

AN LEABHARLANN : THE IRISH LIBRARY

March 2015

Volume 24: Issue 1

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Recessionista Research

Fortune favours the brave
Information Literacy

Conference Reports, Book Reviews

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Library Association of Ireland,
Cumann Leabharlann na hÉireann,
c/o 138-144 Pearse Street, Dublin 2
www.libraryassociation.ie

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Guidelines For Contributors

An Leabharlann: The Irish Library publishes articles on libraries, librarianship and related topics of interest to the library and information community on the island of Ireland. The Editorial Board invites original, unpublished articles for publication. Articles should be between **1,500** and **3,000** words. Occasionally, longer articles may be published.

Articles

- Manuscripts will be reviewed by the Editorial Board.
- Authors are asked to submit an informative abstract of not more than 200 words. Authors are responsible for the accuracy of statements and references in their articles.
- Images which visually support the article are welcomed. Authors should also submit a photograph of themselves. Original photographs and/or high-resolution scans (300 dpi) would be most helpful.

Format

- Manuscripts should be submitted by email attachment or on disc as Rich Text File (RTF). Text should be formatted in Times New Roman 12 pt., double-spaced, with margins of 2.54cm (i.e. standard A4 margins). Formatting of text (e.g. italics and bold) should be kept to a minimum.
- Authors should provide their name, organization, position and the title of the article at the top of the first page. If the article was presented at a conference, details of the sponsoring organization, the date and title of the conference should be given.

- Book reviews should include the full title, author or editor, publication details and price.
- Conference reports should include details such as the sponsoring organization, the date, place and title of the conference.

Style

- Microsoft Word and other word processing programs allow for a language to be selected. Please ensure that the language selected is either UK or Ireland English (i.e. NOT United States English).
- The Oxford Style Manual should be followed for acronyms, capitalization, captions, punctuation, quotations and tables.
- *An Leabharlann: The Irish Library* uses the Harvard system for references.

Editing

- *An Leabharlann: The Irish Library* reserves the right to make revisions and amendments.
- Substantive changes to articles will be discussed with the author. For consistency, all material submitted will be copy-edited.
- For additional information on style and referencing, please consult: Ritter, R.M. (Ed.). (2003) *The Oxford Style Manual*. Oxford: OUP

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- 31 July 2015 for October 2015 issue
- 31 December 2015 for March 2016 issue



An Leabharlann
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Editorial

Editorial, Vol 24 (1), March 2015

Intellectual property and copyright laws affect much of what we are permitted to do in libraries. However, human rights law would suggest that library users should have access to all material. There has been a feeling among LIS professionals that libraries are at a disadvantage when dealing with publishers of electronic resources. But, discussions are progressing at European and international level. EBLIDA was invited to a hearing of the European Parliament's Working Group on Intellectual Property Rights and reform of copyright. The text of the submission is here: http://www.eblida.org/News/2015/hearing_european-parliament-12-02-2015-en.pdf

The United Nations Human Rights Council (UNHRC) is currently meeting in Geneva. Last week (11th March) it considered a report from the Special Rapporteur on Copyright Policy and the Right to Science and Culture (<http://www.ohchr.org/EN/HRBodies/HRC/RegularSessions/Session28/Pages/ListReports.aspx>) This report covers similar matters to those raised at the European Parliament but there is an emphasis on the denial of human rights to access information in various formats. The issue of an imbalance between libraries and publishers, especially digital content providers, is noted. What the LIS community require is a balance between human rights law and intellectual property rights and copyright law.

Internet resources can be very useful but can date very quickly. Niamh O'Sullivan's article considers Internet searching and utilising free quality resources to serve library users. No matter how experienced we are, there are always new resources to be considered. The importance given to reputable sites and the

need to evaluate information are stressed.

In her article, Fionnuala Hanrahan describes public library developments based on the new strategy as outlined in *Opportunities for All*¹. Resources, collaboration and promotion will deliver this ambitious strategy. Developments are progressing on several fronts: amalgamation of some local authorities, contract signed for a single LMS and various Working Groups are developing Action Plans covering a range of service areas. Managing the transformation of the strategy is the subject of the County and City Librarians' Conference report. The importance of leadership is evident as is the need for project management.

The importance of Information Literacy (IL) comes through conference reports, especially the EBLIDA/NAPLE conference in which the role of libraries in literacy development is stressed. Access to information is problematic if one is not literate. In February 2015, EBLIDA issued a statement on *Libraries and Literacy* (http://www.eblida.org/Activities/Publication/Eblida-egcis_libraries_and_literacy.pdf) EBLIDA is a member of the European Commission-funded ELINET project. Irish partners include Libraries Development (LGMA), NALA, School of Education, UCC and St. Patrick's College.

An LAI policy on Information Literacy is being developed. Progress made towards developing this, including the objectives, is described by members of the Task Force on Information Literacy. IL is an ever-changing area and a book review on Metaliteracy is timely.

Other book reviews cover technology and Lorcan Dempsey's blog reflections.

¹ *Opportunities for All: the public library as a catalyst for economic, social and cultural development: a strategy for public libraries, 2013 – 2017*. Dublin: Stationery Office, 2013.

Librarians have the potential to make a big impact. They have the knowledge and expertise to make a difference. Like all professionals we must engage in continuing professional development. We have a duty to manage our own professional development. Conference attendance and reading conference reports mean that we are aware of future trends. Future-proofing libraries and library staff are covered in a conference report. Developments in professional education are described in an article on the recently LAI-accredited Master's course at DBS.

The 2014 EBLIDA/NAPLE Conference report (pp25-27) is a useful backdrop for this issue. The recurring themes of the conference have a resonance for all libraries in Ireland. The social value of libraries is something we, as professionals, understand. We also know that libraries are an investment in a country's development. The various recurring themes listed could prove to be useful as future conference themes.

I wish to acknowledge Micaheal O'hAodh's contribution to the Editorial Board over a ten-year period. We also welcome Heather Anderson (Ulster University) who is CILIP Ireland's representative on the Board.

We are all still in shock over the recent death of Kieran Swords. All who have read this journal over the last several years will have received their copy through his good offices. Originally distributing the hard copy, he then looked after its circulation electronically. I will be forever grateful. There will be an obituary in the next issue.

Marjory Sliney, Editor, editor@libraryassociation.ie.

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24-1





WWW.

Search

Recessionista Research Revisited 2015:



Utilising quality free web resources to enhance your Library Service²

Niamh O'Sullivan

² Developed from a presentation given at the LAI/CILIP Joint Conference Waterford, 2014 and updated.

Abstract

Recessionista is a blend of the word recession and fashionista and is defined in the Urban Dictionary www.urbandictionary.com as “a person who is able to remain stylish during times of economic hardship”. My premise is that a Library service, like a recessionista, does not have to be limited just because its budget and resources are. By utilising some of the many quality and freely available web resources³ available, I believe that all libraries can greatly improve and enhance their Library service.

The original Recessionista Research workshops and presentations took place in 2010 and as so much has changed since then on the web landscape, I have revisited the topic for 2015. This article will explore some current free resources and will look at tips for power searching, specialist search engines, creating alerts and finally how to find free articles and images.

Keywords: *Web Resources, Free*

Which Search Engine?

The search engines used for most general web searching are Google at www.google.com and BING www.bing.com as they are the largest and have advanced searching functionality. A smaller engine but a good alternative is DuckDuckGo <http://www.duckduckgo.com/>. It is billed as “The search engine that doesn’t track you” so you do not see those annoying ads that follow you around the Internet and you do not get the same results every time. I like its clean, clutter and ad free- layout and as it grows in size, the results are improving greatly.

The first step in any search is to devise a search strategy and it is worth spending time on this. Terminology and use of search words is important. Re-do

³ Examples are based on the author’s work at IBTS.

your own search strategy using the words most likely to appear, without jargon or abbreviations. I often add the term review* when looking for information on a product, service, film, book etc. as I do not want to just get the generic blurb or the hard sell. Adding the terms (solved OR resolved) is useful when looking for the answer to a technical question e.g. “phone switching off” as that should bring you to the answer and not just bring back forum sites with other people asking the same question.

MY TOP TEN SEARCH TIPS

1. Boolean searching

Boolean searching – especially the **OR** operator is the single search tip that makes the greatest difference to my search results especially when you consider the many spelling and word variations between medical terms used here and in the US e.g. (Haematology OR hematology) (haemophilia OR hemofilia) (paediatric OR pediatric).

There are also differences in common everyday words such as e.g. (Colour OR color) (Autumn OR fall) (Aeroplane OR airplane) etc. The **AND NOT** Boolean operator eliminates terms from your search that you do not want. Instead of AND NOT – you can use a – (minus) just before the search term you want eliminated in most search engines e.g. blood donors – organ should eliminate organ donors from your search. When searching using symbols in Google, do not leave any spaces between the symbol and your search terms.

2. Filter with search tools

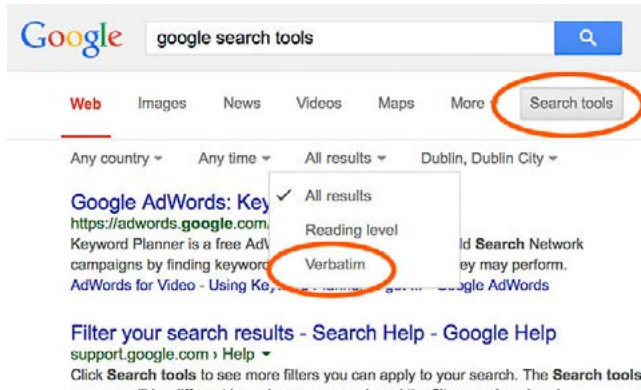
After doing a Google Search – use the search filter options under *Search Tools* to refine your results by county, time, all results and location. The time filter is particularly useful to filter out older material. The date in Google is the date the material was uploaded to the Net and not the date of the actual document so check the document date itself.



Search Tools can be found under the search box or the filters can sometimes appear down the left hand side of the results screen in the older Internet Explorer browsers.

3. Verbatim search

In 2011 Google eliminated the “+” operator from its set of tools and in its place we now have *Verbatim*. Google automatically looks for variations on your terms and sometimes drops terms from the search which may not always suit. You can use *Verbatim* to force Google to carry out your search exactly as you have typed it in. As with the other search tools – you first run your search, then click on ‘Search tools’ in the menu above the results. In the second line of options that appears, click on ‘All results’ from the drop down menu and select *Verbatim* (see above). If you are carrying out in-depth research it is worth using *Verbatim* even if your “normal” Google results seem to be satisfactory as you may see different content in your results.



4. site: and -site: search commands

Use the *site:* command to focus your search on particular types of site, for example *site: ac.uk* will search for UK academic websites, *site: edu* will search for US academic sites and *site: org* will bring back organisational sites. You can also search inside a large rambling site like <http://europa.eu/>: the official website of the European Union by using the *site:* command e.g. *site: europa.eu* followed by keywords e.g. blood directive. If ordering items online, I often use the *site:* command (*site: ie* OR *site: uk*) to only search Irish and UK sites to

cut down on delivery costs and avoid customs tax. You can also use the minus site command *-site:* to exclude sites from your search e.g. *-site: com* to cut out commercial sites. Note that there is no space between the *site:* command and type of site.

5. filetype: command

Use the *filetype:* command to limit your search to different types of files. Use *filetype: ppt* to find PowerPoint files and presentations, *filetype: xls* to find excel spreadsheets with data and statistics. I often search for *filetype: pdf* when searching for an article or report as there is a good chance that a pdf file may be the full text. You can also try *filetype: doc* to find word documents which may also give the full text or combine both with the OR Boolean operator e.g. (*filetype: pdf* OR *filetype: doc*). Again there is no space between *filetype:* and the type of file.

6. Asterisk * as truncation and between terms

As well as using an asterisk to truncate a word e.g. *econom** will find *economy*, *economics*, *economical* etc., the asterisk can also be used between two words to stand in for 1-5 words. This is useful if you want two of your keywords close to one another but suspect that there may often be one or two words separating them. For example the search *research * librarian* will find *research officer / librarian*, *research services librarian* etc. if you have searched for the phrase quotation marks “*research librarian*” – you might have missed these as phrase searching can often narrow a search too much.

7. Change order of search terms

Changing the order in which you type in your search terms can change the order of your results. The pages that contain the terms in the order you specified in your search are usually given a higher weighting. This is another useful tip if you are stuck in a search rut and seeing the same results over and over again.

