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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 The Editorial Board invites original, unpublished articles for publication.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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Editorial

Editorial, Vol 27 (2), October 2018

There is a cornucopia of ideas, views and opinions in this issue. Articles and conference reports give a flavour of the various areas in which LIS professionals operate. The founders of the Library Association of Ireland¹ would be pleased to know that the professional association they founded 90 years ago has spread. In the intervening years, the Association has engaged with colleagues in Library Association (UK) now CILIP. The Association's involvement now includes membership of EBLIDA and IFLA.

For reasons outside my control, there is only one book review in this issue. It is interesting in that it considers what the precursors of public libraries were like. While two articles deal with special collections, a careful consideration of these will show that they are examples of how niche collections can be used for marketing purposes. Yvette Campbell provides a description of a wonderful collection - Swayne Bequest - at Maynooth University. The potential to attract international scholars and researchers is noted. The author provides the provenance of some books captured through interesting information on the original owners.

A very different article is that on UCD's books published between 1851 and 1930. Evelyn Flanagan offers very practical guidelines for colleagues who might be contemplating any project management. The importance of communication with other staff and users is emphasised as is the importance of having a clear policy. Both these articles show the importance of preservation for future readers and researchers.

In terms of collection management, staff should understand the importance of first editions and out-of-print titles. From

experience, I am aware that this can be an issue in some public libraries. At the same time, staff should be aware that information dates very quickly.

Two articles are based on recent MLIS theses undertaken by students at UCD School of Information and Communication Studies. One deals with LIS students' perceptions of the role of client services librarians and how perceptions change as they gain a better understanding of the role. This is co-written with Crystal Fulton. Copyright literacy is the subject of the second MLIS article and raises gaps in colleagues' understanding of what has already been achieved by LAI, CONUL and others. You will find useful links on Copyright in the **News from the Stacks** page.

Library staff exchanges as a catalyst for new thinking, CPD and shared practice are considered by Brigid Carey and Mairead McKeown. The authors give their top tips for a successful exchange.

A very simple marketing idea –that of the branded library bag- is described. At Carlow IT, students and staff were asked to take photos from their travels with the bag. Colleagues from Cork will be familiar with the annual publication, the *Holly Bough*. Each issue publishes photos of Corkonians with a copy of the *Holly Bough* in exotic places.

As usual there is, I hope, useful information in the **News from the Stacks** section. There are many links to future LIS conferences both at home and abroad. There are bursaries available for attendance at some conferences. However, a frequent user of some LIS associations will know that one needs to scan websites regularly for notice of these. A number of both

CILIP Ireland and LAI members have benefitted from these over the years. Also, such attendance may result in a Conference Report or article.

The Library Association of Ireland tried unsuccessfully many years ago to have VAT reduced on electronic resources. Then Minister for Finance, Charlie McCreevey, informed the Association that no single member state could reduce the rate. However, this reduction is possible now as EU Finance Ministers have all agreed to apply a reduced VAT rate to all digital publications.

Librarians across the country will be pleased with the recent reduction of the VAT rate applicable on electronically supplied publications from 23% to 9%. Announced in the recent Budget 2019, with effect from 1st January 2019 this applies to e-books and electronically supplied newspapers. All libraries buy digital resources so all should see their budgets go a little farther. Details from the ECOFIN committee are here: <https://www.consilium.europa.eu/media/36517/st12622-en18.pdf>. However, with Brexit looming, it is not clear if CILIP Ireland members will be in a position to benefit.

The contents of this issue should inspire you to showcase your library during Library Ireland Week 2018. During LIW, the new LAI website will be launched and this issue and back issues will be available online again. Hopefully, you will also be inspired to invest in your own CPD. The Conference Reports note that we can fail better but that we should inform, reform and transform.

Marjory Sliney, Editor, editor@libraryassociation.ie

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¹ 28 October 1928



The Monsignor Swayne Bequest at Maynooth University Library

Yvette Campbell

Abstract

Monsignor Sean Swayne died in 1996 and his collection of 100 pre-1850 books was bequeathed to the Russell Library.

