

Gig

Government
information
group

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The logo for the Chartered Institute of Library and Information Professionals (CILIP). It features the word "cilip" in a red, lowercase, serif font. Below the text is a stylized pink wave or underline.

Chartered Institute of
Library and Information
Professionals



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Editorial

Welcome to the latest issue of the Government Information Group (GIG) Journal and to my last one as Editor. As I step down from the position of Editor I would like to draw your attention to the vacancy notice (p.7) for this position. This is a great CPD opportunity for someone who wants to join an active committee in CILIP and be involved in developing the journal not only for members of GIG but for the wider government sector.

Do you feel you need to develop your skills in a particular area and have you ever wondered what it is like to work in another government department? Celia Waters from MoD tells us about her interchange opportunity and how it gave her the chance to achieve both these objectives (p.8). Moving even further a-field have you ever wondered how our libraries differ from those in other countries. The FCO recently hosted some visitors from the National Diet Library of Japan (p.13) and explored the different approaches.

Are you looking for a different approach to customer induction. The library and the Defence Intelligence and Security Centre have seen usage of their services improve since they introduced a new type of induction (p.16). Also members of CDL's Career Development Workstream are keen to hear from you about how they can achieve their priorities of providing more targeted and practical support across the CDL community (p.4)

Finally my thanks go to all of you who have supported me during the past 5 years in producing this journal, to all the contributors and to all the readers. I hope you have enjoyed reading the past issues and remember you can always read an electronic version of this and past issues (from 2006) on the GIG website <http://www.cilip.org.uk/get-involved/special-interest-groups/government/Pages/default.aspx>.

*Nikki Myall
Editor*

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Twitter  @gig_cilip.

CDL's Career Development Workstream

David Elder, GCHQ

I wanted to take this opportunity to introduce myself as the new chair of the Committee of Departmental Librarians (CDL) Career Development Workstream and give some initial thoughts on the future direction and priorities for the workstream. On a personal note, having started my career in a traditional LIS post in a policy-making Department and now working in a broader KIM environment as Head of GCHQ's Information Governance team I have benefited greatly from the many opportunities that have come my way to help me to develop my knowledge and skills as part of my career development. CDL, of course, has always been there as one of the key enablers, whether it was operating the trawling scheme (I have transferred 3 times between different Government Departments), or providing a range of training and development opportunities and events (from the induction course for new Government LIS professionals to the annual conferences usually organised in collaboration with GIG and/or NGLIS). I have also been an active contributor to various CDL groups (another good opportunity for career development!) and have participated in cross-departmental mentoring (I am currently mentoring 2 Chartership candidates in an OGD based in London).

What we do

Recently, CDL agreed the revised terms of reference for the Workstream which are as follows:-

- To coordinate the implementation of training and development activities aimed at supporting the widening skills base of Library and Information professionals.
- To facilitate the provision of practical Head of Profession support through mentoring, advice and guidance.
- To act as a clearing house for complex career development issues, including for those working in isolated posts.
- To consider how to make entry posts more flexible.
- To manage the CDL trawling scheme and ensure that the community is alerted to new job opportunities.

This reflects the key priorities where it is envisaged that we can provide most practical and targeted help and support across the CDL community at a time of major change and restructuring. Our work will therefore focus on planning, promoting, and implementing the following:-

- a programme of training courses and events for LIS professionals aimed at supporting the widening skills base of LIS Professionals.
- a system of mentoring, which builds on existing practice and can be used in particular to support people in singleton posts.

But we will also support the community in other ways, particularly through

- producing generic and tailored advice and guidance for people in displaced posts and acting as a clearing house for other HoP-related queries.
- ensuring that the current CDL trawling system is maintained and that alerts for CDL trawls are fully disseminated across the CDL community.

Who we are

Members of the Workstream include

- Euan Bull (Joint Sec) - Email: Euan.Bull@HMRC.gsi.gov.uk
- Carole Edwards - Email: carole.edwards@fco.gsi.gov.uk
- David Elder (Chair) – Email: david.elder@gchq.gsi.gov.uk

- Rachel Forrest - Email: Rachel.forrest@justice.gsi.gov.uk
- Margaret Gair - Email: CIO-CI-ISGLibraryGlasgowMgr@defence.gsi.gov.uk
- Melanie Harris (Trawling Officer) - Email: melanie.harris@dpw.gsi.gov.uk
- Heather Hulse - Email: h.j.hulse@vla.defra.gsi.gov.uk
- Karen Lewis - Email: Karen.Lewis@dh.gsi.gov.uk
- Leila Mottahedeh (Joint Sec) - Email: Leila.Mottahedeh@HMRC.gsi.gov.uk

What do you want?