8. Different country versions

The country versions of Google give priority to the country's local content, although it might be in the local language. This is a useful strategy when searching for research groups, companies and people that are active in a specific country. Use the standard ISO two letter country code, for example <http://www.google.fr/> for Google France or www.google.it for Google Italy. It is also worth trying your search in Google.com. – go to the bottom right hand corner of the Google home page for the link. The content on www.google.com can be different from the content on local sites e.g. www.google.ie

9. ~ sign and inurl: command

If searching for a specific type of document e.g. a guideline I use the ~ (tilda) sign to find synonyms e.g. ~guide will find guides, guidelines, guidances etc. You can also use the inurl: command and search for sites with the word guideline in the web address so that you know the document will most likely be a guideline or you can combine the two e.g. (inurl: guideline OR ~guide transfusion).

10. Cached sites

If you are working with strict firewalls which blocks sites – use the **Cached** option to access the Cached (saved version) of a site by clicking on the small green arrow after the web address. The cached copy is an older version of a site and might lack some important elements like the formatting and updated links. However, it may have the information you require.

META AND SPECIALIST SEARCH ENGINES

If a search in Google, Bing or DuckDuckGo is not proving fruitful – the same search can be done in a metasearch engine which searches multiple search engines at the same time. **Deeperweb** <http://deeperweb.com/> is a meta-search engine which breaks your results down into categories – general web, blogs, news, academic, cloud, metrics, research, etc. and **Dogpile** <http://www.dogpile.com/>

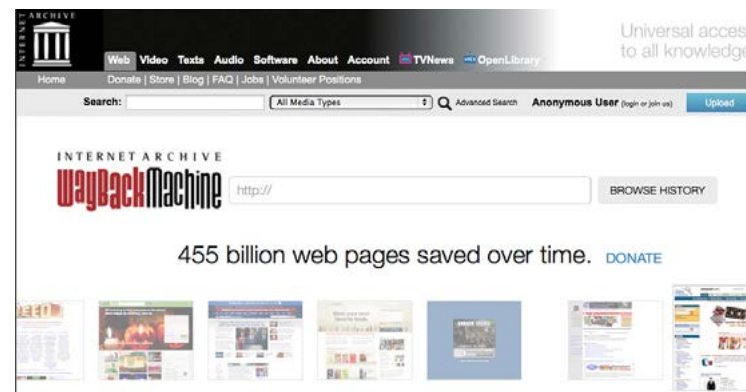
[dogpile.com/](http://www.dogpile.com/) is another multi engine aggregator with the slogan “All the best search engines piled into one”.

Another useful search engine is the **WayBack Machine** <http://archive.org/web/> when you are looking for documents or information previously posted on the Internet but no longer available. It is a search engine that contains over 452 billion web pages archived from 1996 to the present. The archive does not contain every web page ever published. Rather, it is a collection of “snapshots” taken over time and can be a valuable resource for older “lost” material.

MillionShort <http://million-short.com/>. If you keep seeing the same results from Google over and over again give MillionShort a try. MillionShort enables you to remove the most popular web sites from the results. Originally, as its name suggests, it removed the top 1 million but you can now choose the number of results that you want omitted. I usually remove the top 100 sites. The page that best answers your question might not be well optimised for search engines or might cover a topic that is so “niche” that it never makes it into the top results in Google or Bing.

Google Scholar

Google Scholar <http://scholar.google.com> provides a search of scholarly literature across many disciplines and links to the publications of professional societies, university repositories etc. One excellent feature of Google Scholar is the **Library Links** option under Google Scholar settings. Set up links to a Library of which you are a member in the “Library Links” box. If that Library has signed up and uploaded its holding to Google Scholar, you can access these articles directly from the link on Google Scholar via your Library login.



Medical search engines

PubMed at <http://www.pubmed.gov> is the largest of all medical search engines comprising more than 24 million citations for peer reviewed biomedical literature from MEDLINE, life science journals, and online books. Citations may include links to full-text content from PubMed Central and publisher web sites. The full text of over 20% of articles is now available for free. Medscape from WebMD <http://www.medscape.com> is a comprehensive free resource for medical information and educational tools for the health professional.

PubMed's sister site is MedlinePlus <http://www.medlineplus.gov>. This offers an excellent medical encyclopaedia and directory suitable for both the professional and the lay person. Other consumer health sites are: the HSE health portal <http://www.hse.ie/portal/eng/health/> and from the UK <http://www.patient.co.uk/> along with WebMD <http://www.webmd.com/> and the Mayo Clinic site <http://www.mayoclinic.org/>

Current Awareness Service

Libraries can avail of industry related reports, newsletters and updates as these are published and they can be used to provide a current awareness service. Material can be found by setting up alerts in Google and other alerting services such as Talkwalker www.talkwalker.com, to get news based stories. Talkwalker can monitor your name or organisation, brand, competitors, relevant topics and alerts are sent directly to your inbox or RSS feed reader. To create alerts, simply enter a search query and refine it by result type (news, blogs, discussions or all of the above), language, frequency and whether you want all of the results delivered or only the best ones.

Mention at <https://en.mention.com/> monitors all social media sites and offers one free alert – you can set that alert up to be you or your organisation's name and website.

To keep up to date with new peer reviewed articles – set up alerts in Google Scholar or PubMed or using the option “Alert me when this article is cited” in noteworthy online articles can yield rich rewards. Tip: To avoid getting rubbish

in your alerts – do a very specific advanced search where possible using any filters that will refine your search and copy the search string into the alerts box to create an alert based on that refined search.

Finding and using Copyright free images

The Library offers support for those doing presentations and we often have to find free to use images to enhance PowerPoint slides. On the following sites you can find quality copyright free images which are free to re-use. Though the images are copyright free – it is good practice to give credit or attribution and link back to all images you find online.

Pixabay <http://pixabay.com/en> This is my favourite site to find and share high quality free images. There is some fee content but they are tagged as such.

MorgueFile <http://www.morguefile.com/> contains free high resolution digital stock photography for either corporate or public use.

Flickr Creative Commons www.flickr.com/creativecommons/ is an index of Flickr images with owner specified Creative Commons licences and

Wikimedia Commons <http://commons.wikimedia.org/> is an archive of free multimedia content submitted by Wikipedia users.

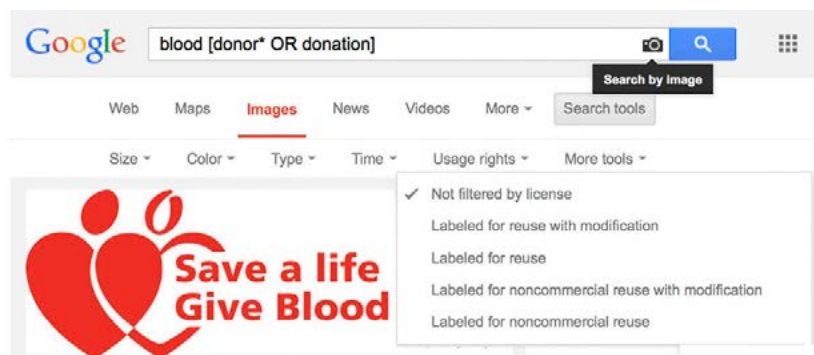
Google Images <http://images.google.com>. Not all images in Google images are free to use. To find free images – perform a Google Image Search and click the “Search Tools” button to access Image Search Tools such as Usage Rights

TIP

In IBTS we sign up to e-newsletters in relevant subjects. Sites like CDC (Centers for Disease Control) and the FDA (US) are excellent alerting services.



and many more. Set the “Usage Rights” filter under “Search Tools” to the last option “Labelled for non-commercial reuse” to ensure you find copyright free images only.



Under **Google Image’s Advanced Search** – you can search for an image with landscape orientation which is more suited to using in PowerPoint presentations –use the filter “**by aspect ratio**” – and choose tall, square, wide or panoramic.



Search for images with an image

Search for an image using an image in Google Images by clicking on the camera icon at the right side of the Image Search box as above and uploading the image from your PC or inputting the URL of the image on the web. Google will find similar images and make a “best guess”. This feature is great for finding clothing, identifying plants and tracking down items that may otherwise be hard to identify. Remember if you can do this – those who own the image can do it too and can see who is using their image without permission so for that reason it is important to give attribution and credit for any image

that might end up back on the web. There have been cases of photographers doing this in the past with wedding photos to see who is posting their work on the web without permission.

HOW TO FIND FREE ARTICLES

1. **PubMed and PubMed Central** If searching for a specific medical or scientific article – I would first search PubMed as any free articles will be tagged as **Free**. They are available through **PubMed Central (PMC)**, www.pubmedcentral.gov the free digital archive of biomedical and life sciences journal literature which now has over 3.3 million articles freely available. PMC also has many **author manuscripts** and will also link to free articles available on the publisher’s site.
2. **Google Scholar** includes links to free articles in university repositories or an open access site **NOTE: Free or open access material in Google Scholar is often found in a link to the right of the search result –**



It is also worth checking the **All * versions** link under each search result as there may be more free articles available there especially if there is a high number of versions.

3. **Google and other general search engines.** Searching the main Google search engine with the title of the article and filetype: pdf may bring up the full text of an article that could be on the author’s own site or on their organisation’s website so is always worth a try.

TIP

Online articles usually have a default filename when you save them – this is often a number or code which can be difficult to find at a later date on your PC. It is advisable to change the filename to something that makes sense to you. We tend to give articles the same filename as the title of the article but if you copy the title from a PDF for e.g. you may not always be able to paste the copied text into the filename box by using the right click paste option. If this happens try Ctrl V instead to paste – this also works for most web forms when the right click paste option is greyed out.

Remember that Windows does not accept colons: in a filename, but will alert you to that. It also does not accept question marks but does not alert you and will not save the file.

4. **Request a pre-print or author final draft from the lead author.** It can sometimes be difficult to get an article from another library or from a document supplier like Subito if the article is epub ahead of print. In this case – I would email the corresponding or lead author and request their **author final draft** or **pre-print** from them. If they send this version to you – they are not breaking Publisher copyright and I have found that the scientific community are usually willing to share their work with others especially if you give them some background such as where you're from and why you are requesting a copy of their article. To save time (and typing) I have set up a signature in MS Outlook which works as a template when requesting an article from an author so that I only need to change the author name and article details.

You can also contact authors through research sharing sites like **ResearchGate** at www.researchgate.net/ which is a network site allowing you to connect, collaborate and discover scientific publications for free once you have registered. You will sometimes find the author manuscript on the site itself or you can click on a button to request the full text of an article from the author but from past experience I find that you get a better result if you email the author directly yourself.

You can also search free medical/scientific article sites such as

- **Free Medical Journals:** <http://www.freemedicaljournals.com>
- **Biomed Central:** <http://www.biomedcentral.com>

- **Directory of Open Access Journals:** <http://www.doaj.org>
- **HighWire Press Stanford University:** <http://highwire.stanford.edu>
- **Plos (Public Library of Science) Medicine:** <http://medicine.plosjournals.org>

To save time, you can **search** only the free sites above by setting up a Google Custom Search at <https://www.google.com/cse/create> and inserting the URLs above. I have also set up a Google custom search to only search free image sites listed previously.

As the internet evolves and new solutions are developed to take advantage of published content, it is important to regularly check for new applications and to keep up to date on new resources. Most importantly, you need to figure out ways to utilise these resources to best advantage for your Library users. Be brave, experiment. Test them out to see if and how they work for you and your library. In the words of Teddy Roosevelt "Do what you can, with what you have, where you are". The web resources highlighted here are only a small selection of what is available but I hope it will inspire you to find and use others.

*Niamh O'Sullivan, MA, DipLIS is Information Officer/
Librarian, Irish Blood Transfusion Service (IBTS), Dublin*

Fortune Favours the Brave: Challenges with Opportunities for All⁴

Fionnuala Hanrahan

Abstract

Effective collaboration and advocacy are two dominating challenges for public librarians delivering *Opportunities for All* (Ireland 2013), the third national development strategy for public libraries in the Republic of Ireland. Of course, effective collaboration and advocacy are standard requirements within every programme delivery, along with technical competencies, communications, marketing and resources management. It is the current climate and the political context that pushes these two skills into prominence now.