His bequest, many items of which were printed in Dublin in the 18th and 19th centuries, consist of mainly devotional and liturgical material - but also features various books on architecture and the arts. This article will examine some of the highlights of the collection while identifying features of the history of bookmaking and documenting the social history discovered upon resource description. Cataloguing of this important collection of rare books was completed in March 2018 ¹ The collection is available for consultation in the Russell Library.

Keywords: *Rare Books; Special Collections; Book History; Monsignor Sean Swayne; Maynooth University*

¹ This is part of the Russell Library Cataloguing Project which is managed by Barbara McCormack, Special Collections Librarian.

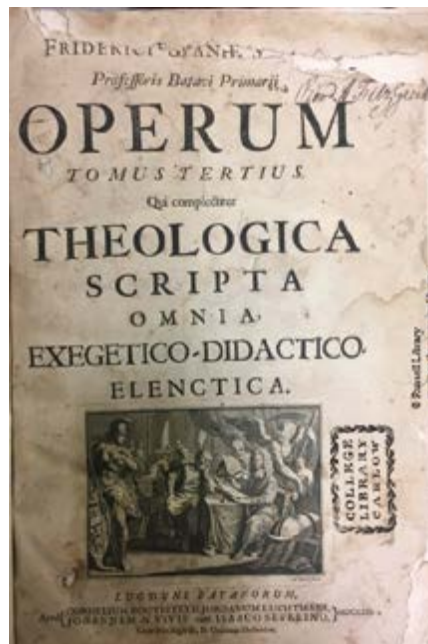
Introduction

Monsignor Seán Swayne, an internationally renowned liturgist, was the first director of the Irish Institute of Pastoral Liturgy (IPL) at St Patrick's College, Carlow, and was chairman of the Irish Episcopal Commission for the Liturgy and parish priest of Graiguenamanagh, Co. Kilkenny. Following studies in Paris, he was appointed to the faculty at St Patrick's College, from where he helped to found the IPL (*Irish Times*, 1996). The institute has attracted students from all over the world to take part in its one year programme.

Monsignor Swayne collected a number of significant and often rare books related to his discipline which will be of interest to international scholars and researchers. In 1989 Father Swayne was appointed Monsignor in recognition of his lifelong promotion of the arts, liturgy and architecture. He died in May 1996. His bequest to the Russell Library, Maynooth included 100 books printed before 1850.

The Swayne Bequest

The collection is primarily devotional and liturgical, with many of the books showing evidence of usage and regular handling. A number of the books belonged previously to Mgr. Swayne's uncle, Peadar Mac Suibhne of Kildare². Cataloguing of the collection was completed in March 2018 and what follows is a cross-section of examples illustrating the significance of this collection to



international scholars and researchers. The presence of fine bindings, bookplates, original ties and decorated paper were noted. One item printed in Paris in 1789 possesses an armorial bookplate: 'Certavi Et Vice' = 'I've Fought and Won'.

The collection features a beautiful copy of *Missale Romanum, ex decreto sacro-sancti Concilii Tridentini restitutum* printed in Lyon by Bernet in 1782 (SW 105). This is one of the most aesthetically pleasing objects in the Swayne bequest and features an elaborate frontispiece of Christ on the Cross, musical notations and delicate original silk ties with tassels.

The silk bookmark is of particular note as according to George Hartong(n.d.), it is a perfect specimen of the most sought after silk trends coming from France during this printing period and the British silk industry would later follow suit.

Bookmarks before 1830

Hartong has written a detailed account, available online, of the production of bookmarks printed before 1830 which helps give a sense of the history of the object in hand. A reader has always needed something to mark the place, where he ceased reading. That happened already in the early Middle Ages: an Irish monk, Coloman of Elo, ordered a fly, who always was running on the pages of his book during the reading, to sit down on the last line he had read, until he would resume his reading. And the fly obeyed!