We are interested in receiving your ideas and suggestions or requests for the following:-

- Training courses and events which would support the widening skills base of LIS Professionals. Are there specific areas (e.g. Information Architecture, Content Management, etc) which you've identified as particular priorities

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for your own development – if so what are your top 3 priorities? We'd like to hear what these are, and we'll aim to meet your requirements through providing high quality courses/events tailored to CDL's needs at little or no direct cost to Departments.

- Requirement for mentoring – do you currently have an unmet need for any kind of mentoring? Maybe you'd like a formal mentoring relationship (e.g. to support Chartership/ Revalidation/Fellowship) or maybe you're after a less formal arrangement, e.g. for general career development discussions or to provide a "professional ear" in an area or environment where you feel professionally isolated. If you have an unmet need we'd like to hear from you, with a view to putting you in touch with a potentially suitable mentor.
- Calling all mentors – in order to meet the above requirements from mentees we'd like to hear from you if you'd be willing to help meet any of the new requirements (both formal and informal) we identify through this initiative. Further work will be done to set up and launch the scheme properly but at this stage we'd be interested in hearing from anyone at this stage who would in principle be interested in contributing.

- Any career development queries you have which cannot be resolved through your existing Head of Profession support. In the light of recent restructuring it's possible that you are facing a difficult challenge that cannot be resolved through your normal channels. If so, please let us know and we'll do what we can to help.
- CDL Trawling notifications. Are you currently receiving all relevant alerts to any new CDL trawls for level transfer or promoted posts? This can be most conveniently done through setting up an alert on Civil Pages to receive them automatically. However, if this is not possible for you (e.g. because you cannot access Civil Pages) please contact Melanie Harris (Email: melanie.harris@dwp.gsi.gov.uk) who will be able to add your name to receive e-mail notifications.

For any of the above please contact myself or another member of the workstream (see our contact details above). We look forward to hearing from you.

Vacancy Notice

The Government Information Group is seeking a new Journal Editor

This is a great CPD opportunity and your chance to join an active committee.

The Journal Editor's role is - fairly obviously - to produce the Group's journal on a regular basis. Duties involve

- overseeing the layout, appearance and content of the journal
- actively seeking contributions for the journal
- Selecting, editing and proofreading the journal contents
- writing an editorial for each issue
- co-ordinating the publication of the journal within a regular schedule
- liaising with advertisers
- contributing generally to committee discussions

This is an exciting time to get involved as the committee is currently reviewing the future direction of the journal and you will have an opportunity to be part of this and shape the future appearance and format of the journal.

If you are interested in this position please contact Sue Westcott Sue.Westcott@communities.gsi.gov.uk for more information and a chat.

Exchanging the MoD for the FCO

Interchange as a personal and professional development opportunity

Are you a fan of 'Yes Minister'? If so, do you remember this one:

'Bernard understood. He offered to file the petition. I wasn't sure that filing it was the answer. I told him to shred it. 'Bernard', I said, 'we must make certain that no-one ever finds it again.' 'In that case Minister', replied Bernard, 'I'm sure it would be best to file it'. (The Complete Yes Minister, Chapter: 'The Death List')

Hmm, now does that sound familiar to you?! That was written in the 1970s, but for many organisations it might as well have been written in 2011. A while back I realised that although I class myself as an information professional and had been a librarian for years, my experience of knowledge and information management (KIM) in practice, was a bit thin. If this is one of the ways forward for our profession, then this is an area where I wanted to 'up skill'.

The opportunity came in the form of a GKIM trawl for Knowledge and Information Managers at the Foreign and Commonwealth Office (FCO), on interchange. I'd heard of Secondment, but not Interchange, so what does it mean? Effectively both are the loan of staff from one

Celia Waters, Army Library Services

organisation to another. The intention is to allow people from different organisations to learn from each other and share good practice, ideas and experience whilst at the same time developing skills and expertise in the interchange which your parent organisation identifies as beneficial for its future business.