Keywords: Public Library Strategy, Ireland; Public Library Development, Ireland



⁴ *Opportunities for All: the public library as a catalyst for economic, social and cultural development: a strategy for public libraries, 2013 – 2017.* Dublin: Stationery Office, 2013 (Hereafter referred to as *Opportunities for All*).

Throughout 2012 and 2013, chief public librarians engaged in the review and research process that produced the current Strategy document. Building on the achievement of the two previous plans (Ireland 1998, 2008) *Opportunities for All* restates fundamental values such as free access to information as a right for all citizens and residents. Seven programming streams are identified:

The “What” challenges

1. Physical Space and Service Provision – to provide a high quality public library network, delivering universal free access to a consistent service nationally, and leadership in local authority community engagement by 2017
2. Learning Skills and Enterprise – to provide opportunities for individuals to develop as literate, informed, articulate and confident citizens, and to support local economic initiatives and developments
3. Culture and Community – to foster literary appreciation, provide a cultural space for people and communities, and provide economic stimulus through learning, creativity and access to reliable and authoritative information
4. The Virtual Library – to achieve the most effective and cost-efficient technological solutions for library systems, and maximise the opportunities offered by digital media in extending the accessibility of library services

The “How” challenges

5. Workforce Development – to further develop a responsive, user-focused public service that is part of community and national life, and to ensure that staff are equipped with the skills of the modern library, information and knowledge professional
6. Cooperation, Partnership and Promotion – to deliver enhanced services through cooperation and partnerships with government departments, agencies and national bodies, EU and international research and development initiatives, and to raise the profile of the library service
7. Research and Innovation – to keep libraries at the forefront of best practice, inform existing and emerging programmes for effective future planning, and ensure programmes achieve economic and social return on investment.

These programmes sit within three development themes – economic, social and cultural – the first two echoing the direction within the more general, local government *Putting People First* (Ireland 2012) strategy.

As well as addressing government recovery plans, critically the library strategy reflects underlying principles long promoted by the public library sector. These include the need for a national service delivered locally, combined with the achievement of local ownership and involvement, while sufficiently coherent to support marketing at national as well as local levels. These also include the need for a comprehensive information offer, on which the promotion and branding elements of marketing can be built.

Adequate scale to deliver diverse services competently including to subcategories of users and nurturing local responsiveness within that scale is at the heart of the Strategy. Scale is being achieved in a variety of ways.

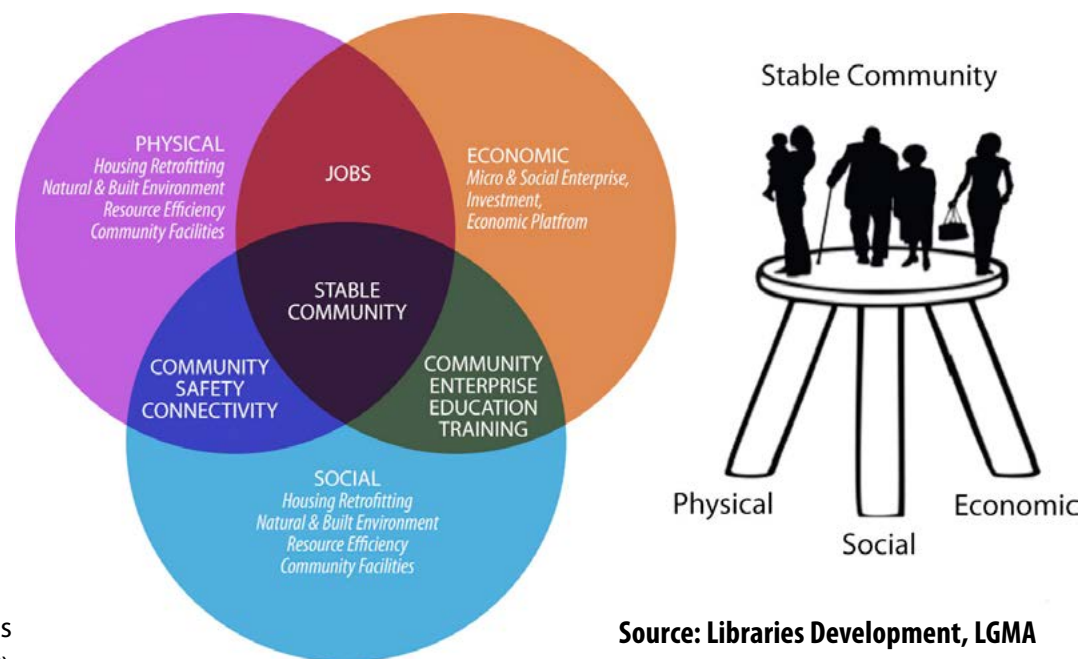
1. The government policy document, *Managing the delivery of effective library services* (2014), determines 100,000 as a minimum population target for public library service delivery. On that basis, eleven library services are combining into five, adopting a shared services management model outlined in the report. At the other end of the scale, with a total population of 500,000+, the combination of Cork city and county offers balance, and a partner in scale for Dublin city. Four other public library services, Limerick city and county and Waterford city and county libraries united as part of total local authority amalgamations in Summer 2014.
2. A single library management system – Sierra Library Services from Innovative Interfaces Global Limited – is being installed in all public library services countrywide by 2016.⁵

⁵ <http://www.iii.com/products/sierra> As part of project management, a website for the Irish project is at <http://lmsireland.ie> with access by invitation/agreement. Dublin City Council, Fingal County Council, South Dublin County Council, Dun Laoghaire/Rathdown County Council, Kildare County Council and Wexford County Council Library Services are contributing to Phase 1, thereby ensuring the first migration exercise involves at least one site for all current library management systems.

3. Minimum offers for core services are to be provided by all public library organisations. These offers are being determined by senior library managers engaged in a range of working groups. Examples include:
 - a. A Literacy Working Group, which includes *The Right to Read Campaign* (DOELG 2014), has reviewed responses to a ground-clearing survey on current provision in that area. It is identifying three offers which can be branded and offered countrywide.
 - b. A Business, Enterprise and Employment Working Group has also undertaken ground-clearing research, and initial development is proposed via a series of pilot sites and exercises.
 - c. The minimum offer from public library services to primary schools has been agreed and is due for announcement soon (Spring 2015). Work on the offer to other schools is ongoing.

As well as quantification, research overall reveals the diversity of projects and programmes offered by public library services across the country. Achievement of a common offer is an essential pre-requisite to national promotion. A challenge for all, in addition to innovation, is to scale up best practice, to mainstream where suitable and, most importantly, to ensure sustainability.

Sustainability is supported by the overall management structure for the Strategy, which has a strong focus on inter-agency co-operation (see Appendix A on page 17). Chief Librarians on Library Working Groups also serve on overarching National Working Groups. Each of these national groups is chaired by the Chief Executive of a local authority. Relevant government departments, agencies and state bodies as well as expert and representative organisations participate on the National Working Groups. They offer broad-ranging context for the public library contributions to their areas of responsibility. Involvement helps potential partners grow in understanding of the capacity of public libraries to support their objectives. Participating librarians can develop the library



proposal, educate and advocate more effectively in an environment where the minimum library offer is identifiable and where library service developments from that baseline are measured and demonstrably cost effective. The National Working Groups in turn feed into the Libraries Development Committee, which reports to the trinity of County and City Management Association⁶, the Local Government Management Agency⁷ and the Department of the Environment, Community & Local Government⁸, all of which participate on the Libraries Development Committee.

This management structure for the Strategy and the location of Libraries Development within the Local Government Management Agency positions the Strategy and public libraries more centrally within local government than was the case for the two previous national public library development plans which had been directed by the Department and managed by the statutory

⁶ <http://www.lgcsb.ie/en/CCMA>

⁷ www.lgma.ie

⁸ www.environ.ie/en

body, An Chomhairle Leabharlanna⁹. It could be argued that the current local authority focus is at the expense of contribution from other library sectors; they are represented now on a National Advisory Forum. Certainly the cross-library-sector-cooperation promise of *Joining Forces* (Ireland 2000) has not been realised. However, from the public library perspective that promise pre-required visibility as a unified sector nationally with common scaled platforms that would allow the combined public library network engage as an equal partner with for example, the National Library of Ireland and the university or technical colleges sectors. While initiatives like the Ask about Ireland portal and the inter-library-lending **Borrowbooks**¹⁰ are well used and show potential, for an integrated national library service it is projects like the single public library management system that will create the opportunities for all library sectors, working together to combine and create added-value information resources and services for citizens. As one example, the use of the same Library Management System by Trinity College Dublin, University College Dublin and the Institute of Technology Libraries as well as by the public library sector can pave the way for universal access via a shared library membership card, echoing the current Danish model. The next strategy could be very exciting!

Staying in the present however, the management structure for the *Opportunities for All* strategy involves six of the thirty-one Chief Executives of local authorities directly in library business at national level. It mainstreams the service within local government concerns, as a frequent, on-going item for development via the County and City Management Association. This attention offers a broader and more strategic perspective for the Strategy, a better informed and more involved body and hopefully a more committed senior management that can improve integration for library services within local government activity.

9 An Chomhairle Leabharlanna: The Library Council was abolished in 2012. <http://www.environ.ie/en/LocalGovernment/LocalGovernmentAdministration/News/MainBody,28056,en.html>

10 www.askaboutireland.ie

Recent changes in local government offer growth opportunities for the public library service. The new municipal and borough structures within Councils can give higher visibility for individual libraries as well as the total service in terms of their contribution to culture and community development locally, beyond the acknowledged lending and educational activities. Local authorities have been restructuring following reduction in their range of responsibilities and following reduction in access to other national or regional public services that are also affected by the national austerity and reform agendas. Some local authorities have responsibility for local government services on a countrywide basis. Shared services with service level agreements, both internally and externally, are increasingly common. Local Authority corporate prioritisation on employment and economic development, customer care, communications, reduction in social exclusion, are areas where libraries can contribute. Libraries can be key players also within the emerging Community and Development Committees and their Plans.

Opportunities, however exciting, require resources to be realised. Overall Ireland's public library service has been impoverished from recent national austerity measures. Recovery for public services can be expected to be slow for some time to come. That usage of public libraries has been sustained is a credit to library management and staff commitment as well as a possible indicator of the nature of the recession and the wide range of sectors on which it impacted. However, membership needs nurturing to grow – the nature and range of library usage needs to be measured and communicated so that cost-benefit cases are convincing. Librarians appreciate that while some people are life-long users, others dip in and out of services as their life experiences require. Major transitions impact on usage. Life events such as new employment or unemployment, moving home or emerging health conditions, can highlight information need for periods. Fundamental issues such as access to transport, literacy and e-literacy, levels of engagement in society will also have an impact. The relevance and therefore use of the local library as a support for personal and social development depends on the quality of the service – staff expertise and information resources as well as access.

The Strategy seeks, as a minimum, a modest €3.77 stock-spend per person per annum by 2017; currently most library services operate below that target. Although the stock spend represents a small part of the overall cost of service, provision of suitable information resources is at the heart of library services. At community library level, suitable resources is the link between the individual or organisation representative and staff; it provides the basis for the offers that library staff make – loans, cultural programmes, access to e-resources and learning opportunities around research and evaluation of information sources. The information offer is vital, a credibility issue. To invest in buildings and staff while failing to invest generously in the information offer which sustains usage does not make sense. It is an illogical management strategy which needs to be challenged positively.

Free membership for all, universal membership and optimum opening hours are other elements in the Strategy with delivery dates of 2017. A new capital programme for library buildings is scheduled for 2016.

Given variations in scale and capacity across parent local authorities, the aim to achieve parity country-wide for library services and to offer a credible common minimum offer across all core services as a starting point is ambitious. Local authorities will have to prioritise investment in their library services. Naturally, librarians are determined that their most developed services locally, indicative of local priorities of need, are not reduced to deliver the minimum as an optimum. The offer must be realistic but ambitious. Advocacy for the necessary resources is essential.

The September 2014 report *Managing delivery of effective services* offers guidelines for workforce planning and library management structures. Four hundred and ninety four management posts are identified as necessary for public library service delivery country-wide; individual services submitted their total requirement across all grades to central government earlier this year. Services are categorised into four bands, with scaling based on population. To accommodate both dispersed and more centralised delivery models, guidelines address the management complement for individual branches

serving immediate populations and for the service-wide population overall, another scaling exercise. Also, an initial Regional Resources Team of five Senior Executive Librarians is being established to support delivery of the Strategy and collaboration at regional and national levels.

