formal Approaches and Access to Knowledge"**

You may be interested in the outputs of the International UDC Seminar 2011 "Classification and Ontology: Formal Approaches and Access to Knowledge" that took place on 19-20 September 2011 in Koninklijke Bibliotheek in The Hague.

Slides and audio recordings of all 21 talks can be now downloaded from the conference website <http://seminar.udcc.org/2011/programme.htm>

Conference proceedings are published by Ergon Verlag and can now be ordered online from <http://seminar.udcc.org/2011/php/proceedings.php>.

### **Information Literacy**

This October 25th marks the second anniversary of the blog and resources "Information Literacy / Ibero-America (Latin-America, Spain and Portugal)": <http://alfiniberoamerica.blogspot.com/>

Considering this anniversary and with the goal to continue contributing to the growth and recognition of information competencies training in educational institutions and different types of libraries in the Iberoamerican context, we launched the resource:

Wiki: "Information Literacy / Ibero-America. State of the Art": <http://alfiniberoamerica.wikispaces.com/>

In this space you will find, to date, 979 contents-resources (journal articles, papers, books, chapters of books, works of degree, graduate theses, declarations, models, presentations, videos, audios, events, web resources ...) organized taking into account the 22 countries of Ibero-America.

We invite you to visit this Wiki, to add it to your websites and references to information literacy, and waiting for your comments.

Regards,

Alejandro Uribe Tirado  
[auribe@BIBLIOTECOLOGIA.UDEA.EDU.CO](mailto:auribe@BIBLIOTECOLOGIA.UDEA.EDU.CO)

### **Events**

#### **Best Practice Criteria for Sustainable E-Learning Open University, Milton Keynes, November 1st 2011**

Financial challenges, market opportunities and technical innovation will drive greater use of e-learning. Some see cost-cutting as the primary driver, and fear that it will diminish the quality of the educational experience through reduced face-to-face contact. Others argue that e-learning creates new learning possibilities, and can strengthen educational quality, e.g. by enabling more rather than less learning contact with fellow students. The sustainability of e-learning is also contentious. Do virtual technologies have a lighter or heavier environmental footprint than traditional methods? And does e-learning create greater social inclusion, both globally and nationally, or will it lead to a 'second class' educational system with face-to-face methods reserved for an elite? Given these controversies, how do both educators and learners decide

which blend or variety of e-learning is most effective for them? Can we develop criteria for 'best practice' e-learning which recognise the validity of different approaches as opposed to current threshold standards? How can we best define the quality of 1:1 interaction with a tutor or equivalent; or the opportunity for high quality interaction with other learners; or the different technology infrastructures? These criteria could have many uses: directing attention to key issues during course design; helping providers (especially those new to the market) to reassure students that they can enjoy a quality educational experience; and helping learners to choose between providers. Of course, some of these goals would require either self- or external assessment against the criteria, but this could be 'light touch' if the criteria were focused on the distinctive features of e-learning rather than aiming at a comprehensive QAA-style assessment.

These questions will be addressed in this exploratory workshop, which blends face-to-face and virtual elements. It is hoped that the outcome will be a proposal for further work on the concept, perhaps by regional 'camel' groups.

There is no charge for the event. As places are very limited Cancellations after October 24th, and no shows that are not due to illness, will be charged at £50. Please book by visiting [www.goodcampus.org](http://www.goodcampus.org).

#### **4<sup>th</sup> November 2011**

NIACE is holding a Digital Learning conference on 4 November 2011 which links closely with Adult Learners' Week.

The conference will explore how adults

are using technology to learn, and learning to use technology innovatively - something that Adult Learners' Week award winners have consistently demonstrated.

Digital Learning is an increasingly important part of Adult Learners' Week, representing one of the key themes we will be using to support the initiative this year.

For further information and to book a place on the conference please visit the [www.niace.org.uk](http://www.niace.org.uk)

#### **7<sup>th</sup> and 8<sup>th</sup> November 2011**

**Two workshops have been arranged in the East Midlands**  
**Chesterfield Library Monday 7<sup>th</sup> Nov – a few places available and**  
**Loughborough University Tuesday 8<sup>th</sup> Nov – accepting waiting list requests**

Outline programme can be found below.

**To reserve a place please contact [Anne.Kail@Credoreference.com](mailto:Anne.Kail@Credoreference.com)**

#### **Are your usage stats as high as they could or should be?**

You are invited to join us at one of these lively, informative, interactive sessions:

#### **Where and when?**

Chesterfield Library, New Beetwell Street, Chesterfield, Derbyshire  
Monday 7th November at 10.00 am

#### **OR**

Loughborough University Library,  
Loughborough, LE11 3TU  
Tuesday 8th November at 10.00 am

#### **Who should attend?**

Library staff in all sectors responsible for marketing and usage of online resources

Morning Programme: Promoting ALL your online resources – quick overview on what’s already been done by over 100 librarians. What more should suppliers be doing to help you? Come up with something nobody’s thought of yet in the workshop sessions! Cross-sector networking.