In practical terms it's similar to applying for a new job because you complete an application form, go through a sift and then a competency-based interview (in this case including a presentation on how I would seek to influence and communicate to FCO staff that knowledge and information are key strategic assets). The MoD also required a business case to be put forward, outlining the benefits of the interchange to both the organisation and me, as well as setting out objectives to be achieved during the interchange period – all signed off by my line manager and a senior management sponsor. There obviously also needs to be a discussion about cover for your current role. For me the timing was good because the Army Library and Information Service (ALIS) was under review and as a result my role was in limbo. It was therefore agreed that rather than bring in a replacement for me, my work would be covered from existing resources.

The interchange was set for 12 months, with an option for the FCO to extend it with MoD's agreement. As it turned out, although I was offered a 12 month extension, my situation in the MoD had changed by that stage and it was necessary for me to return. For that one year however, I moved over to the FCO's payroll and appraisal system, took my 30 day annual leave allowance with me and, since both organisations are linked to the same system, there was no issue about my pension. The role was a level transfer at the same equivalent grade, but a word of warning: that doesn't mean that the pay scales are the same! The basic FCO salary is lower than the MoD's, but the London Location Allowance brought it up to the same level. That said, because my MoD job is based in Wiltshire and I live there, my commuting costs to London were astronomical and had to come from my own pocket....No pain, no gain as they say!

So, what was the gain?

From a personal point of view, those of you who have worked with me or knew me as the Chair of the Aerospace and Defence Librarians Group will know that world travel is one of my passions, so where better to be than with the FCO?! I was like a kid in a sweet shop (or even just 'Celia in a sweet shop'!) - immersed in a world of international relations, working alongside colleagues who chatted about their postings abroad, dealing with customers at Post and in

the geographical departments in London, reading 'DipTels' and Post reports, learning about the different roles across the Office and the challenges facing the organisation. The latter was particularly true when we were assisting in the Crisis Centre during the New Zealand and Japanese earthquakes and the Arab Spring events. Not least because I'd just come back from a holiday in Syria where I'd been registered on the FCO's Locate system and had received updates about the protest situation and changing travel advice from their Consular Directorate... now here I was on the other side of it. It was endlessly fascinating.

Not only that but the FCO building in King Charles Street is stunning (and it opens its doors during London Heritage Days, so take a look for yourself). I never tired of walking down the Grand Staircase or along the Office's marble-tiled, high-ceilinged corridors. Ironically I came back a full circle because I had worked in the FCO's Library in the early-1990s and now I found myself working in virtually the same room (although the library itself was closed a few years ago). That also meant that I was working alongside some colleagues I had known then and some who had remained good friends during the intervening years. That in itself was one of the highlights of the year for me. And in a poignant reminder of how the FCO and MoD are interlinked, I also came across the memorial stone to an Army Major who

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I had worked with in the FCO's United Nations Department. In 1995 we'd both been at Buckingham Palace for the UN's 50th Anniversary celebrations. In Sept 1997 he was killed in Bosnia.

From a professional point of view there were numerous gains. Working within the team of KIM specialists expanded my knowledge of KIM theory as well as awareness of the practical KIM issues that the FCO faces. I got involved with drafting guidance, raising awareness of it and helping the Office put that into practice as I worked alongside colleagues through two unique information management challenges: Wikileaks and the crisis work. Helping to organise a knowledge sharing seminar and co-leading a KIM Workshop, then delivering a follow-up action plan to one of the FCO's key directorates were further examples. I was struck by our ability to see across the whole organisation in a way that I couldn't do from my area of MoD. Luckily for me, the FCO's new Chief Information Officer had come over from the MoD and he kindly made contact with his former colleagues to arrange for me to get an overview of KIM in MoD, from the centre.

Development opportunities came my way as both on-the-job experiences and from more formal training. Not only did I have access to the FCO's electronic and classroom-based learning, but I was also able to take advantage of the Office's membership of the Henley KM Forum in order to attend their annual conference, as well

participating in an excellent Digital Continuity event led by The National Archives. External SharePoint training was gratefully received, since my role involved discussing information management issues for those departments who were early adopters of the collaboration tool within the FCO.

Nor should the development of transferable skills be overlooked. I was required to hone my problem-solving as well as influencing skills because I needed to demonstrate 'what's in it for me' in order to get buy-in for action from busy staff of all levels to address the risks of bad information management. Alongside the customer engagement work requiring me to prove my confidence and working knowledge of the Office's KIM policy, ICT systems and internal experts, I also had to manage expectations, quickly build rapport with a wide cross-section of FCO staff and really understand the business in order to be able to feed back constructively on planned KIM policy changes and technical ICT enhancements.

