

TACIT



Information for librarians & information professionals working in Edinburgh – Tues 8th November 2011

News

ELISA Staff Development Group have organised a visit to the National Library of **Scotland's Map Library** at Causewayside on Thursday 8th December at 3.00pm
To book a place contact Andrew McDougall
a.mcdougall@nls.uk

There will also be a visit to **the Library and Museum at Freemasons Hall** on George St on Wednesday 7th December at 3pm. Details are at:
http://www.grandlodgescotland.com/index.php?option=com_content&task=view&id=24&Itemid=71
Please contact Val Walker valerie.walker@ea.edin.sch.uk to book a place.

Forthcoming Events

9th November
Textual editing in principle and practice
<http://www.nls.uk/events>

9th November
Reading : Kay Ryan
<http://www.spl.org.uk/events/index.html>

10th November
Stories on Air: Mark MacQueen
<http://www.cityofliterature.com/whats-on.aspx>

10th November
Poetry and Coffee
<http://www.cityofliterature.com/whats-on.aspx>

11th November
Never Mind the Captions
<http://www.cityofliterature.com/whats-on.aspx>

13th November
Shore Poets' 20th anniversary party
<http://www.cityofliterature.com/whats-on.aspx>

16th November
The Edinburgh Bookshop Book Group
<http://www.cityofliterature.com/whats-on.aspx>

16th November
Tall tales and stilettos Muriel Sparks short stories
<http://www.nls.uk/events>

19th November
Nothing But the Poem
<http://www.spl.org.uk/events/index.html>

21st November
Blackwell's Book Group
<http://www.cityofliterature.com/whats-on.aspx>

21st November
Getting started at NLS
<http://www.cityofliterature.com/whats-on.aspx>

24th November
Sara Sheridan : author event
<http://www.cityofliterature.com/whats-on.aspx>

24th November
The last slave market
<http://www.nls.uk/events>

25th November
Guid Crack at The Waverley Bar
<http://www.cityofliterature.com/whats-on.aspx>

25th November
Professional Development Planning
<http://www.cityofliterature.com/whats-on.aspx>

28th November
The Film of the Book with Liz Hare
<http://www.cityofliterature.com/whats-on.aspx>

29th November
In conversation on faith and work
<http://www.nls.uk/events>

29th November
A Global History of Scottish Emigration
<http://www.cityofliterature.com/whats-on.aspx>

30th November
An Evening with Jeff Kinney
<http://www.cityofliterature.com/whats-on.aspx>

2nd December
Diary of a Child Genius: Marjory Fleming
<http://www.cityofliterature.com/whats-on.aspx>

7th December
Editing puzzles and techniques
<http://www.nls.uk/events>

13th December
Callum Macdonald poetry pamphlet fair
<http://www.nls.uk/events>

15th December
Scotlands Shakespeare Episodes and examples
<http://www.nls.uk/events>



linking edinburgh libraries

Love Scottish Libraries Campaign
<http://www.lovescottishlibraries.org/>

edinburgh libraries & information services agency
www.edinburghlibrariesagency.info

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SPICe
The Information Centre

A day in Parliament

On 13th October a group of us visited the Scottish Parliament organised through ELISA (Edinburgh Libraries and Information Services Agency). The Parliament is open to any member of the public but as visiting librarians we were privileged to meet members of the Information and Research team and visit the Scottish Parliament Information Centre (SPICe).

Parliament was in recess the day we visited but still lots of people around. It is a very open visible space. We could see various small meeting rooms in use. After gathering our security passes we adjourned to Meeting Room 6, the David Livingstone Room which is found on an upper level. It had a wonderful view out to Arthur's Seat and we found coffee and tea waiting for us. We were welcomed by Russell Cairns – Enquiries Assistant, Enquiries Team who introduced us in turn to different members of the SPICe team who briefed us on their various roles in SPICe.

We heard first about the development & re-launch of the Scottish Parliament website from Paul Cannon – Current Awareness Officer, E-Services Team. The new site went live on 12th October <http://www.scottish.parliament.uk/>.

The aim was to provide a better service for existing users and engage with new audiences. A new content management system provided by OpenText RedDot <http://websolutions.opentext.com/uk/> working in close conjunction with IT services and the SPICe team is now in use. The new system ensures better coordination of information as notifications of any changes or new additions to the website now go to a dedicated

team. Links are checked, superseded links removed and the new templates ensure consistency. The new content management system has also combines the intranet and



Internet which allows a more logical arrangement of information for parliamentary staff, the general public and researchers. The drive was to arrange information thematically and the end result is that it is much more user friendly. The new website also has much more graphical information with links to social media e.g. Twitter and Facebook. MPs pages have been expanded to include recent speeches and voting patterns. The plan for the future is to include a geographical feature to link the impact an MP has on a specific area – in library jargon a mashup

[http://en.wikipedia.org/wiki/Mashup_\(web_application_hybrid\)](http://en.wikipedia.org/wiki/Mashup_(web_application_hybrid)) . But you can as of now key in your own postcode to

find out who your local and regional MPs are. The new website was developed after lots of consultation with existing users and the SPICe team welcome any feedback on the new site

<http://www.scottish.parliament.uk/help/32280.aspx>

We then heard from Gwynneth Cowley – Enquiry Handling Manager, Enquiries Team. The enquiry service is specifically for members of parliament as a separate team handles enquiries from the public. Enquiries are allocated

according to different areas of staff expertise. There are seven members of staff on this team and enquiry work accounts for approximately 50% of the team's time. The Enquiry Service deliberately opted for high visibility – the enquiry desk is located in the Garden Room. The team has handled 5297 enquiries over the past 12 months with 3283 answered from the desk. The desk queries are

anything that can be answered with 15 minutes. Complex or lengthy enquiries are handled by the subject specialists. The enquiries are enormously varied and frequent- and frequently relate to constituency matters. For example “what additional financial help might be available for a constituent in receipt of benefits whose dog was suffering from kennel cough”? So in many ways it is a bit like the challenge of public library work - questions on anything and everything can come your

way. Some of the more routine work involves researching biographies for events.

*Candace Guite
Heriot Watt University*

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).