

T A C I T



Information for librarians & information professionals working in Edinburgh – Dec 8th, 2010

ELISA Open Forum Reports

Bricks, Clicks or Mix?

Delivering Services in the new environment.

The session was opened by Simon Bains head of Digital Library who presented a very interesting lecture about digital opportunities and challenges which libraries are facing in the future and their impact on education. It was interesting to learn that 'every 2 days we create as much information as we did from the dawn of civilization till 2003'. This rapid growth in information resources and advancing technology will change attitudes towards learning. It is very likely that the development of iphones and ipads will increase the use of e-books. Therefore it is important for libraries to change the way of approaching their customers and change people's perception of libraries being "all about books" by moving to digital. He suggested that this could be achieved by combining resources, using social networks to engage people in our collections. This would allow interaction with the objects rather than just providing access. New applications, for example, QR codes – matrix barcodes - can speed access to the print materials and the downloading of information.

The second presentation was by Sheila Cannell from Edinburgh University Library, who talked about 'use of space' in the library which allows people to be connected to the collection. In the past two years the University Library has observed a 31% increase in. There are several reasons behind the so improved statistics. The current economic climate and recession encourage students to work harder in order to compete in the job market. The University Library provides a quality space to study, such as group study pods equipped with PCs and large screens. This allows students not only to practise presentation skills but to learn how to work together. Traditional quiet study spaces remain the most popular among the students. Learners want to be in an environment where people are working because that motivates them. She also commented that being surrounded by books helps to change people's behaviour because the atmosphere is conducive to study.

The last speaker of the morning session was Liz McGettigan representing Edinburgh City Libraries. Latest statistics there show 17.9% increase in membership and 111% increase in use of electronic resources. Liz was talking about new strategies for libraries as in the future we will have a completely different audience. She said it's important to mix the old with the new and to use social networking to reach a new market. In order to simplify access to library and information services Edinburgh City Libraries created a more user friendly website. Their blog helps them to promote the services and attract the media. Libraries use Flickr to publicise the collection and Facebook, You Tube and other social networks to help to build electronic community information. According to Liz it

is important to surprise people with services by creating new events for different audiences and offering a wide range of resources. As for the future it will be crucial to establish creative partnership space (e.g. with museums), create learning ICT centres and interactive media centres. She finished her lecture with a slide stating 'I see a big future ahead for library and information services'.

*Aga Kusiak
Jewel & Esk College*

The Reports of My Death are Greatly Exaggerated: Cataloguing Skills for the 21st Century" and What Geek Girl did next

Graeme Forbes from the NLS and Nicola Osborne from EDINA provided personal viewpoints in separate slots. It was such a relief to hear Graeme speaking so optimistically about the relevance of cataloguing in the 21st century. He pointed out that humans are all inherent classifiers and argued that the skills of a cataloguer are needed even more so in the digital age. In his short talk he considered the personal and professional requirements of a good cataloguer. Among these he mentioned were a need to organise, a personal satisfaction in helping others find the information they need, a willingness to use a variety of information retrieval techniques and also to keep up to date and embrace new technologies. Graeme supported the idea of allowing users to comment on catalogue records as he believed we can benefit from the knowledge of others. With photos and comic strips displayed throughout, Graeme's talk was both enthusiastic and light-hearted providing a positive outlook for cataloguers.

Nicola discussed technology she is currently using, noting how the iPhone has changed the way she accesses information and interacts with others. She acknowledged the importance of knowing your audience and is increasingly using Facebook mail and instant messaging to connect with her service users. She highlighted the analytics feature on Twitter and recommended the use of RSS feeds to inexpensively monitor any mentions of an organisation's name. Nicola spoke about the ease of producing podcasts and rated them as an excellent resource for learning. The importance of incorporating technology at events was emphasised. She pointed out that "checking in" online by giving your current location on social networking sites was valuable in arranging to meet others face-to-face. She still enjoys using Delicious online bookmarking but noticed that Google Wave, iGoogle, Second Life don't seem popular at the moment. It was interesting to find out that "Addressing History" a project she worked on with the National Library of Scotland in making historical Scottish Post Office Directories and associated maps searchable online has just been launched.

*Kerry Eldon
National Gallery of Scotland*



linking edinburgh libraries

edinburgh libraries & information services agency

www.edinburghlibrariesagency.info

Editor: Nicola Harrison

nicola.harrison@harleyhaddow.com

RAISING THE PROFILE

NHS inform

Health information you can trust

NHS inform is Scotland's new national health information service and was launched in August of this year. NHS 24 led the development of this service in partnership with NHSScotland and a range of voluntary sector stakeholders. This nationally coordinated approach to the provision of health and health service information is intended as a first point of contact for trusted quality assured health information for the public, patients and carers in Scotland. As outlined in the Better Health, Better Care Action Plan, the Scottish Government undertook to establish a national health information and support service, now branded NHS inform, in order to provide a coordinated approach and a single source of information for the public in Scotland.