Paralleling measurement of current services delivery, the Strategy promises Benchmarks from central government in areas such as usage, opening hours, collections, information technology, community activities and alternative service delivery models. Publication is imminent. New national service indicators of

1. Visits and
2. Library service cost (to include its percentage of local authority corporate management costs) have been identified for application countrywide.

The two elements of manpower planning and of benchmarking are essential to progress. However controversial the manpower planning and management structuring may be, with its perceived *winners* and *losers*, it offers certainty after a period of stagnation and staff reductions. It can be the basis for a way forward to improvement. Opportunities for professional development and promotion can be created. Benchmarking provides another evidence tool that librarians can use ongoing. Benchmarks can assist creation of progressive five year development plans¹¹ due in 2015. With both managements' and councillors' support, benchmarks can help lever additional resources for service growth. While the requirement for leadership within the library service and for senior management support without may be most obvious in the eleven authorities embarking on shared services delivery models, it is necessary everywhere. Excluding the known unknowns of national recovery, success or failure of the Strategy depends on the quality of support that must be offered by the Chief Executive, senior managements and Councils. In turn, librarians cannot expect support unless the cases made are evidence-based and persuasive from a cost-benefit as well as a community-gain perspective.

¹¹ New Guidelines are due in Spring 2015.

National development priorities for social and economic progress are addressed by the *Opportunities for All* Strategy as far as the purposes of the public library movement can contribute. Public library roles in the Strategy integrate also with local government's repositioning as the lead organisation supplying stability, connectivity and direction to more specialist agencies as well as creating an environment supporting enterprise and active citizenship.

For the public library network, service priorities were determined in the development phase of the Strategy and are agreed. Necessary compromise on areas of differing practice for agreements on common procedures to achieve the single Library Management System will deliver a major prize – with benefits of universal membership, emerging national collections policies, resource sharing and creation of new information products and services. Determination of core services and expression of consistent offers to the public, across those core services, requires reorganisation of existing resources. Additional resources will be required in many cases; development shared across several or all public library organisations can be shown to reduce costs as well as provide visibility for the consistently high quality programmes and initiatives. At present, both are examples of effective collaboration in action.

A clear understanding of environment and development priorities in which the public library operates is a first requirement for relevance and credibility as a player in national recovery. Public librarians at community, organisation and national levels interact with a diverse range of activists across many sectors. Advocacy is an everyday, ongoing activity. Within the Strategy structure, the advocacy opportunity for librarians involved in working groups is obvious. The advocacy requirement for chief librarians developing services at organisation level is evident also. Most powerful is the advocacy contribution of staff interacting daily with the public, where the impact of library action is most evident and where development requirement is identified.

Collaboration is so much more than co-operation. Shared goals are achieved by working together with a strong communal determination to realise an identical objective. Gain in the areas of greater resourcing, acknowledgement

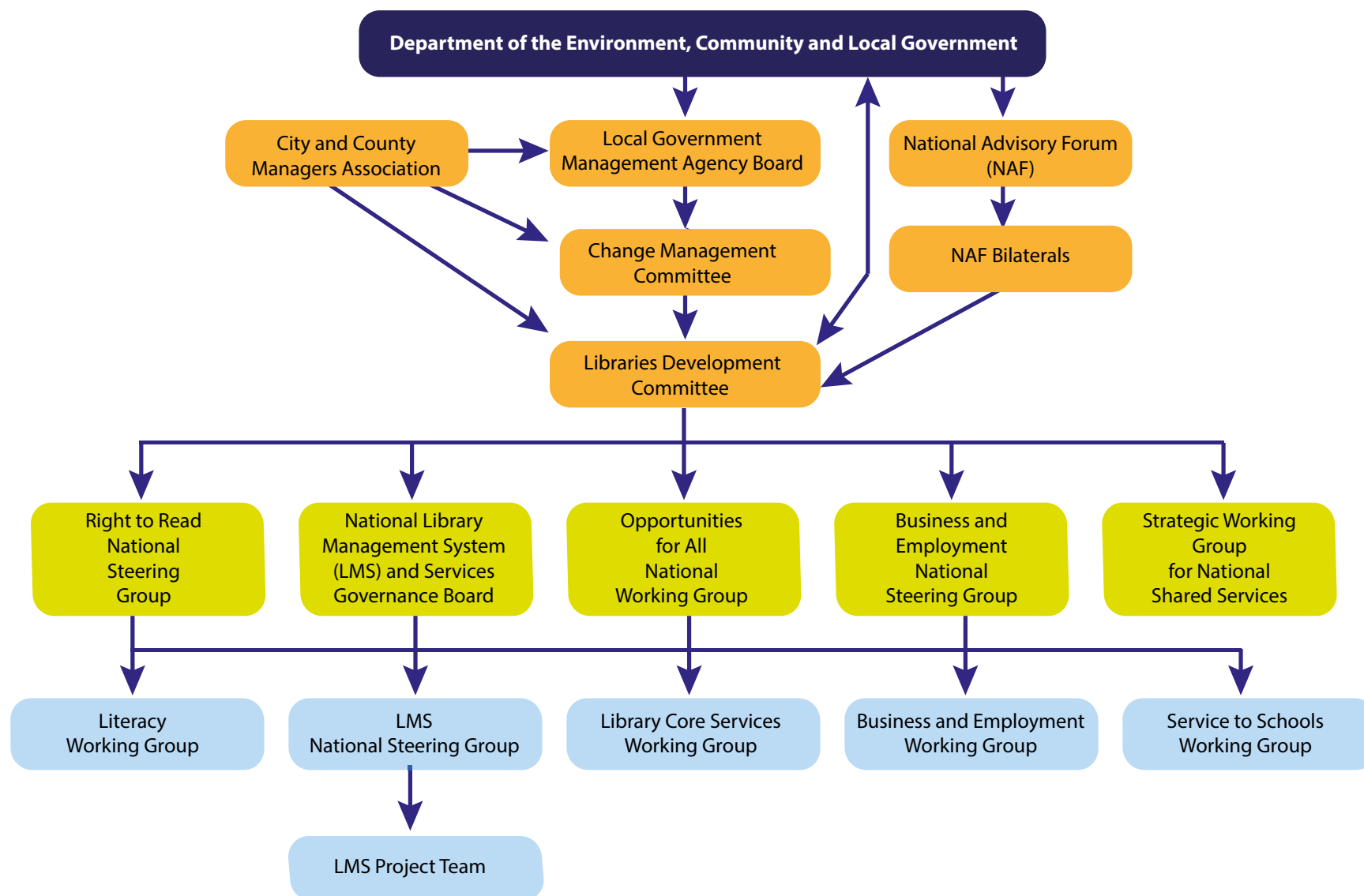
and reward in the face of competition for finite resources, are features of effective collaborations. Through collaboration, and a new leadership model, public librarians have been pivotal in the creation of an ambitious but realistic strategy for development over the next three years, which will aid national recovery. Now public librarians can deliver this strategy.

Fionnuala Hanrahan. BA, DipLib, MLIS, MCLIP, FLAI is County Librarian, Wexford County Council, and a member of Libraries Development Committee, Local Government Management Agency. Within the Strategy management structure, she participates in the Working Group on National Shared Services and in the Opportunities for All National Working Group.

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Appendix A: Libraries Development Structure



MSc in Information and Library Management at Dublin Business School



Marie O' Neill

Background

Dublin Business School is Ireland's largest independent higher education college offering over 100 accredited courses in business, arts, law, psychology, IT and more to over 9,000 students.

In November 2006, Dublin Business School identified a niche in the marketplace for a postgraduate programme in library studies delivered on a part-time evening basis. DBS was ideally positioned to offer this programme as it has highly experienced faculty in IT and Management and strong links to industry which can be exploited to expand job opportunities for library graduates. DBS also had a long and fruitful partnership with Liverpool John Moores University (LJMU) which already had a highly regarded MSc in Information and Library Management.

History of the Programme

In September 2008, a DBS delegation met with the Programme Manager and faculty of the MSc in Information and Library Management at LJMU. It was agreed that DBS would offer the LJMU programme which was accredited

by the Chartered Institute of Library and Information Professionals in the UK (CILIP), subject to a successful validation, which was passed.

In September 2009, DBS launched the MSc in Information and Library Management which was a joint DBS-LJMU award and accredited by CILIP. Around this time the College was fortunate to attract well-known industry experts and faculty, many of whom were actively headhunted.

In 2014, DBS sought validation and accreditation for the MSc in Information and Library Management from Quality and Qualifications Ireland (QQI) and the Library Association of Ireland (LAI) respectively as part of a business decision by the College to migrate its programme offerings fully to the Irish regulatory framework.

Accreditation from the Library Association of Ireland

Since September 2014, the MSc in Information and Library Management at DBS has been validated and accredited by QQI and LAI respectively. This was brought about by the hard work and collaboration of the Programme Leader Maria Rogers and faculty.

Accreditation by the LAI was extremely important for the MSc in Information and Library Management at DBS. It ensured that LAI personnel who comprise leading industry figures in this country were able to input into the content of the programme. The accreditation process by the LAI was rigorous and detailed but has resulted in refinements and modifications that have enhanced the learning experience of students on the programme and the employability of its graduates. DBS was impressed with the level of commitment that the LAI and the QQI displayed in ensuring that the programme fully encapsulated the skills and competencies required of a modern information and library manager.

Programme Content

As an MSc, the programme at DBS is technical and applied in its approach to delivery and assessment with a strong IT focus offering modules in

Information Technologies, Network Resource Management and Information Architecture. Other modules include Organisation of Information, Management for Information Professionals, the Teaching Librarian, Records Management, Research Methods and Dissertation.

As part of the recent QQI validation and LAI accreditation, modules on the original articulation of the programme were retained but modernised and aligned to CILIP's [Professional Knowledge and Skills Base \(PKSB\)](#) which was a requirement of LAI accreditation. The PKSB was developed by CILIP following extensive consultation with employers, the library, information and knowledge community and learning providers. It outlines the broad range of skills that are required in the library and information management sector.

Employability

A significant change on the programme is the introduction of a Personal and Professional Development (PPD) module to enhance employability. Module faculty work with students of the programme to prepare career development plans underpinned by use of an e-portfolio. The PPD module is now also linked to the programme's built-in three week, industry-relevant work placement.

Students prepare for the three week work placement in the PPD module and also complete a reflective learning log in relation to their work placement as part of the PPD assessment. Students of the programme have completed work placements in libraries such as the Irish Film Institute, Arthur Cox Solicitors, Maynooth University and the National College of Ireland. Students with prior library experience are exempt from the work placement but are facilitated should they wish to diversify their experience.

Graduates of the MSc in Information and Library Management have secured positions in TCD Library (Assistant Librarian) and Amazon (Taxonomist) for example. DBS works with the Careers Department on an on-going basis to source new and exciting opportunities for graduates of the programme.

Faculty

Faculty from the previous articulation of the programme have remained with this version. A key strength of the programme is the commitment and passion of its faculty. These include Dr. Christoph Schmidt-Supprian (Sub Librarian, Trinity College Dublin), Dr. Clare Thornley (Researcher, Innovation Value Institute, Maynooth University) Dr. Shazia Afzal (IT Faculty, DBS), Caitriona Sharkey, (Head of Knowledge and Information Services, Ernst & Young), Mark Farrell (Proprietor [Arcline](#)), Maria Rogers (Head of Library Services, Barnados) and Brian Hickey (IT faculty, DBS).

Faculty combine extensive lecturing experience with real world experience of the library and information (LIS) sector at a senior level. The programme also incorporates guest speakers from the information and library sector such as John Duffy (Sub Librarian, Bar Council of Ireland) and Ann O' Sullivan (Acquisitions Librarian, Houses of the Oireachtas).

In 2014, Maria Rogers was promoted to Level Leader. Maria has been with the programme since its inception in 2009 as a lecturer on the Teaching Librarian module. She has an in-depth knowledge of the programme and a fantastic relationship with faculty, students and alumni. She also links the programme with DBS Library facilitating the use of real world projects for assignments when requested. Students of the programme have executed dissertations on reading list software used by DBS Library (Loughborough Online Reading List System) or the open source Library Management System Koha which DBS Library recently installed as examples.