Coventry was the most prolific city for producing silk and silk ribbons in the 18th century. British silk weavers of the 18th century were ready to receive new ideas from France and to provide the ribbons which fashion dictated, and for a century, between about 1765 and 1857, silk was the dominant industry of the period. (British History Online)

After the collapse of the Coventry silk market, one of the new ideas was to make silk bookmarks using the Jacquard-weaving machine. Thomas Stevens

2 Fr. Mac Suibhne was Rector of Knockbeg College with many publications to his name. A native of County Carlow and a veteran worker on local history, he was, for 29 years, a staff member of St. Mary's College, Knockbeg, where he taught students of Kildare and Leighlin. He says of Monsignor Swayne, written in *The Nationalist*, April 9th 1982: "Knockbeg for me was Fr. Swayne... He was an educator with a highly personal system... The lingua franca was the lingua Gaelica. Beneath a serious mien there was a fountain of good humour ready to break out. His rotund, soutane-encompassed figure seemed to be everywhere and appeared at moments of embarrassment for the rule-breaker. Rules were an important part of life" (Ireland Genealogy Projects 2001).



of Coventry became the main manufacturer of these silk bookmarks, with texts and designs for all seasons and occasions. Since 1862 Stevens used about 900 different designs, thousands of bookmarks were made until the devastation of the factory in World War II. These bookmarks are much sought after these days, and in England and the USA, there are special societies of Stevengraph-collectors. Stevengraphs are the woven silk scenic pictures and portraits, made by Stevens from 1879 onwards.

Hartong also documents other examples of similar tasselled silk bookmarks include: a fringed silk bookmark presented to Queen Elizabeth I in 1584 by Christopher Barker who had acquired a very profitable patent as Queen's Printer in 1577 which gave him the sole right to print the *Bible*, the *Book of Common Prayer* and all proclamations. The British and Foreign Bible Society owns a bookmark with plaited silk cords, silver knots and silk tassels which appears to have been made for use in a bible of 1642. One of the largest research collections at Maynooth University Library is the Hibernian Bible Society (HBS) collection, which contains over 2,000 bibles in more than 600 languages. In 1986 the HBS bible collection was permanently deposited in the Russell Library.

A brief history of Ragged Schools

Our copy of the *Book of Common Prayer, New Testament and Psalter (SW 14)* is lacking a title-page but was printed between 1671 and 1674 and features a provenance inscription from the '*Ragged School of Silver Street, Reading*'. 'Ragged' schools were charitable organisations that aimed to provide free education to poor and

destitute children in 19th-century Britain, often providing free food, clothing, lodging and other home missionary services for those too poor to pay (Lee, 2014).

Often they were established in poor working -class districts with high population density, and established either by an individual philanthropist or by a religious mission. Lee (2014) highlights that they would even teach poor mothers how to clothe and bring up their offspring, to teach fathers their duties to their families and children their duty to their parents, to teach above all things that true wisdom is true religion and true religion supreme love to God. The hardship faced by these children, and the religious and economic illiteracy the Ragged Schools attempted to stem, would in turn inspire the child-like figures of Want and Ignorance that clung to the Ghost of Christmas Future in Dickens's 1843 novella *A Christmas Carol*. The scenes of squalor that Dicken's came face to face with also inspired *Oliver Twist* (1838).

The poor condition of the copy in the Russell Library is a testament to the dedicated study of the children from these 'Ragged' Schools.

Collection Highlights

One of the most impressive books in the collection is our earlier edition of the *Missale Romanum, ex decreto sacro-sancti Concilii Tridentini restitutum* printed in Lyon in 1747 (SW 97). According to the inscription on the title-page, the former owner was Abraham Lockett Ford (b Newry, 3 April 1853- d Ardee 16 April 1945) who was an Irish Anglican clergyman.

Ford was educated at the Royal Institution School,



the nineteenth century. It features a frontispiece map of Syria in black and white prepared by prominent French cartographer and engraver, Jean Baptiste Pierre Tardieu in 1835.

The Swayne bequest also features a little book entitled the *Lyrical poems of Dante Alighieri* printed in 1845. The frontispiece portrait features replica of Dante’s death mask. The introduction also includes “On the amatory language of the early Italian poets”: p. viii-xviii.

Other particular highlights of the collection include a copy of the first two books of The Pentateuch of Books of Moses in the Irish character copied from the original manuscripts with care by Thaddeus Connellan printed in London, 1822 (SW 39). This particular copy has handwritten glosses on the endpapers detailing the reasons for publication by an admirer of the author.