NHS inform is currently working in partnership in the development of a new initiative to deliver quality health information at local community level in Edinburgh with Edinburgh City Libraries, Local and National Health services and a range of local community partners such as Pilton Community Health Partnership within the Pilton, Muirhouse and Wester Hailes neighbourhoods. The partnership project 'Your Community, Your Health' is being developed in response to calls from the local community for access to better health information. This partnership approach will pilot the concept of health information and community services working together to offer multiple points of access, consistent quality health information and a shared understanding of each partners strengths to deliver the best outcomes possible to those seeking health information at local level.

NHS inform benefits health care professionals by providing a single trusted resource bringing together quality assured national and local information from across the NHS and other sectors. This information aids the face to face delivery of information and provides appropriate signposting to other reliable sources of information locally and nationally. NHS inform provides a mechanism to bring together and build upon the wealth of information that already exists.

NHS inform has 3 channels of delivery:

- a single shared health information online resource which will bring together quality assured national and local information from across the NHS and other sectors.

www.nhsinform.co.uk

- a national health information helpline 0800 22 44 88
- a coordinated, networked approach to the delivery of information via a range of services within local communities incorporating NHS Health Boards, local authorities and voluntary sector organisations

NHS inform will continually evolve to capture information on all aspects of health and health services which will help inform people's choices about their health from conditions and treatments, lifestyle decisions and support through to the practical aspects of finding and using NHS and voluntary services in Scotland.

There is a robust governed quality assurance process in place for all partner and content inclusion ensuring accuracy and reliability. A rolling schedule of updates will also ensure that content remains current and up to date. The information on NHS inform provides very much a front door service to health and related information in Scotland. National coordination and agreement ensures

that this first port of call for information provides choice by signposting to many other reputable information and service providers. This gives professionals and patients a starting point which can then be supplemented if necessary with local specific information.

The site features elements such as:-

- An updated and expanded Health A-Z
- Common health questions
- Links to local information across Scotland,
- Dedicated information on health and welfare topics including Scottish Backs, Health Rights and more
- Behind the headlines feature – looking at the health issues making the news and the truth behind the claims
- The site also links with Health in My Language (www.healthinmylanguage.com) - a portal to translated information about health and health services in Scotland. Among the many partners involved in the programme are Macmillan Cancer Support, Minority Ethnic Carers of Older Peoples' Project (MECOPP), the Scottish Consortium for Learning Disabilities and a range of other voluntary sector partners. NHS partners include NHS Education for Scotland (NES), Health Scotland and Health Boards throughout the country as well as NHS Choices.

External Communications NHS 24



View from the West

There will be no View from the West this month: your correspondent is busy trying to save his career. A proposal has just been put forward to replace school librarians in this area with library assistants – with a potential reduction in

salary of £10,400 p.a.

A campaign will be mounted, of course – the 'consultation' process lasts until February 1st 2011. Perhaps next month I may give you some ideas how your voice could be heard, if you cared to campaign on our behalf. Happy Christmas! (I resist the temptation to say Bah! Humbug!)

*Literally yours (though perhaps not for much longer)
Lomax Allwood, School Librarian*

WANTED: contributions for TACIT

We're always looking for news items (50-150 words), announcements of forthcoming events, event reports (500-800 words) and profiles of library services (500-800 words).

TACIT - Information for librarians & information professionals working in Edinburgh

War Poets Exhibition Visit

I heard of an opportunity to visit the War Poets exhibition at Napier University's Craiglockhart Campus, and knew I had to go, if I could.

The Library of Napier University Edinburgh is based in six of its Edinburgh campuses, including Craiglockhart.

Formerly a Hydropathic hospital, Craiglockhart was requisitioned for the treatment of army officers during the First World War. It was here that two well-known war poets met: Siegfried Sassoon and Wilfred Owen. Owen's graphic terms shocked the conventions of the time; before Owen, poets such as Jessie Pope portrayed the front as an exercise in light-hearted camaraderie and

the censor prevented photographs of corpses from being shown in the press. Owen's realism may have resulted in a permanent move away from sanitised war-reporting, and even the way war is treated in the English language. Sassoon, already established, already published, made crucial suggestions to Owen as the two men recuperated from their trauma.

Napier University Edinburgh maintains the connexion with the poets, establishing the War Poets Collection on the

70th anniversary of the Armistice, 11 November 1988. My visit began, not long after this years' anniversary, with a suitably sombre impression; as our group was led through heavy doors from a brightly lit, lively communal area, into a marble flagged hallway where new patients were formerly received. The doors closed and the hubbub of student life outside was hushed.

The collection is relatively small, containing about 500 items including books, letters and a small number of personal effects: a significant part of the collection was donated, a boon to a collection which started quite late. However, schoolchildren often visit the collection; this little corner immerses the viewer in the individual's experience of the First World War. Visitors consult the patient registers and records created by nurses, letters written by patients, and the Carmichael family, gardeners working at Craiglockhart since the time of the first Hydro. The story of the Carmichael family, the poets and the Hydropathic

are told on banners and in photographs hung around the room.

Large glass-fronted display cases open to show personal letters and even items found in the building during the recent refurbishment. One or two items of seemingly inconsequential domestic refuse appear in one display,

such as cigarette packets concealed in the fabric of the building by patients evading the hospital ban on smoking; these don't seem out of place, but evoke the small comforts of the inmates.