Programme Differentiation

The MSc in Information and Library Management enhances postgraduate library education by providing a part-time evening option. The programme is also offered on a full-time basis. Additionally as an MSc, the programme offers a more technical and applied approach to delivery, producing ready to work graduates. For example, students not only study the theory and literature pertaining to library management systems but they download and deploy

open source LMS solutions in the laboratory setting. The MSc in Information and Library Management has a strong IT focus which includes an essential module on network resource management. The programme also has a strong focus on employability and career planning. Finally, as an MSc in Information and Library Management, the programme prepares graduates for roles in the broader information management sector in addition to traditional library roles.

Dublin Business School and the Wider Library Environment

This year DBS will be one of the sponsors of the Annual Conference of the Academic and Special Libraries section of the LAI. The College believes that this is a key event for librarians and library students and is keen to show its support. DBS will also have a stand at the conference for anyone wishing to find out more about the College and the MSc in Information and Library Management.

More recently Dublin Business School launched an annual seminar which was extremely well attended by library and information professionals in Ireland. This year's event will take place on June 12th. The line-up will be announced shortly. To see slides from last year's seminar please refer to the following link: <http://esource.dbs.ie/handle/10788/1759>. The event comprises speakers from DBS Library, the MSc in Information and Library Management and the wider library and information management sector.

For further information about Dublin Business School please refer to www.dbs.ie

Further information about the programme is available at: <http://www.dbs.ie/course/postgraduate/msc-information-library-management-march>

Marie O' Neill, BA, DipLIS, Grad DipBus, is Head of Library Services at Dublin Business School

The Library Association of Ireland Task Force on Information Literacy: An Overview of Objectives and Progress

**Philip Russell, Claire McGuinness, Jane Burns, Brenda Carey, Monica Crump,
Keith Young, Katherine Ryan and Muireann Toibin**

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March 2015

The Library Association of Ireland Taskforce on Information Literacy (TFIL) was formed in 2011 and includes representatives from all library sectors in Ireland and representatives from the teaching and learning industry. Chaired by Philip Russell (Deputy Librarian, Institute of Technology Tallaght) the group came together to progress the work of the LAI Working Group on Information Literacy (WGIL), which in 2008 produced a report that provided a cross-sectoral analysis of information literacy (IL) programmes and activities in Ireland. This report was entitled

Library Association of Ireland: Working Group on Information Literacy: Review of Cross-Sector Activity 2006-2008 and Initial Recommendations for Further Action [unpublished report]. The WGIL report was updated in 2010 by students in UCD's MLIS programme, who delivered a similar report which provided a snapshot of current IL activity entitled *Building IL in Ireland (BILI)* (Connolly et al., 2013). These reports depicted the IL landscape in Ireland from a best practice perspective and have provided the foundation for the work of TFIL. The reports identified a series of measures and challenging recommendations for TFIL to act upon in terms of supporting the development of information literacy in Ireland. TFIL has undertaken a review of the recommendations made, with a view to implementing the goals, some of which can be achieved in the short term and others which will need more long term work.

Since these reports were undertaken, the importance of acquiring digital literacy (DL) skills and the need to increase digital capacity for all learners has increasingly come to the fore at national level. Digital literacy is seen as a key graduate attribute for employability and a key strategy for Government is the development of students' digital capabilities. Phase 1 of the [National Digital Strategy for Ireland](#), *Doing More with Digital* was launched in July 2013, and sets out the Irish government's vision for a digitally enabled and empowered society, to be achieved through the implementation of a series of strategic measures, grouped under three key strands. These are

- Trading Online & Entrepreneurship for indigenous businesses;
- Securing more Citizen Engagement;
- Education and Learning.

Objectives

Our approach aligns with the objectives of Strand 3, Education and Learning, which addresses eLearning, the provision of across-the-board access to high-quality online educational media, teacher training in educational technology, and the fostering of digital literacy at all levels of education. This is especially relevant to our mission. The report highlights the growing

recognition of digital literacy in primary and post-primary education (Junior and Senior cycles), noting the inclusion of explicit learning outcomes relating to the use of digital technologies to communicate, create, collaborate and manage student learning in revised curricula at both levels of education (pp.27-29).

TFIL will align its strategies with national policies. One of the key objectives is the development of a national digital and information literacy framework, to include standards for these competencies across all sectors and all levels of education. This framework would provide support and guidance to Irish educators in terms of module / programmes / qualifications and what levels of digital and information literacy can be mapped to learning outcomes and graduate attributes. The development of this framework would be similar to what has been achieved at national level in Scotland (<http://www.theright-information.org/framework-home/>) and Wales (<http://welshlibraries.org/skills/information-literacy/national-information-literacy-framework/>). An Irish framework for digital and information literacy would also facilitate the development of coherent institutional strategies for developing these skills and provide a more coordinated approach for the teaching and learning of these competencies from the earliest stages of education.

Coherence at national level is a key requirement in terms of achieving an integrated strategy for DL/IL. TFIL actively collaborates with other LIS groups such as the CONUL Teaching and Learning Group to work cohesively to achieve a national policy for digital and information literacy. The group is committed to advancing a policy driven approach and will continue to lobby policymakers, Government and employers with regard to the strategic importance of digital and information literacy to education, the economy and society. TFIL will continue to lobby for funding and highlight the need for small allocations of monies to be made available to further progress the work of the group.

TFIL plays a leading advocacy role, helping to create awareness within the LAI and the profession in terms of the value of digital and information literacy through promotion, dissemination and lobbying. The group actively

encourages research and development activities across all sectors in Ireland which help to inform ongoing development and encourages information and digital literacy initiatives from the primary stages of education. To support all this, TFIL is engaging with LAI groups and sections to ensure IL training and CPD opportunities are prioritised.

TFIL is also examining DL / IL initiatives outside of Ireland to garner best practice, ideas and expertise in terms of supporting the work of the group. Through the recent attendance of TFIL members at various national and international conferences and seminars, TFIL is forging relationships with cognate groups such as CILIP Ireland and the CILIP Information Literacy Group in the UK.

TFIL is developing an active presence on the LAI's website and has set up a Google Drive which collates reports, case studies and websites of interest. TFIL meets three times a year and is currently collating a detailed action plan which outlines its vision for the advancement of information literacy in Ireland, targeting a draft national framework, key priorities and achievable recommendations. Resource requirements for ongoing work have also been identified.

Developing an Irish Information Literacy Approach

The work of the Task Force on Information Literacy is both timely and necessary, as Ireland responds to the imperatives of the digital revolution. As mentioned previously, our activities are also informed by two major librarian-driven collaborative initiatives in the UK, which were completed during the past five years: The [Information Literacy Framework for Wales](#) (2011), and the [National Information Literacy Framework Scotland](#) (2010) were broad in scope and ambition, with project partners seeking to produce clear developmental structures and guidelines to assist educational practitioners in the provision of opportunities for embedded information literacy learning activities at all stages across the formal education system and beyond, incorporating workplace and lifelong learning. Both projects involved the consideration of existing curricula, and skills and qualifications frameworks in each country,

as well as the identification of suitable information literacy models, to serve as a template for the development of the national frameworks; for example, the SCONUL Information Literacy Pillars (2011), which “defines the core skills and competencies (ability) and attitudes and behaviours (understanding) at the heart of information literacy development in higher education” (p.3). In the Scottish and Welsh frameworks, information literacy learning objectives were developed and mapped to the different learning levels contained in the relevant national curricula and frameworks, offering an integrated, scaffolded approach to the fostering of information literacy skills in context. In each project, case studies of information literacy activity across all sectors were included to provide insight into the current state-of-the-art and identify key issues, as well as examples of best practice. Other initiatives, which offer a foundation for the Irish digital literacy framework, include the UK-based [JISC Developing Digital Literacies project](#) (2011-2013), which was undertaken to “promote the development of coherent, inclusive approaches to digital capability across institutions of further and higher education,” and the [Australian and New Zealand Information Literacy Framework](#), which was published in 2004.

To develop a framework that is flexible, sensitive to local context and scalable, we also draw on a selection of the myriad Information Literacy models, standards and guidelines that have emerged in the past decade to support the integration of learning activities in educational curricula and other sectors. In addition to the SCONUL Seven Pillars model mentioned previously, three frameworks that we consider to be relevant are the [ACRL Information Literacy Competency Standards for Higher Education](#) (currently undergoing revision, 2013-2015), the [ANCIL New Curriculum for Information Literacy](#) model developed by Coonan & Secker in the UK (2011), and the digital literacy [Developmental Process](#) framework, created by Beetham & Sharpe (2010), which was a key element of the JISC Digital Literacies project referred to previously. In recent models there is a move away from the application of prescriptive and generic information literacy standards and objectives. The move now is towards a conceptualisation of the individual

as a unique information user operating in a range of contexts, and the progressive development of skill and ability through engagement with meaningful and transformative learning activities. The creators of recent frameworks emphasise the importance of flexibility, responsiveness to individual scenarios, and of providing opportunities for students to develop the capacity “to generate their own strategies for dealing with new information contexts” (Coonan & Secker, 2011). These approaches will be critically evaluated by the TFIL to determine the optimum strategy for development of the Irish framework.

Relevance to Irish LIS Professionals

Colleagues may question why there is a requirement for the LAI to develop a policy on information literacy, surely it can be argued that this falls under the remit of educators and policy makers. Our research (O’Brien and Russell, 2012; Connolly et al, 2013) and experience as practitioners has indicated that LIS professionals do indeed play a role in the development of this national policy. Our role is one of partners alongside educators and government policy makers. LIS professionals work with a range of end users and in many different environments. We have colleagues whose involvement with information

Meet the TFIL Committee Members

- **Philip Russell:** I am actively involved in advancing information literacy education at institutional and national level and previously chaired the LAI’s Working Group on Information Literacy (WGIL). TFIL is committed to working cohesively across all sectors to achieve



a national strategy for digital and information literacy, which will facilitate the coordinated development of these skills in education, the workplace and society. I am Deputy Librarian, Institute of Technology, Tallaght.

- **Claire McGuinness:** I am a part-time lecturer in the School of Information and Library Studies, UCD. I have been teaching, researching and writing about information and digital literacy for more than a decade, obtaining my PhD in 2005. I was a member of the original Working Group on Information Literacy, and I am pleased to contribute to the important work continued by TFIL, in ensuring digital literacy for all in the 21st Century.



- **Jane Burns:** My interest in the TFIL comes from my experience as a volunteer literacy tutor at Fighting Words. Being able to see first-hand the positive impact this type of literacy support provided for children and



their development was incredible. Information literacy and, in particular digital information literacy, is significant in my role in the Health Professions Education Centre at RCSI and as an Occasional Lecturer in SILS, UCD.

- **Brenda Carey:** My interest in information literacy is from a personal and professional level which started when I qualified as a librarian at UCD and in my public library role. I am based in DLR LexIcon.



- **Monica Crump:** I am Head of Information Access and Learning Services at NUI Galway, where I lead the team responsible for library support of teaching and learning including information literacy. I am a member of the CONUL Teaching and Learning Group and through membership of the TFIL I hope to ensure ongoing coordination of approach between the two groups.



- **Keith Young:** I am a PhD candidate at Maynooth University Education Department. My research is looking at mobile learning and the role of the teacher. I am an Apple Professional Development Consultant and Microsoft Partners in Learning Teacher Trainer and deliver CPD courses to teachers across the



country. My interest is in helping students and teachers develop information and digital literacies to equip them to live and work in a modern information world.

- **Katherine Ryan:** I am College Librarian at St. Andrew’s College, Booterstown, Co. Dublin where I teach a ‘How to Research’ Module. I am interested in the provision of information literacy in Irish secondary schools and look forward to the integration of the national information literacy framework into the school curriculum. I contributed to the UCD SILS ‘Building Information Literacy In Ireland’ (BILI) Report and presented ‘Teaching Information Literacy in Irish Secondary Schools’ at the 2014 Institute of Technology Tallaght (ITT) Seminar ‘Demonstrating the Value of Information Literacy to Staff and Students’.