Part of this reads:

“Reader you are to know that Thad[d]eus Connellan is the author of this work and that it was he who founded and adjusted the type in order to instruct his fellow countrymen and enable them to read and understand their native toung[u]e...”

Finally, a tome of some rarity is *The Lives of the most eminent saints of the oriental deserts* printed in Dublin in 1834 (SW 5). What makes this book particularly interesting is the marginalia on the endpapers detailing the social history of its former owner:

“It strikes me that the whole of us ought to go to first Mass at Chapel and come home as quick as we could together. What think you?”

“It is better for me not to see the old man and come home after first Mass. I believe he will not be in town, should he be, we will let you know”

“What has he to do with me in that case? It is you. I only want to know if the retreat will continue...”

“If the retreat will not be over, will not speak to any one only in [confession?]. Act on that as your Director will order or recommend”

Liverpool and Trinity College, Oxford. He was ordained deacon in 1876 and priest in 1878. He was an Assistant Master at his old school, then Curate at Dundalk. He was Rector of Camlough (1878 to 1893) and Ardee. He was Rural Dean of Athirdee (1900 – 1925)and moved to Drogheda until 1934. Ford became Archdeacon of Armagh in 1934; and held the post until his death. He was additionally Chaplain to the last four Lords Lieutenant of Ireland (Wikipedia 2018). This item is in near perfect condition bound in blind-tooled calf leather with a stamped spine and gilt border, five raised bands and original ties and marbled end-boards.

The treasure *Souvenirs, impressions, pensées et paysages, pendant un voyage en Orient* (SW 71) by Alphonse de Lamartine printed in London in 1838 is a particularly interesting book on descriptions and travels of the Middle East in

The Swayne donation is a monument to the scriptures, to fine typography, and to exquisite bookmaking and will enhance existing research and enable new discoveries to be made in the areas of Book History, Liturgical Studies and the Publishing History in Dublin in the 18th and 19th centuries.

Further details are available via the Maynooth University Library online catalogue. The collection is available for consultation in the Russell Library.

Yvette Campbell BA MLIS ALAI, Assistant Librarian, Collections & Content, Maynooth University

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Library Environment

Reference Queries



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Library Staff Exchanges a catalyst for sharing practice, CPD and fresh thinking

Brigid Carey and Mairéad McKeown

Abstract

This paper outlines a library staff exchange that took place between the librarians of Bord Bia and Institute of Technology, Carlow in December 2016. The authors reflect upon the perceived benefits of participating in the staff exchange, resulting new initiatives, and offer tips for getting the most from a library exchange programme.

Keywords: *Library Staff Exchange, CPD, Ireland*

"We may sit in our library and yet be in all quarters of the earth."

John Lubbock

Marketing Activities Information Literacy Training

Introduction

The aim of this initiative is to promote work shadowing, job swaps and staff exchanges between libraries.

Background to the exchange

The genesis of our exchange programme dates to the 2016 ASL – Academic and Special Libraries Conference. Brigid Carey (Business and Humanities Librarian at IT Carlow) presented a paper on formulating and delivering a first year orientation information literacy programme. This very much piqued the interest of Mairead McKeown (Librarian and Information Specialist at Bord Bia) who was asked to develop a new information literacy programme for her organisation. Over lunch, both parties became interested in what the other library was doing. Of interest to IT Carlow Library was Bord Bia's new state-of-the-art Consumer Research Centre (The Thinking House), then under construction, which would incorporate their library. The idea of a library exchange programme was informally discussed to tie in with Library Ireland Week 2016.

We have known each other for many years, having both qualified as librarians from the UCD class of 2001. After graduation, we pursued different career paths branching off into the academic and corporate/special library sectors respectively. Prior to the exchange, informal communications had occurred occasionally. What became increasingly clear is that while both libraries have quite different user groups, they deal with the same subject matter in terms of utilising authoritative sources of consumer and market information to enrich the academic and business lives of their users. As such, the Library Ireland Week Staff Exchange Scheme was seen as a very natural and mutually beneficial fit and a good CPD opportunity.