The exhibition does not shy away from modernity when technology can convey more than artefacts and a touch screen interface, *Shellshock* shows a small number of short interviews. One of these is a lucid account of the treatment and symptoms of shellshock; others show

images of the physical manifestations of shell shock and personal experiences of two former patients of Craiglockhart War Hospital. Dr. W.H.R. Rivers, who treated Sassoon, used humane treatments for "neurasthenia"; his ergotherapy encouraged sufferers to write. Copies of *Hydra*, the institutional journal are held here, which published Sassoon's poetry and was edited for a period by Owen.

Collection policy has focused on books and items which have a personal connection of ownership or have a very

strong connection to the personalities of the men who were treated here, which has created an interesting collection. All items can be consulted by visitors, but planning ahead would be advisable for anyone who would like to look at these at first hand, since the collection must be unlocked to be consulted. Napier's Library makes interesting and apt use of the collection and the space; it maintains a physical connection between the University, and history.

More information, including a range of pictures can be found at <http://www2.napier.ac.uk/warpoets/>



Eilidh MacGlone

About me: Working as a cataloguer for the National Library of Scotland, I handle legal deposit serials such as magazines and newspapers. My small part in managing this large intake involves problem-solving and a lot of tea – not at the same time, though...

WANTED: contributions for TACIT

We're always looking for news items (50-150 words), announcements of forthcoming events, event reports (500-800 words) and profiles of library services (500-800 words).

TACIT - Information for librarians & information professionals working in Edinburgh

Visit to the Agency for the Legal Deposit Libraries

The Agency for the Legal Deposit Libraries (ALDL) has been based at the National Library of Scotland's Causewayside Building since March 2009 after its relocation from London. Neil Johnstone, ALDL/NLS Customer Liaison Representative, gave us a tour and explained the work undertaken by the Agency.

The ALDL operates on behalf of five legal deposit libraries: Bodleian Libraries of the University of Oxford, Cambridge University Library, The National Library of Scotland, The Library of Trinity College Dublin and The National Library of Wales.

Legal deposit allows each copyright library the right to request items free of charge under copyright law from a publisher up to a year after publication. The Agency requests and receives copies of publications for distribution to five legal deposit libraries. The British Library, which operates separately from the Agency consortium, is entitled to the best copy and receives material directly from publishers within one month of publication.

From early morning there is a steady arrival of material to the Agency, ranging from large skips and boxes from major publishers to small packages from self-published authors. Large publishers tend to send items automatically. Approximately 40% of the material is monographs and 60% serials. This is sorted and added to the Agency system to record its arrival. Bibliographic records are downloaded from Nielsen BookData or created by staff.



The Agency tailors its distribution to the copyright libraries depending on their collection policies – not every library collects Mills & Boon romance novels!

One hundred skips are dispatched each week to the libraries and are specially bar coded to ensure that material arrives safely at each of the libraries. The Agency even places readers' requests separately to ensure that these can be processed quickly for users on arrival.

At the moment the ALDL processes approximately 810,000 items per year, with 12 staff. Processing staff rotate duties with some carrying out more specialist task

such as the careful packing of large maps. We were struck by the pace of work, with each person processing on average 120 items in an hour.

Working at the National Library of Scotland, we were interested to see how the Agency processes the material we catalogue in the Monographs & Media cataloguing department. The NLS benefits from having material sorted into official publications, science, post-1901 monographs, certain serials, music and law material saving staff time. Despite some training issues in recognising these different types of material (which is a complex process) this has been of real benefit to the NLS.

After initial teething problems involving staff training and software issues, the Agency now hope to increase their claim rate. Recent projects involved back claiming a large number of academic texts at the request of one of the copyright libraries. In the future the Agency, whilst increasing the volume of material claimed, also hopes to tailor its services and specialise more in sourcing specific items at the request of the individual copyright libraries. ALDL is now preparing to meet future challenges such as the advent of e-deposit.

*Elaine Murray & Julie Black
National Library of Scotland*

Forthcoming Events

Poetry Pamphlet Fair
Weds 15th December
<http://www.cityofliterature.com/whats-on.aspx>

Storytelling Cafe: Yule Nights
Weds 15th December
<http://www.cityofliterature.com/whats-on.aspx>

Callum Macdonald Poetry Pamphlet Fair
Weds 15th December 18.00
<http://www.nls.uk/events/index.html>

Guid Crack: Hogmanay
31st December
<http://www.cityofliterature.com/whats-on.aspx>

Full Committee Meeting – All welcome!

The next ELISA Full Committee meeting is on Thursday 10 February, at 3pm, at The Royal College of Physicians, 9 Queen Street, Edinburgh.

Anyone interested in finding out more about ELISA will be very welcome. Come along and get involved in how ELISA can develop, and suggest ways it can support the library and information service in Edinburgh.

WANTED: contributions for TACIT

We're always looking for news items (50-150 words), announcements of forthcoming events, event reports (500-800 words) and profiles of library services (500-800 words).