13.00 – 14.00 Lunch

14.00 – 15.30 Optional Credo

Reference demonstration and hands-on training session

All the sessions (and lunch) are free of charge.

Sessions are run by Credo Reference, but are supplier-neutral. Some Credo-specific initiatives will be covered, but should be of general interest.

RSVP to [anne.kail@credoreference.com](mailto:anne.kail@credoreference.com) stating whether you like to come for just the morning/stay for lunch/stay for the whole day – and any dietary requirements.

### Venue details

Chesterfield Library location:  
[http://www.derbyshire.gov.uk/leisure/libraries/find\\_your\\_local\\_library/chesterfield/default.asp](http://www.derbyshire.gov.uk/leisure/libraries/find_your_local_library/chesterfield/default.asp)

Travel details to Loughborough University can be found at:  
<http://www.lboro.ac.uk/about/findus.html>

### Upcoming workshops

Keep up to date with workshops in your area – or request one! – at <http://www.librariesthriving.org/home/ukworkshops>

## **CILIP’s RFID in Libraries Conference 2011 - *How can RFID help libraries face dual challenge?***

**Tuesday 8 November 2011**, The Bloomsbury Hotel, London

Libraries everywhere are facing the dual challenge of delivering improved services with diminishing budgets. The contribution technology can make to squaring this circle has possibly never been more important, and RFID is at the heart of it.

The conference on 8<sup>th</sup> November 2011 in London will explore changes in world of RFID and how the latest decision by providers to adopt a single common standard changes will enable new buyers the freedom to pick and choose the RFID devices they prefer.

This year’s conference will bring:

- 17 expert speakers from across the RFID Community
- RFID technology demonstrations from leading suppliers
- RFID Alliance Panel– your chance to ask the experts questions
- The BIC/CILIP RFID in Libraries Innovation Award 2011
- Open forum discussion sessions

Make sure you take advantage of our registration offers by visiting the conference website [www.cilip.org.uk/rfid2011](http://www.cilip.org.uk/rfid2011) and book your place today. Places are strictly limited and will be sold on a first-come, first-served basis.

**The future of copyright in the digital age 15<sup>th</sup> November**

The future of copyright in the digital age and what it means for you <http://bit.ly/mYe6Na> Professor Charles Oppenheim and Emily Goodhand  
Tuesday, 15 November, 2011 - 09:30 - 16:30 CILIP Headquarters, London  
This important one-day seminar will bring attendees up to date on recent developments in UK copyright law, explaining the implications for all who use information resources in their day to day work, and what they need to tell colleagues. The seminar will give delegates the confidence to deal with the practical issues which they might encounter, and to answer questions from colleagues on topics as wide ranging as orphan works, licences (including Creative Commons licences) and the significance of proposed legislative changes (including Hargreaves Review, Digital Economy Act and EU legislation) and recent key legal cases.

**Students at the Heart of the System: how to fulfil their learning needs?**

**21 November** at the ICO Conference Centre, 22 Berners St, London W1T 3DD

A conference offered by the Academic and Professional Publishing Division of The Publishers Association

The White Paper on the future of Higher Education in the UK, Higher Education: Students at the Heart of the System presents universities and colleges with the most profound challenges they have faced since the public sector assumed responsibility for supporting students in the 1940s. The 2011 Publishers Association academic conference for academics and publishers will therefore focus on discussing the White Paper and its implications.

Please visit <http://www.publishers.org.uk/StudentsAtHeart> for a full programme, and to register.

**Wednesday 23<sup>rd</sup> November 2011,**

**Mini Umbrella**

Sutherland Building Great Hall,  
Northumbria University 12-5pm

**Call for attendees**

Once again, we will be running this successful event with support from NE Cilip. The event is open to **all** information and library management staff working in the North East (whether you are a Cilip member or not), and is an opportunity for colleagues to share experiences across the sectors and find out new approaches in what is an ever changing working environment.

**The proposed timetable for this event is as follows:**

**12.00 – Time to view stands/eat** (*a light lunch will be served*)

**12.30 – Welcome**

**12.45 – Keynote – Isabel Hood (Cilip) - Cilip's view on where we are and what we must do to survive as a profession**

Followed by talks by various library and information professionals from across the North East

*A range of stands and displays from a variety of information groups and providers will be available to view throughout the event*

**If you are interested in attending all or part of this year's mini-umbrella, please can you get in touch to book a place. Places will be allocated on a first come, first served basis.**

Please email  
[b.casselden@northumbria.ac.uk](mailto:b.casselden@northumbria.ac.uk)  
before 11<sup>th</sup> November 2011.