And what were the challenges?

As you might expect, the key challenge of an interchange is to adapt to the new organisation and get up to speed on its structure, policies, priorities, systems, culture and terminology. I also had to become proficient in not only using for myself but also being able to advise others on how to use, what was, to me, an

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enhanced range of ICT tools: tele and video-conferencing, SharePoint, Instant Messaging and Presence, Blackberry, Outlook 2007, telephone mobility services and a classified laptop for remote working as well as the Office's records management system, iRecords. On top of this I needed to update my professional understanding of KIM theory and practice at the same time. It was a steep learning curve to begin with.

There is a saying that the only constant these days is change. This proved very true during my 12 month interchange. I was recruited as a Knowledge and Information Manager, then became an Embedded Information Manager and finally ended up as a Knowledge and Information Adviser. During this time I spent 5 months with the KIM specialists of Information Management Department and then my role was moved to the IT Engagement Dept where I worked alongside FCO generalists. In many ways it gave me the best of both worlds. However it also helped to prove to me that any culture change (in this case, acting as a catalyst for change to promote information management best practice across the Office) can only come about with engagement and support from the top – a fact that was repeated throughout a Cranfield University Culture Management symposium, attendance at which my interchange also made possible.

Personally I did struggle with the 4½ hour daily commute and the impact that that had on my time at home, and on my finances. Walking across Westminster Bridge and seeing Big Ben glinting gold in the early morning sunlight was wonderful, but my enthusiasm for the 'bright lights of London' wore a little thin by the evenings when commuters have to fight their way through crowds of tourists milling round trying to work out which cup the marble is hidden under, or posing for a photo with a rubber-masked 'Queen Elizabeth' next to the roasted sugared-nuts stall. The FCO is however increasingly accepting of flexible and remote working, so I was able to work from home on a laptop one day a week and also had a Blackberry which I used to clear my emails whilst on the train. In turn this gave me the opportunity to use these ICT tools in anger and therefore be able to understand comments about their limitations when dealing with customers.

So is interchange worth considering?

Oh gosh yes! At a time of cut-backs, here's a development opportunity that is virtually cost-neutral to your parent organisation. My MoD post has been declared surplus during my year with the FCO – not a complete surprise in the current economic climate. However, would you prefer to be in this situation having spent years in the same job/organisation, or having

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just come back from 12 months during which you not only got first-hand experience of what's happening elsewhere in the profession within Government and extended your network of contacts, but you also enhanced your professional and transferable skills, demonstrating your ability to be adaptable at the same time.....?

My thanks go to Carryl Allardice, KIM Head of Profession at the FCO, for recruiting me into the Office; to my FCO colleagues for their support, guidance, patience with my endless questions (!), friendship and good humour over the last 12 months; to my MoD Line Manager who only had the 'benefit' of me being on her staff for one month before I hit her with the request for this interchange, but who, despite that, supported me through the process and kept in touch over the year; plus my ALIS colleagues who stepped in and covered the Army libraries of 4 Division in my absence..

NetIKx Event-Social Media: what next and what can we do with it?

Speakers: Steve Dale, Geoff Mccaleb

Date: 31-Jan-2012

Location/Time: 14:00-17:00
The Solutions Centre, Department for Work and Pensions, Adelphi, 1-11 John Adam Street, London, WC2N 6HT
(nearest underground stations Charing Cross and Embankment)

This seminar will give participants the opportunity to gain a real perspective on what is likely to happen in the social media field in the next few years, and consider how the developments might impact on their own organizations.

Timetable:

14:00 - 14:15 Registration (and refreshments)

14:15 – 14:45 Steve Dale

14:45 – 15:15 Geoff Mccaleb

15:30 – 15:45 Refreshments

15:45 – 16:45 Round table discussions

16:45 - 17:00 Conclusions / wrap-up

17:00 Refreshments and a glass of wine

18:00 Close

Visit the NetIKx website for more information and to sign up for the event

http://www.netikx.org/cgi-bin/meeting_notice.cgi#53

The art of change and development

Carole Edwards, FCO

Government library staff from Japan and the UK share their experiences and ideas.