- **Muireann Tóibín:** My interest in information literacy has developed from my current role in the Revenue Commissioners where information and digital literacy are crucial. Staff in government departments and government bodies need to source and interpret the best information possible to guide them in developing policies, drafting legislation, and in advising on crucial issues.



literacy spans a range of environments from mother and toddler library groups, to University libraries. LIS professionals encounter people at various stages of their lives and information requirements. As a professional body we recognise the significant number of requirements coupled with the limited amount of resources. It is from this perspective of understanding and ingenuity that are able to bring significant, relevant and timely input from our professional body to the national framework. This perspective is representative in the constitution of the TFIL committee. Members of the TFIL Committee work in a range of library and information environments and their details are on the previous page. Each of the members has highlighted their reasons for engagement in this endeavour.

Next Steps

Going forward, TFIL will continue to promote its work and will actively engage with other groups to work collaboratively to achieve a national policy for digital and information literacy. TFIL will ensure ongoing advocacy and awareness at national level of the strategic value of information literacy and will continue to lobby policymakers, Government and employers. The group will endeavour to strengthen relationships with cognate groups nationally and internationally – in December 2014, Philip Russell was invited by the European Network on Information Literacy (ENIL) to act as Country Correspondent for Ireland in the network. For more information please contact Philip Russell at philip.russell@itttdublin.ie.

Philip Russell, Claire McGuinness, Jane Burns, Brenda Carey, Monica Crump, Keith Young, Katherine Ryan and Muireann Toibin

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Libraries in transition. Changes? - Crisis? - Chances!

EBLIDA/NAPLE Conference, Athens, May 2014

Opening the conference, Giorgos Glossiotis (President of the Association of Greek Librarians and Information Scientists (EEBEP)) quoted Heraclitus – “no-one can cross the same river twice”, likening books/information to a flowing river. He also quoted Bob Dylan’s famous lyrics “the times they are a-changing”, noting that the transition to a digital world is difficult, particularly for public libraries. Attended by 120+ delegates, the conference was held at the Technological Educational Institute of Athens.

Topics covered included:

The literacy role of libraries in Europe

H.R.H. Princess Laurentien of the Netherlands spoke about the link between literacy and libraries and initiatives with which she is involved. Libraries need to be attractive and relevant to deliver the services required. We need to “build the bridge as we walk on it” and position ourselves in the midst of political debate. As Einstein said “those with the privilege to know have the duty to act”. There are opportunities to co-operate at European level rather than re-inventing

the wheel. The Princess is the founder of a reading and writing foundation¹² and is a member of the EU High Level Expert Group on Literacy. Anyone interested in collaborating is invited to contact the office in Brussels.

Strong libraries, strong societies

IFLA President Sinikka Sipilä gave an overview of IFLA's role and activities. A legal framework is needed for strong libraries, both constitutionally and through legislation, as legal and policy support provides justification. IFLA provides a comprehensive programme offering a strategic and co-ordinated approach to capacity building and sustainability of library associations. A recent survey found that 80% of Finns are regular library users and 73% of respondents said libraries have improved their quality of life. Decision makers must be made aware of the benefits and needs of libraries. "A library is not a luxury but one of the necessities of life" (Henry Ward Beecher). Strong societies have informed citizens who participate actively in society, and are open, equal and democratic. New technologies will transform the global information economy and expand access but also present barriers. Hyper-connected societies and online learning will transform data protection. IFLA are working on an advocacy document for a post-2015 development framework, the Lyon Declaration on Access to Information and Development.¹³

Libraries in transitions and beyond

Panel discussion participants were asked to comment on their vision for the future. Sinikka Sipilä said the future is unclear and change is taking place too quickly for regulations to follow. It is important to promote reading and understanding of information and life on a deeper level, rather than in scattered forms as with social media. Mobile devices will become more predominant, and equal access to information is increasingly important, e.g. for a larger elderly and visually impaired user base.

¹² <http://readingandwriting.eu/>

¹³ <http://www.lyondeclaration.org/>

Interim NAPLE President Jan Braeckman noted that the impact of new technology has led to a power struggle that is financially motivated and has an economic impact. Policy makers are questioning the playground of the state versus the private sector, and technology/media companies e.g. Google are looking at context as well as players in the information game. People have a different way of dealing with information – they no longer search for in-depth knowledge, and are interacting with other people as well as books. It was predicted that information is changing the way we think, and in future, there will be a direct connection between the brain and the internet.

EBLIDA President Klaus-Peter Böttger said that industry is creating a digital divide between those who can pay and those who cannot. Developing the library as place and an independent learning centre will be a factor in resolving this divide.

Parallel Sessions: 1. Changes? 2. Crisis? 3. Chances!

I attended the first session on changes which included three presentations and a brief opportunity for interactive discussion. There are similar themes across the parallel sessions. It is worth noting the presentations of two Greek colleagues.

Eva Semertzaki (Bank of Greece) detailed the socio-economic aspects of changes in Greek libraries:

- Libraries continue to transform to meet society's changing needs
- Public libraries are important because they promote literacy and a love of reading, and also provide technical resources
- School libraries, in particular, are under financial pressure
- There are some signs of economic recovery in Greece. There are 46 public libraries, and a new National Library is scheduled for completion in 2016 as part of a project to develop a cultural centre at a cost of €600 million
- Changes in library staff competencies are required
- Libraries need to be user centric and serve as a one-stop-shop.



EBLIDA delegates at the National Library of Greece, Athens

Ioannis Tsakonas (University of Patras) described the technological state of Greek libraries:

- Change is not to be feared but embraced
- Technology is not an isolated concept – it involves a different type of interaction with our audience
- Reusability and device agnosticism (compatibility across different systems) are the keys, and being on the move means being in the cloud
- Low penetration of e-books in the Greek market, with few shops, elementary formats and no sophisticated models
- The Kallipose-book project and HEAL consortium of academic libraries are innovators in the area of open data
- Opportunities for public/private sector co-operation and centralised technological solutions as a response to scarcity of resources
- Academic libraries are transforming into information hubs, and public libraries into community hubs
- The Media Lab Future Library project (<http://medialab.futurelibrary.gr>) is an initiative which aims to provide a blueprint for creativity, collaboration, innovation and learning in public libraries. It uses virtual worlds and digital storytelling to transform information literacy programmes. Information literacy is a public good, regardless of technology or format.

Recurring themes from other sessions include:

- Economic crisis has led to public library closures and significant budget cuts
- Need to demonstrate the social value of libraries
- Need greater awareness that libraries are an investment
- Need to promote professionalism of librarians/information professionals
- Need for core skills regardless of technological environment
- Libraries are operating as shelters, and people are citizens, not consumers
- Need for innovative engagement with publishers, universities and

foundations

- Libraries can operate with cuts by redefining the role of librarians, retraining and being prepared
- Public libraries are incorporating new technologies and taking exciting new routes
- More engagement with the community and giving more control to users, which allows time for librarians to be more creative
- There is increased demand on services due to the recession
- Digital trends are on a collision course
- Boundaries of data protection and privacy will be redefined
- Librarians can become part of the political agenda, by supporting job seeking and an ageing population in Europe and worldwide. Appropriate services need to be provided to contribute to enhancement of basic skills and lifelong learning abilities.

Conclusion and Next Steps

Klaus-Peter Böttger concluded by posing the question: what can be resolved? He remarked that society is not aware of the importance of libraries, and the responsibility lies with us. We have to change, and as with running a marathon, this begins by taking one step at a time to get to the finish, while avoiding the fate of Pheidippides! EBLIDA will host an advocacy workshop in November for delegates from national associations and new MEPs and Commissioners.

As is customary, the EBLIDA Council meeting was held on 13th May. The EBLIDA Annual Report for 2013 is available at: http://www.eblida.org/Documents/EBLIDA_Annual_Report_2013-2014-approved.pdf

Zoë Melling is LAI delegate to EBLIDA and Librarian, Legal Aid Board.

Tomorrow's world future-proofing yourself and your library¹⁴

14 Sponsoring organisation: cpd25:M25
Consortium of Academic Libraries

SLA Conference 2014, Royal Institute of British Architects, London, 19th June 2014,

This year's seventh annual SLA Conference, which was aimed at library assistants, focused on the idea of future-proofing your library.

A keynote speech was delivered by Jessica Crilly (Associate Director and Head of Resources for Library Services, University of the Arts London). This was followed by a choice of visit to the Royal College of Nursing Library, London College of Fashion Library, Regent Library, University of Westminster and the Royal Institute of British Architects Library. The afternoon consisted of 'themed breakout' sessions to define future-proofing and to discuss ways in which this can be achieved.

In her presentation Jessica discussed how the role of the library should evolve to meet the new demands of students and researchers as we move toward a more customer centred culture. The desire for more access to the library is evident.

Libraries are more than collections, more than technology and more than furniture. The reader's relationship with the library is crucial. Libraries should be part of everyday student life, and communication and cooperation between institutions is vital. Interestingly Jessica noted that library assistants tend to have the biggest impact on users in the library environment as they have the most visibility and contact.

The speaker highlighted ways to equip ourselves to deal with the new demands of the rapidly changing information landscape. The Gartner Hype Cycle (Gartner, 2013) is a tool that could be useful in guiding decisions about the introduction of new technology. We were reminded of the difficulties of understanding and demonstrating the value of library services.

In the breakout sessions delegates had the opportunity to discuss the following themes in small groups:

- What do we mean by future-proofing and why would you or your institution want to do it?
- How do we future-proof?

Keeping libraries relevant, enhancing reader experience, supporting research and competing with other universities were highlighted as important reasons for future-proofing.

Communication featured prominently as a way to future-proof libraries. Identifying readers' needs and wants by creating a feeling of approachability, keeping the dialogue open and inviting feedback is crucial to tailor library services to readers. Library outreach programmes can be a way to engage with students who have yet to discover the library and its facilities.

The attendees discussed a number of communication-related tools and techniques:

- Pop-up libraries, which have been used to great effect in organisations such as the University of Westminster
- Roving library assistants and librarians
- Information skills training programmes
- Promoting the library as a student support for academic success

Future-proofing library staff in a variety of ways is essential to ensure that they feel well equipped to do their jobs in a rapidly changing environment. Staff development, in the form of Continuing Professional Development (CPD) and career development, helps library staff to change with needs and times. Networking, collaborating and sharing knowledge also contribute to this, while looking after staff health and well-being is also important.

Libraries should be closely integrated with the organisation as a whole, collaborating and communicating adequately with other departments. Aligning library strategy with organisational strategy and projecting value to the organisation in order to ensure adequate funding are crucial.

Technology can make library resources and services more intuitive and

user-friendly. The following examples of technology use in the delegates' organisations were considered:

- Intuitive discovery tools
- Customer service through social media
- Reading list management software
- Query management software
- Integrating information skills training into the Virtual Learning Environment (VLE)
- E-books

Library facilities can also play an important role in future-proofing libraries. Readers seem to want a variety and abundance of spaces to suit their needs, for instance 24-hour access reading rooms and group study rooms.

Libraries need to look for solutions to readers' problems, taking their motivations and expectations into account when developing services. They should attempt to become attractive as a natural place for students to gravitate towards as part of their everyday activities.

The sharing of knowledge and skill sets between colleagues is vital in the pursuit of future-proofing and evolving as a library. Supporting one another, and identifying and utilising specific skills in team members are extremely important.

It is clear that there are several steps that can be taken in the continual endeavour of future-proofing your library, for the benefit of library users and staff alike.

Ruth De Vleeschouwer, Library Assistant, Aisling Dunlea, Library Assistant, Dererca Nolan, Library Assistant, Donncha O'Donnchadha, Higher Library Assistant Executive, Trinity College Library Dublin

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Managing the Transition to New Service Models

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Annual seminar of County & City Librarians Section, Limerick, 2nd & 3rd October 2014¹⁵

Designed to prepare Chief Librarians for the new management models required to deliver the Plan,¹⁶ the seminar examined best practice already applied to several local government environments and interrogated the lessons learned for their relevance to new service models proposed for the public library sector. Three keynote speakers gave their experiences of transition.

¹⁵ Readers should consult article pp 11–16 for context to this report.

¹⁶ *Opportunities for All; the public library as a catalyst for economic, social and cultural development.* (referred to throughout as O4A)

The unification of Limerick City and Limerick County councils was outlined by Chief Executive (CE hereafter), Conn Murray. He described the challenges that had faced Limerick city and the opportunity within central government policy¹⁷ to position the local authority as the lead organisation supplying stability, connectivity and leadership to more specialist agencies as well as creating an environment supporting enterprise and active citizenship. He emphasised the importance of pace, quick wins and soft gains. Change management led by CE was supported by a specialist company. It involved total review of practice and process that put the citizen at the centre of all activity, and sought new models of governance supported by three new

¹⁷ *Putting People First*

management units: (1) change management, (2) marketing and (3) innovation as well as a dedicated CRM.