### **Wednesday 23<sup>rd</sup> November 2011**

It Takes All Sorts: supporting diverse learners through library services  
Venue: Black Horse House, University of Reading (full day event, buffet lunch included)

Across both HE and FE the student body is growing ever more diverse. Our students may be mature, part-time, work-based; have English as a second language or have a special educational need. What can our Library services do to help all our students have a successful educational experience?

#### Speakers:

- Kate Williams (Upgrade study support service, Oxford Brookes University) – supporting study and development of critical skills for the diverse range of students in HE
- Paul Newman (Assistant Principal, Vocational Education, Reading College) – supporting vocational and work-based students
- Darren Hirst (Accessible Technology lead, Chesterfield College) – understanding the challenges and anticipating the needs of disabled learners
- Phil Lucas (Curriculum Manager for LLDD and Disability, Reading College) –recognising and communicating with autistic learners

Fees: UC&R & CoFHE members: £60  
Non-members: £70 To book, please

go to <http://bit.ly/nMU8fO> and click the Book Now! link.

### **28th November 2011**

Bookings remain open for the first workshop in the research methods series: Evaluating Service Impact being held in Central London.

This is a one-day workshop for professional librarians, knowledge managers and information service providers. During the day participants will work through what is required to identify meaningful performance measures for your service. For further details see:

[www.aspire2rm1.eventbrite.com](http://www.aspire2rm1.eventbrite.com).

The workshop will be facilitated by David Streatfield who is an Independent Impact Consultant to the Global Libraries Initiative funded by the Bill and Melinda Gates Foundation, and has acted in a similar capacity for IFLA, and the Global Impact Study. With his colleague Sharon Markless, David is preparing a new edition of their book *Evaluating the Impact of Your Library*, to be published by Facet Publishing in 2012.

### **29th November 2011**

A UC&R East Midlands Event  
**SHAPING THE LIBRARY'S FUTURE:  
ENCOURAGING INNOVATION AT  
WORK** at The David Wilson Library,  
University of Leicester

A full day workshop by Hudson Rivers  
Management & Training Consultants

Improving our skills in innovative thinking is an increasingly important area for academic library and information staff, helping us to influence the services we provide as well as encouraging ourselves and

others to take a more proactive approach. This intensive one day workshop, which will primarily be of interest to those in the further and higher education sectors, is being organised by UC&R East Midlands and will be facilitated by Hudson Rivers trainer Beryl Morris. It will:

- identify why innovative thinking is increasingly important
- provide a toolkit of creativity techniques (e.g. force field analysis, brainstorming, De Bono's 6 hats, creative swiping, visualisation and breakthrough thinking)
- explore ways to evaluate ideas and translate them into practical actions
- consider ways to encourage an innovative approach in our library services
- encourage the exchange of ideas and experience

Venue: The David Wilson Library, University of Leicester  
Cost: £95  
Booking deadline: 18th November 2011

To read more about the event and to download a booking form go to <http://bit.ly/aEHK35>.

If you have any questions about the event please contact Emma Sansby at [emma.sansby@bishopg.ac.uk](mailto:emma.sansby@bishopg.ac.uk).

## 6 December

### **Making 'Search' Work**

<http://bit.ly/ogVORW> Martin White  
CILIP Headquarters, London Many organisations are finding that the search application on their web site and intranet, or even a more comprehensive enterprise search, is not providing the expected benefits. Finding a solution to the problem is not easy as there are so many variables. Is the search engine unsuitable for the task, are expectations too high, or is

the way that the search engine has been implemented not best practice? The objective of this workshop is to help delegates analyse the nature of the problem that they are facing, and then to provide a range of solutions for consideration

## 8 December 2011

### **UKSG E-Resources for Further Education: Promoting your E-Resources Successfully**

#### **Manchester Conference Centre,**

This seminar will address the issues and practicalities of providing and managing effective high quality e-resources collections within Further Education libraries. There will be opportunities to hear best practice case studies in managing e-resources with a particular focus on marketing techniques and strategies from current practitioners in colleges, as well as learning the latest about JISC's eBooks for FE project and the opportunities offered by the Library catalogue and other discovery tools.

The event will also give delegates the opportunity to meet with e-resource vendors who specialise in providing e-resources to the Further Education sector, as well as being a platform for discussion, problem solving and networking.

Full programme and booking details will be available on our website shortly at

<http://www.uksg.org/event/FE081211>

## 16<sup>th</sup> January 2012

How do you gauge the impact your library or LRC service is having? How can you measure impact? How can you use the results?

These are just some of the questions to be addressed during a two day programme of workshops from JISC RSCs West and East Midlands, designed to help you effectively evaluate the impact of your library/LRC service.