Although I have never visited the country, I have always admired Japanese art. I love Hokusai's mesmeric *Great wave*, and the opulent patterns on ceramics and Geisha kimonos. Japanese art manages somehow to suggest simplicity, while being nothing of the sort. Incredible skill and patience must be needed to achieve those masterpieces. So it was with eager anticipation that I joined FCO colleagues to greet Mr Hiroshi Tsukada - Assistant Director Branch Libraries and Cooperation Division of the National Diet Library of Japan - when he visited us at FCO on 29 September, accompanied by his translator Mr Yoshimichi Takatsuka. I hoped to learn whether Japanese libraries are run with the same flair and devotion to detail.

Mr Tsukada was keen to find out how things worked in the FCO, and in UK government libraries more widely. Given that FCO closed its physical library in 2007, we had plenty to tell him! Carryl Allardice, Head of Knowledge and Information Management and Policy, related the story of our shift from a physical library to an electronic one. She explained how, while it was sad to lose a library collection of national historic

significance, it was now in the very capable hands of Kings College, where it has pride of place in the Maughan Library's Special Collections. This means that scholars can access the material more readily, and in years to come, we will all benefit from the fruits of their research. Moreover, the bond established between FCO and Kings is evolving into a mutually beneficial collaborative partnership.

I was not surprised to hear from Mr Tsukada that the National Diet Library is somewhat different. He told us that its business model is based on that of the US State Department, although its closest UK equivalent is probably the British Library. It carries out a number of central functions, including inter-library loans, and publication and distribution of legal materials. It makes its own decisions about staffing numbers and budget cuts, and dictates policy and practice to other government libraries in Japan. I could not help but feel a little envious of all that power and independence, but Mr Tsukada admitted that the world outside was changing – and that he felt it was only a matter of time before

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the National Diet Library was forced to follow a similar path to ours. He wanted to be as prepared as possible for the changes to come – and to persuade his colleagues of the need to do the same.

Diane Murgatroyd, Head of Knowledge Resources, gave more detail to our visitors about the electronic information resources and services we now offer to FCO staff around the globe, including journals, e-books, news services, maps and document delivery direct to the desktop (delivered in partnership with the British Library). We discussed the challenges of providing accessible information services safely and securely, in a world where our staff are increasingly used to social networking and mobile technology – and expect similar services to be available at work. We shared our aspirations to improve Search so that staff could access all categories of information they need, when they need it, and wherever they are located. This led to an exchange of views about the skills needed by library staff in the information age, and how best to develop our capability. Carryl described the Knowledge Council's KIM maturity model and professional skills framework – both of which we have adapted for FCO use - and Diane

explained the training and development opportunities offered by our various professional networks and organisations.

Realising that government library services in the UK are much more devolved than in Japan, Mr Tsukada was keen to know how consistent standards were maintained. Carryl, Diane and I explained the roles of the Knowledge Council, CTO Council, CDL, CILIP-GIG and NGLIS – and government initiatives such as 'Information Matters' and Transparency. As I listened, I reflected on how complex our professional networks are, and how interdependent.



Left to right, is: Carole Edwards, Yoshimichi Takatsuka, Hiroshi Tsukada, Carryl Allardice, Diane Murgatroyd, Caroline Mack.

How much more complex must they have seemed, therefore, to our visitors! Luckily we had put together a selection of documents for Mr Tsukada

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to read in his own time. He also left us with a long list of specific questions, which we promised to answer and return to him. Finally, Caroline Mack, Head of Legal Information Services, led the visitors away for a tour of the FCO Legal Library, and the rest of our magnificent George Gilbert Scott building – which I would love to see featured in a Japanese print one day. I thoroughly enjoyed this fascinating discussion and exchange of experience with our Japanese peers. It helped me to place our own achievements in context, and realise how lucky we are to have such fantastic professional networks. If Mr Tsukada's enthusiasm and depth of questioning are anything to go by, I can definitely verify that attention to detail is as important to Japan's government library community as it is to her artists! Our visitor was evidently impressed with what he learned in the UK, as, since his visit, the National Diet Library have invited Carryl to make a return trip, and to give a presentation to their staff. We look forward to ongoing dialogue, and playing our own part in strengthening Anglo-Japanese bilateral diplomatic relations.