Jane Cantwell (Waterford County Librarian) and Damien Brady (Limerick City & County Librarian) offered complementary papers on the unification of two library services within the four parent councils. Cantwell outlined the history in Waterford and provided a checklist of areas and items that required address. This will be invaluable for library services combining in the future. Specifically, she quantified the workloads involved in combining two Library Systems and two Bookstores and the range of tasks and changes flowing from these. In March 2012, Limerick's Library Services created a Service Unit Plan that was approved by management and became the Operating Model. It addressed key issues: (1) staffing, (2) policies, processes & procedures, (3) SWOT, (4) agreement on methodology to address issues, (5) vision for outcomes & public service offer, (6) problem solving, (7) service locations, (8) contribution to parent organisation. Brady outlined the journey to achieve five design outcomes: (1) a single Library HQ, (2) aligned policies and procedures, (3) merged Library Management Systems and IT, merged bookstore, merged Local Studies Services. His advice was to focus on outcomes, to empower staff, to move staff early and thereby break down barriers, to highlight quick wins to maintain momentum and to accept less than perfect solutions.

The three papers highlighted the importance of leadership and management support for those library services that are expected to unite under the O4A Plan, where the remaining structure of the two or three local authorities involved in each case continues as is. It was clear that the success or failure of the new management models for public library services delivery will depend on the quality of support that must be offered by the CE and senior managements.

Tom Coughlan (County Clare CE and Chair of Libraries Development, Local Government Management Agency LGMA), gave an update and overview of the new models for the public library sector. He noted that a document, *Managing the Delivery of Effective Library Services*, was being finalised for

submission to the Department of the Environment, Community & Local Government (DECLG). Chief Librarians had been consulted on the document throughout 2013 and 2014 so its overall content was known; the primary purpose of the paper was to offer context.

The report covers reorganisation, manpower planning, new structures for shared services and for regional overview as well as templates for agreements and new understandings. Donal Enright (Principal Officer, DECLG) hoped to have the document approved quickly and distributed as government policy for implementation locally, as soon as possible.

As an example of a shared service with countrywide reach, Margaret Hayes (Dublin City Librarian) and Brendan Teeling (Deputy Dublin City Librarian) updated delegates on the first national Library Management System, the contract for which was signed in September for delivery within a 5 year period. The communications process was outlined and services were urged (a) to submit data so the System could be designed most effectively and (b) to cleanse stock and membership databases in preparation for transfer.

Driving the implementation of O4A, Working Groups have been developing and delivering Action Plans for a range of service areas. The creation of universal messages is fundamental for public services offers countrywide.

Austin Vaughan (Mayo) reported on the *Core Services* initiative. New Service indicators of (1) visits and (2) activities have been identified for application countrywide via the DECLG; standards and benchmarks are being reviewed. Critically the Group is defining core services which, with universal membership, will be offered to all as free services. Areas being considered include lending, services for children, business, access to reading, e-access.

The *Public Library Services to Schools* Working Group reported a quick win. Brendan Martin (Wicklow) outlined an initial focus on primary schools and following agreement at a recent CCLS meeting, the minimum offer from public library services to primary schools has been agreed. Following a launch in November, the Department of Education & Skills will issue a circular to all schools.

Mary Stuart (Offaly) reported that the *Open Libraries* offer was on target for testing in selected libraries in counties Offaly and Sligo from November for a 12 month period. She and Donal Tinney (Sligo) outlined the preparations undertaken in areas including RFID and buildings' refinement, insurance, security, categories of membership for whom access is offered, Health and Safety, risk assessment and the induction process required for library patrons. The supervisory regime and associated costs were also discussed.

Two Working Groups on *Literacy* and *Business Enterprise & Employment* are feeding two more inclusive Task Forces which include Chief Librarians and national players as well as local government Chief Executives. The *Literacy Working Group* reviewed responses to a ground-clearing survey and was identifying three offers which could be branded and offered countrywide. Chairperson Eileen Burgess (Donegal) mentioned that a summer reading challenge could be one and e-learning another. She noted the variety across the quantity and range of literacy initiatives offered by libraries and the capacity for shared resources such as reading lists and programming elements.

Reporting on the *Business Enterprise & Employment Working Group*, Jane Cantwell (Waterford) indicated that it also reviewed survey results and was sub-dividing action into three elements:

- i. Employment & Career Development,
- ii. Business Enterprise
- iii. Cultural Tourism. She stressed the importance of a library offer in its own right as well as supporting other agencies.

Annette Kelly (LGMA) issued an offer to include the library contribution into two forthcoming Action Plans, from the Department of Jobs, Enterprise & Innovation, on (a) Jobs & (b) Enterprise.

Bernadette Fennell (Louth) encouraged participants to engage with the business theme of Library Ireland Week 2014 to generate publicity locally for existing provision.

A powerful element of the programme was the half-day workshop on change management, offered by Dave Mullins of Elix-IRR. His proposition was that fundamentally libraries offer a platform that curates the relationship between information and users and that access to scarce resources is at the heart of the offer of libraries throughout the centuries. Success depends on the imperatives of

1. Being present
2. Being relevant
3. Being ahead
4. Predicting customer needs
5. Earning the right to be recommended and
6. Making scale matter.

Mullin's focus sought to define the offer to users (the target model) and then the operating model that would deliver the service required. In break-out sessions participants applied a change management model, based on four interlocking elements (supply, demand, enablement and ownership) to the Shared Services proposal impacting on the 13 library organisations listed in the O4A Plan. The resulting document is intended as a starting point for support within the Section and for advocacy to senior management.

This was a high-energy seminar, visionary, practical, participatory and very relevant. Its success was a testament to the energy and commitment of all contributors, to the hospitality of Limerick County Council and the planning and delivery skills of its public library staff.

Documentation from presentations is available on the County & City Librarians Section element of the Association's website, <https://libraryassociation.ie/groups-sections/county-and-city-librarians-section-ccls>.

Fionnuala Hanrahan is County Librarian, Wexford County Council and was Chairman, County & City Librarians Section, 2014

Book Reviews

The Top Technologies Every Librarian Needs to Know: A LITA Guide

Edited by Kenneth J. Varnum. London: Facet, 2014. ISBN 978-1-78330033-4. 144pp. £49.95 (Pbk).

This edited volume discusses current and future technologies and their potential impact on the Library. At least twelve of the contributors to this LITA (Library and Information Technology Association) guide work in university environments and this is evident in their analysis and examples.

The book has nine chapters exploring various technologies. Million and Moulaison's opening chapter sets the scene, addressing the challenges posed by evolving devices, media and materials. There are two chapters on Augmented Reality (AR). Bell and Cottrell discuss how to incorporate AR into library services including controlled pilots and budgetary advice, for both public and academic libraries; Denton explores how AR may impact on library services. An innovative feature of Denton's chapter is a page with interactive elements when viewed using an app downloaded to a smartphone or tablet. Unfortunately, the page is incorrect; a correction is posted on the author's accompanying blog (<https://www.miskatonic.org/ar/lita/>).

The impact on metadata creation, resource sharing, and resulting changes to workflows and roles are discussed by Bowers and Polak in their chapter on cloud-based library systems. Advantages include easier reporting on usage and opening up resources to new users. Varnum explores new library discovery platforms noting that privacy and issues of providing personalised discovery of resources are timely at a point when patrons increasingly expect tailored search results, an issue that is further developed by York in a later chapter.

Moving on from discovery platforms, Chapter 6, by Parker, Nagraj and Moody, offers a useful case study highlighting web services, whereby resources are repackaged and discovered away from the library's site. Higgins makes an interesting case for the role of libraries and librarians in text mining for Digital Humanities and other academic purposes. The potential of text mining for business and marketing is alluded to and corporate librarians will no doubt see uses for the technologies mentioned. In his chapter on the digital library of the future, York discusses the need for collaboration and the systems and governance needed to expand and support shared knowledge and resources. A move away from consumption and towards creation has been taking place in libraries and Griffey argues that creating personalised hardware is the next trend in creation that libraries must embrace. Exciting suggestions are made for using custom hardware for everything from tracking usage with homemade gate or door counters, to simple sensors monitoring temperature and humidity.

This guide will equip the librarian, technician and administrator with the necessary tools to build a proposal or highlight the considerations needed in the piloting and implementation of the technologies discussed. Although aimed at those with a good knowledge of library systems, the contributors have written content which is accessible, and clarifies terminology making it suitable for both students and experienced librarians.

Shona Thoma, IReL Officer, HEA.net

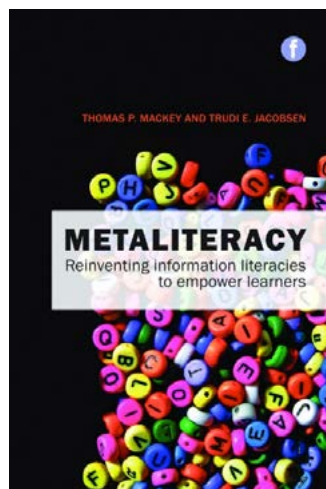


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traditional linear approach to a multidimensional and networked framework. This is an idea that resonates strongly throughout the book.

Chapter three provides an overview of some of the different forms of literacy demanded in today's society, and introduces the learning objectives and goals relating to metaliteracy in particular. As a reader, I felt it was at this point that I could really start to begin to piece together and reimagine what this might mean for my teaching in practice. To that end, chapters six and seven provide some real-world inspiration through two case studies at the University of Albany and Empire State College, SUNY. Learning objectives and assessment activities are helpfully included for both in order to give readers a tangible insight into the practical application of a metaliteracy-informed approach.



Something that immediately comes across is how well-researched the text is. And yet thankfully, due to the authors' concise and cogent arguments, this rigour does not result in a heavy-handed, turgid discussion of theory for the busy practitioner. In 200 pages, the book provides 'just enough' to ensure that you come away feeling well-informed rather than over-whelmed. It is at a book manages to blend the spheres of theory and practice that this is perhaps the book's greatest strength. For anyone involved in libraries or information centres, this is a book that will provide a solid foundation on which to build their own teaching practice.

Michelle Dalton, College Liaison Librarian, UCD Library

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The Network reshapes the library: Lorcan Dempsey on libraries, services, and networks

Edited by Kenneth J. Varnum. London: Facet Publishing, 2014. 295p; ISBN 978-1-78330-041-9. £44.95. pbk.

Lorcan Dempsey's blog (<http://orweblog.oclc.org>) has gained him a significant and loyal audience among librarians in general, and near legendary status in the library technology community. He enjoys this status because of the value of his reflections and observations and because of his knack of shining a "light on the emerging trends on the key areas of concerns to our profession".

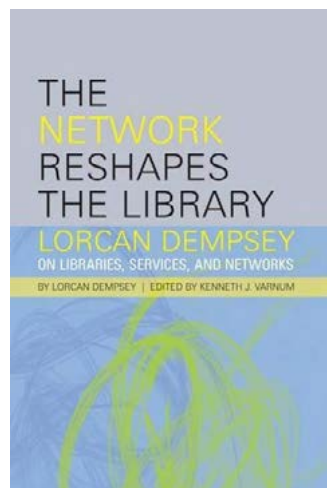
Lorcan Dempsey has long been recognized as one of the English-speaking world's deepest thinkers, and most interesting writers and speakers, on libraries and technology. He is currently Vice-President and Chief Strategist of the Online Computer Library Center, and coordinates strategic planning and oversees research, membership and community relations at OCLC. He started his working life as a library assistant in Dublin, before moving on to UKOLN, at the University of Bath.

The Network reshapes the library is a selection of the 1,869 posts on his blog in the decade October 2003 and August 2013. The selection was made by editor Ken Varnum, now at the University of Michigan but at the time of the first post a student beginning his library degree.

The book is organized in nine sections; eight are on aspects of library systems and technologies, in mainly academic environments:

1. Networked resources
2. Network organization
3. In the flow
4. Resource discovery

5. Library systems
6. Data and metadata
7. Publishing and communication
8. Libraries



The final section is called 'Lorcan's picks' – a miscellany of "items that did not fit neatly into one of the other topical categories but which he felt would be strong additions to this collection" (Varnum). This section will certainly be of interest to Irish librarians; as well as some self-referential posts, there are items on culture and literature which show his continuing interest in Irish culture and libraries. For example there are pieces on Cecil Day-Lewis, a long discussion of Fintan O'Toole's essay in *The University of the people* (the collection of Thomas Davis lectures on public libraries), a post on Van Morrison, and others. The fact that his blog is headed by a photo of the stacks of Poolbeg power station, with the Hill of Howth in the background, tells its own story.