The workshops have been kindly subsidised by Cofhe West and East Midlands and take place as a pair, on 16<sup>th</sup> January and 27<sup>th</sup> February 2012 (delegates attend both). The total cost per delegate is £150. The sessions are being delivered by Susanne Higgins, a management consultant, coach and associate lecturer at Lancaster University, with a background in both the public and FE sectors

To find out more, or to place your booking, please visit this link:  
[http://info.rsc-em.ac.uk/events/event\\_details.asp?eid=897](http://info.rsc-em.ac.uk/events/event_details.asp?eid=897)

If you'd like to talk to someone about the sessions, please contact Matt Gallon (01902 518985), or Judi Millage (01509 618115)

## 25-27 June 2012

Joint Cofhe and UC&R conference

To Book email Anne Rowlands  
[anne.rowlands.ar@googlemail.com](mailto:anne.rowlands.ar@googlemail.com)

## For your information

### [World Book Night 2012](#)

News of libraries' involvement with World Book Night. The 25 titles to be given away in thousands will be announced on 12 October. See [www.readinggroups.org](http://www.readinggroups.org) nearer the time for details.

If you haven't already heard, World Book Night 2012 will be held on 23rd April, the date of Shakespeare's birth and his death. We are very much looking forward to it and hope that you are to. If you want to sign up to hear more you can register:  
<http://www.worldbooknight.org/world-book-night/register-for-2012?view=ckforms&id=1>

### **Coming soon - Libraries All Party Parliamentary Group**

The Libraries APPG is being established to provide MPs and Lords with information and opportunities for debate about the role that libraries play in society and their future, with Justin Tomlinson MP as its Chair.

The APPG will promote and discuss themes in the wider information and knowledge sector including the impact of technology, skills and training, professional standards and broader issues. Library and information services exist in a variety of places including schools, prisons, universities, government, private companies, law firms, colleges, health and public libraries.

By developing literacy skills, providing access to information and enabling the transfer of knowledge libraries and staff help build a fair and prosperous

society. It is important they are run by skilled staff with the right expertise.

The APPG will be officially launched on the 14 December.

For more information contact: Mark Taylor, Director of External Relations, CILIP: [mark.taylor@cilip.org.uk](mailto:mark.taylor@cilip.org.uk) or 020 7255 0654.

### **National Libraries Day 4 Feb 2012 - Save the date**

National Libraries Day is one day devoted to all libraries - public libraries, school and university libraries, prison, national, law, business and commercial libraries. A nation-wide celebration of libraries, librarians and library staff in all sectors.

National Libraries Day will highlight what people can do in their local library. Events will take place in libraries, and a membership campaign will lead up to the date. During the week before National Libraries Day events and activities will take place in a variety of libraries including in schools, colleges and universities.

### **Just Published**

#### **Know it All, Find It Fast for Academic Libraries**

Heather Dawson

**Price: £49.95**

**Price (to CILIP members): £39.96**

**ISBN: 978-1-85604-759-3**

order at Bookpoint by calling **+44 (0)1235 827702**,  
emailing [facet@bookpoint.co.uk](mailto:facet@bookpoint.co.uk)

A comprehensive and easy-to-use version of the best-selling Know it All, Find It Fast developed specifically for information professionals working in academic libraries, this will help you to tackle the questions most commonly asked by students, academics and researchers. A broad cross-disciplinary A-Z of themes including topics such as literature searching, plagiarism and using online resources are covered helping you to address any query confidently and quickly. Each topic is split into four sections to guide your response:

- typical questions listing the common enquiries you'll encounter
- considerations exploring the issues and challenges that might arise
- where to look listing annotated resources in print and online
- tips and pitfalls outlining useful suggestions and common problems.

This will prove an indispensable day-to-day guide for anyone working with students, academics and researchers in an academic library.

**Heather Dawson** is an Academic Support Librarian in the Information Services Department of the LSE Library

# Sixth CILIP CoFHE and UC&R Joint Conference 2012



## Topics/themes will include:

The student experience  
Quality Assurance  
Expectations in a digital world  
Marketing and advocacy  
Skilling the workforce for the future  
Measuring impact  
Collaboration and partnership  
Surviving in difficult times

## AN OPPORTUNITY TO SHARE EXPERTISE, EXPERIENCE AND KNOWLEDGE

The biennial CILIP CoFHE and UC&R Conference has become a significant date in the academic library professional's diary. It provides the opportunity to share expertise, experience and knowledge in one of the most challenging and rapidly changing sectors of the profession. The Joint 2012 conference will be held at Newcastle University . The working

title for the conference is Great Expectations, what do students want and how do we deliver?

The conference's theme will examine the key role that academic libraries and their staff play in both the learning cycle of the student and the wider demands of the institutions they serve. There will be wide range of workshops led by experts and plenaries from the professions' leaders and influential voices.

If you are interested in booking please contact

Anne Rowlands on her email

[anne.rowlands.ar@googlemail.com](mailto:anne.rowlands.ar@googlemail.com)