Designing a Customer Induction course

Neil Dixon, Defence Intelligence and Security Centre

When highlighting a potentially useful reference book in response to a query, customers were sometimes encountered who had the impression that print resources were inferior to using Internet websites. Resources found using a Google search were seen as more current and easier to use. This may be true in some cases, but action was needed to verify customers were aware they needed to use reliable and authoritative information, whether print or online.

With cooperation of course tutors, 30 minute inductions were arranged and devised as part of the course administration. An informal short talk and tour were already carried out on an individual basis. Longer, formal inductions were seen as a good remedy. The goal was to promote library resources, and highlight why they were useful in a way a fun and memorable way.

Background

The library's function is to provide resources to support the work of permanent staff and student study. Topics in the collection include terrorism, country studies, intelligence, counterinsurgency, historical conflict and military equipment. Resources are a mixture of reference books including Jane's manuals, open source books

and a specially compiled list of recommended freely available websites.

The inductions were aimed at all courses run at the Defence Intelligence and Security Centre (DISC). Courses last between one to five months and involve research for set briefs on subjects like country background and recent military conflicts. Most inductees are aged from late teens to early twenties, and sessions involved ten to twenty five customers.

Method

The Cephalonian method was identified as a suitable style. It is a proven way of carrying out inductions in many education libraries, such as Cardiff University (Cardiff University, 2011). The process involves printing pre-prepared questions on card, designed around aspects of the library, and giving them to volunteers to ask. This is a light hearted way of getting a response and interaction from customers. A friendly rapport is established, giving the impression that all kinds of questions about the library can be worth asking.

Five questions based on the topics of reference collection, loan collection, general procedures, Internet websites

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and journals and magazines were created. See the table (p.18) for example questions used. These questions were designed to be light hearted and fun. They were printed out and laminated and placed in envelopes. After a brief introduction and an explanation of what the induction was going to involve, volunteers were called for to ask questions. As encouragement, each customer asking a question was offered a chocolate bar. Customers responded positively to the induction, though larger groups of twenty tended to be livelier and ask further questions.

Each part was talked through in an enthusiastic manner after the customer had asked the respective question. The reference collection for example, involved showcasing sources such as Jane's manuals and the Europa World Yearbook. The formal induction gave time to physically show and explain aspects of the content. This involved highlighting useful information, like statistics on the Afghan National Army for example. Most customers preferred a Google search for this information initially, but after the induction, customers realised that using Jane's World Armies is just as easy.

Highlighting good books from the loan collection was especially important due to the lack of a searchable online catalogue. A recommended reading list with class

mark locations was included with the induction pack. Background reading was emphasised as essential due to gain a wide degree of knowledge for their subjects.

Freely available websites were promoted as an additional route for information. Crisis Group and Stratfor were presented as examples of authoritative online sources and the concept behind evaluating whether a source was reliable was briefly explained. Stratfor was also used as an example to show that not everything was searchable via Google if logins are required.

Impact

Since August 2011 six inductions have been carried out. Average book checkouts per month have gone up 12% for the period July – Nov 2011 compared to January - June 2011. November 2011 saw the highest recorded book checkouts of the year. Increased usage has meant more resources on popular subjects such as the Taliban and Pakistan have been ordered to meet demand. Awareness of the Jane's manuals and other reference books has also increased.

Checkout statistics will be monitored throughout 2012 to gain a year on year comparison. So far, the induction has been a useful way of increasing the use of library resources. This is important to not only ensure the library delivers value for money, but also to demonstrate its impact on

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DISC customers. Some of the ideas presented in the induction go a little way towards altering customer perceptions of what makes a reliable and authoritative resource, so they establish good research practice throughout their career.

References

Cardiff University (2011). The Official Cephalonian Method Page. [Online] Available at <http://www.cardiff.ac.uk/insrv/educationandtraining/infolit/cephalonianmethod/index.html> [Accessed 9th December 2011].

Topic of induction	Question
Recommended Internet websites	Using Facebook while working helps me concentrate. Do you know any good websites to use for my studies while doing so?
Reference collection	I'm a perfectionist and enjoy getting good marks. What sources are more or less guaranteed to help me when doing my research?
Loan collection	Finishing the Twilight Series has left me with a void to fill. What kind of books do you have in the library to read?
Journals and magazines	Have you got any magazines I can read with my morning coffee? I like to keep up to date with the latest defence and security news.
General procedures	I'm enjoyed this induction so much that I might want to speak to you again. How do I contact you or the library if I need further help?