The first post (<http://orweblog.oclc.org/archives/000036.html>) is, in retrospect, his statement of intent:

This is an experiment. One motivation is to provide a better vehicle for communicating interesting goings-on than the OR mailing list. Another is to explore what is involved in maintaining a weblog.

A book of blog posts begs some questions. Firstly, are these posts of long-term value; if they are written as pointers to interesting websites and trends what relevance can they have five or ten years after? To quote one of

Dempsey's posts (<http://orweblog.oclc.org/archives/000615.html>)

... how quickly things can change! Last year there were discussions about the Google-busting potential of metasearch. How naïve. This year there are discussions about the metasearch-busting potential of Google Scholar. Let us wait and see.

The many library professionals quoted in the book would, however, insist on the lasting value of what Dempsey has to say.

Carl Grant (University of Oklahoma Libraries) quoted on p166 says

... there are few writers who have greater impact on my thinking than Lorcan Dempsey. His blog consistently brings together diverse threads of knowledge, thought, and experience and turns them into coherent and rational insights for librarians. His blog is simply an invaluable resource for the profession.

Grant is not alone. Joan K. Lippincott (Coalition for Networked Information) says

Lorcan's blog posts make me stop and think. I don't skim them; I read them.

Rick Anderson (J. Willard Marriott Library) says

Lorcan Dempsey's ability to locate, pull together, and make sense of the sometimes contradictory conversations taking place ... is nothing short of astonishing.

Karen G. Schneider (Holy Names University), commends

... his ability to peek around corners well ahead of the rest of us.

Another question begged is why publish these posts in book form, when they are the ultimate in digitally-born pieces, virtual post-it notes. Ole Husby (NTNU University Library) answers this question

... although making books out of blogs often strikes me as a bit strange, I welcome the idea of publishing selections from Lorcan Dempsey's Weblog. His blog is close to the top of my feed of readable sources on the net.

I found the fourth section – Resource discovery – of most interest, perhaps

because of where Irish public libraries are, awaiting the implementation of a national LMS, and hoping, fingers crossed, that it will usher in the kind of intelligent and intuitive searching options that our users expect and deserve. In this section Dempsey discusses topics like metadata and metasearch, 'the rich texture of suggestion', the 'centrality of the catalog', making more of our collections 'discoverable' to increase inter-lending, and so on.

Would I recommend this book to library professionals? A good question.

Would I recommend Lorcan Dempsey's blog? Absolutely.

Liam Ronayne, Cork City Librarian



Vera (Carey) McCarthy 1911- 2014

Vera McCarthy, one of the iconic figures of public librarianship in Ireland in the twentieth century, passed away on 5 July 2014 at the age of 103½ years. Her longevity alone would mark her out as special but, many years earlier, Vera carved out her own special niche in the story of Irish public libraries.

Veronica (or Vera) Carey was born 10 January 1911 in the townland of Mullinameela, Fenagh, Co. Leitrim. She attended the Marist Convent in Carrick-on-Shannon and then UCD. Initially she intended to be a teacher and read for a BA and H Dip in Ed. A new Diploma in Library Training had just started a few years earlier and she opted to take that course also and pursue a career in libraries.

Leitrim County Library was established in 1931 amid controversy when the County Council refused to accept the nominee of the Local Appointments Commission to the position of first County Librarian. The reason the Council objected was because the person recommended, Kathleen White, was a native of County Laois and they wanted the job for a local person. The Council had to back down or face abolition and Kathleen White's appointment stood. On 1 July 1935, Vera Carey joined Kathleen White as Assistant Librarian on a salary of £1-10s (€2.02) per week. The entire staff now comprised of two people. A year later, in 1936, Kathleen White married, resigned as she was obliged to do, and Vera Carey was appointed as County Librarian.

At twenty-five years of age, Vera Carey was one of the youngest ever County Librarians and, amazingly, she had only been working in libraries for a year when she was appointed to that position.

Vera Carey married Michael McCarthy, a garda from Co. Clare, in 1940 and duly submitted her resignation. For public service workers, the position was that a female who married had to resign her position. This was the situation until 1973. Vera McCarthy was then reappointed in a temporary capacity until the post would be filled. Vera's brother Paddy, a solicitor, noted that while a female was required to resign on marriage, there was nothing in the regulations to say that a married woman could not apply for such a post. Vera McCarthy, as she had now become, applied for her old post again and was recommended for appointment by the Local Appointments Commission on 12 June, 1941. *Bhí raic ceart tosaithe arís!*

This incident catapulted Vera Carey to national notice, far beyond the field of libraries. At national level, there was acute embarrassment about the loophole that had been discovered and a rush to address the issue, but, in Vera McCarthy's case, it was like locking the stable door when the horse had bolted! The Council had no option but to reappoint her. The County Council was divided on the issue and so was the local republican movement as Paddy Carey was well respected in republican circles and stood in a Dáil election as an independent republican. The father of one of the other candidates was the local medical doctor who had

been the IRA's medical officer during the War of Independence. After much lobbying and a lengthy debate, the Council voted by nine votes to two to accept the appointment. At national level, the loophole was plugged and Vera McCarthy held her job as County Librarian.

Vera served as Leitrim County Librarian in Ballinamore from 1936 until her retirement on 31 December 1974, a period of over 38 years but, amazingly, her retirement extended for almost another 40 years.

Vera had a great interest in local history and wrote articles for the *Leitrim Guardian* and the *Capuchin Annual* on topics like Fenagh Abbey, War of Independence, M J McManus and Turlough O'Carolan. She was also responsible, along with her son, Fr. Dermot McCarthy, for having a fine monument to O' Carolan erected in Mohill.

Nuair a d'éirí sí as a post mar leabharlannaí, d'imigh sí chun cónaí i mBaile Átha Cliath agus is ansin a chaith sí an cuid eile dá saol. Tháinig sí ar ais go Liatroim ó am go cheile agus ceann des an cúirteanna deireanacha a rinne sí ná go hoscailt oifigiúil na leabharlainne nua i 2005 nuair a labhair sí ag an oscailt.

Vera McCarthy, a legendary figure in public libraries and in her native Leitrim, died at Our Lady's Manor, Dalkey, Co Dublin on 5 July 2014. After funeral mass in Ballinamore, she was buried in Fenagh Abbey cemetery only a few hundred meters from her birthplace. She is survived by her daughter Beth Earley and her sons Fr. Dermot, Michael and Mel.

Solas na bhflaitheas dí.

Seán Ó Súilleabháin was formerly Leitrim County Librarian

News from the Stacks

LAI Professional Awards

At the recent LAI AGM, the following colleagues were presented with awards.

FLAIs: **Fionnuala Hanrahan**, **Eva Hornung**

ALAIs: **Fintan Bracken** (UL), **Laura Connaughton** (Maynooth University), **Laoise Doherty** (RIAM), **Teresa Igoe** (Bray College of Further Education), **Maeve McCauley** (Letterkenny Institute), **Barbara McCormack** (Maynooth University), **Hugh Murphy** (Maynooth University), **Emer O'Brien** (Tipperary Libraries) and **Grace Toland** (Irish Traditional Music Archive).

CPD

Details of CPD opportunities can be found at:

<http://www.cilip.org.uk/about/devolved-nations/cilip-ireland>

<https://libraryassociation.ie/>

<http://www.dbs.ie/courses/business-and-management>

<http://www.ucd.ie/sils/>

<http://www.ulster.ac.uk/courses/course-finder/201516/Library-and-Information-Management-Coleraine,-Jordanstown-and-Magee-via-videoconferencing-4946>

For informal professional reading, why not read: http://maclehosepress.com/author/Sophie_Divry

Libraries in the media

[http://www.irishtimes.com/news/environment/](http://www.irishtimes.com/news/environment/frank-mcdonald-why-i-love-d%C3%BAAn-laoghaire-library-1.1992936)

[frank-mcdonald-why-i-love-d%C3%BAAn-laoghaire-library-1.1992936](http://www.irishtimes.com/news/environment/frank-mcdonald-why-i-love-d%C3%BAAn-laoghaire-library-1.1992936)

<http://www.irishtimes.com/news/education/churches-unite-at-st-patrick-s-teacher-training-college-in-drumcondra-1.2087445>

Forthcoming Conferences of Interest

<http://www.ucc.ie/en/research/news-events/events/fullstory-530951-en.html>
<http://www.isast.org/>
<https://conference.aau.at/event/15/overview>
<http://www.liber2015.org.uk/>
<http://conference.ifla.org/ifla81>
<https://kuleuvencongres.be/libconf2015/website>

Awards

Congratulations to colleagues who have recently won awards. They include:



L to r: Susannah Hanlon (daughter of John Dean) and Adrian Dunne.

Adrian Dunne winner of the inaugural Professor John Dean Award. Adrian's research was on the topic of e-Tutorials.

Shona Thoma (IReL) and **Niamh Walker-Hayden** (IT, Tallaght) winners of LAI A&SL Annual Seminar 2015

Kate McCarthy (Digital Repository of Ireland) and **Padraic Stack** (Maynooth University) winners of the A&SL Conference awards for 2015.

Jenny O'Neill (TCD) won the CILIP Blogging Challenge

People

Appointments include **John McDonough** (Director, National Archives) **Maria Rogers** (Library, Information and Advise Coordinator, Barnardos) and **Grace Toland** (Director – designate, Irish Traditional Music Archive).

Very good wishes to **Pat Lonergan** (Kildare Co. Library & Arts Service) on his recent retirement.

Digital Initiatives

<http://www.hslg.ie/hear-health-evidence-awareness-report/>
<http://www.met.ie/news/display.asp?ID=309>

Library Re-branding

NUIM is now Maynooth University (<https://www.maynoothuniversity.ie/>)

University of Ulster is now Ulster University (<https://www.ulster.ac.uk/>)

Boole 200

For details of events marking the bi-centenary of George Boole, see UCC website at: <http://www.ucc.ie/en/about/uccnews/fullstory-539391-en.html>

See also Boole Library website at: <http://booleweb.ucc.ie/>

Cycling for Library Advocacy?

You might be interested in <http://www.cyclingforlibraries.org/>

LAI AGM elections

At the LAI AGM the following office holders were elected:

President: **Philip Cohen**, Dublin Institute of Technology
 Vice-President: **Mary Stuart**, Offaly County Libraries
 Vice-President: **Bernie Fennell**, Louth County Libraries
 Hon Treasurer: **Marian Higgins**, Kildare Library and Arts Service
 Hon Secretary: **Betty Codd**, Dublin City Public Libraries





An Leabharlann
24-1
March 2015



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24-1
March 2015

Collaborate, Evaluate, Evolve

COLLABORATE

Partnership, Shared Services,
Seamless Access to Information

EVALUATE

Information Literacy, Evaluating Services,
Measuring Impact

EVOLVE

Libraries of the Future, Information Professionals
of the Future, Digital Technologies

Keynote Speakers

- **Irene Knox** – Chief Executive of Libraries NI (Northern Ireland Library Authority)
- **Roly Keating** – Chief Executive of the British Library

Plenary Speakers

- **Donna Scheeder** – President Elect of the International Federation of Library Associations and Institutions (IFLA)
- **Helen Shenton** – University Librarian at Trinity College Dublin
- **Rolf Hapel** – Director, Citizens Services and Libraries, City of Aarhus, Denmark

- **Full Delegate** – LAI/ CILIP Member £300
- **Full Delegate** – Non Member £400
- **Full Delegate** – Unwaged/ Student £100
- **Day Delegate** – LAI/ CILIP Member £140
- **Day Delegate** – Non Member £160
- **Day Delegate** – Unwaged/ Student £70

The booking form, further information and hotel recommendations are available on the CILIP Ireland and LAI websites.

www.cilip.org.uk/about/devolved-nations/cilip-ireland
www.libraryassociation.ie/

Or contact Louisa Costelloe, CILIP Development Officer,
Northern Ireland and Wales: louisa.costelloe@cilip.org.uk