LRC Building, IT Carlow

Library Overviews

Institute of Technology, Carlow

The library at IT Carlow consists of its main campus library and two branch libraries based at its Wicklow and Wexford campuses. The main library in Carlow is an integral part of the Learning Resource Centre. The library holds an extensive collection of print items and also has an extensive array of online resources including e-books and e-journals. The library partners closely with academic colleagues to ensure that the most appropriate and relevant material is provided to support and enhance the teaching,

learning and research activities of the Institute. A team of Liaison Librarians liaise with each Faculty to provide the appropriate support services.

Library and Information Service, Bord Bia

In 2016, the library moved to a physical library space which sits in the open plan Insight Centre "The Thinking House".¹ It features a collection of niche food, drink and horticulture authoritative databases; online and print journals; e-books and print books; an exhibition of treasures and trivia from Bord Bia's past and a Bibliotherapy collection. Motivational quotes are displayed on the walls to inspire library users and staff.

The library team unlock access to information which drives, through market insight, and, in partnership with industry, the commercial success of a world-class food, drink and horticulture industry. Library users are made up of the food, drink and horticulture industry, talent management cohorts and staff.

Planning and objectives:

On returning to our respective libraries and agreeing to participate in the

¹ located in Dublin city centre.

2016 Library Ireland Week staff exchange, a plan and objectives were put in place. The exchange would take the form of both librarians job shadowing each other for a day during December 2016. It was also agreed that to collaborate on a reflective paper highlighting the perceived benefits, which could then be shared with the wider LIS community.

Our agreed objectives were to develop a better understanding around four key themes:

- **Physical library space**
How the physical library space caters to diverse user needs
- **Information Literacy**
Better understand how information literacy instruction is facilitated
- **Marketing**
Explore marketing activities run by the library
- **Search requests**
Observe the nature of search requests and how they are fulfilled

Reflections and outcomes of the exchange

The physical Library and the space it occupies:

Our first objective was to get an insight into how the physical library space serves diverse user needs. Each exchange started with a library tour, with the purpose of surveying the physical environment. Undoubtedly, despite the marked differences in terms of the size and use of the space available, the over-riding impression of both libraries is the central space they occupy.

Bord Bia's library is situated in "The Thinking House – Bord Bia's Insight Centre", which also incorporates functions such as Marketing, Research, Packaging and Branding. "The Thinking House" is an integrated state of the art consumer research and market insight centre, which houses a team of professionals including the library team.

Information is the foundation of The Thinking House and, the library is

strategically positioned at the entrance to the centre, conveying its position as a fundamental partner in the research process undertaken by the insight team and wider food industry.

The overall sense and impression of "The Thinking House – Bord Bia' Insight Centre" is a space that actively seeks to cultivate a dynamic and creative environment, where brainstorming, creative thinking and imagination is the order of the day. This is reflected in the different features/zones within the overall physical space, for example: the Library; the Living Plant wall (containing living Irish plants); Packaging Zone (a display of innovative food and drink packaging from around the world); Gallery of Irish food and drink brands and new products (brought to market through co-investment with Bord Bia); Creative Workshop area (an inspirational space containing a Lego wall and oversized post-its to inspire collaboration and creative thinking) a Living Room and viewing facility (purpose- built to hold consumer focus groups, which can then be recorded live and transmitted to locations around



Front of The Thinking House



Library and Living Plant Wall, Bord Bia



Brand and New Product Gallery, Bord Bia

the world); a Consumer Lifestyle Trends Zone (featuring the six biggest trends affecting consumers lives around the World); and finally a Cultural Insight area (where the walls are decorated with Street Scapers - culturally connected consumers, such as bloggers, actors, musicians, who feed into Bord Bia's consumer trends programmes).

Similarly, the IT Carlow library as an integral part of the Learning Resource Centre, is placed at the heart of the Carlow campus. The guided tour indicated that this was a busy and bustling physical space and empty seats were few and far between. Spread over three floors the library space comprises different functional zones including a quiet study room and group study areas. This environment allows the library cater for different types of user needs all under one roof.

Both libraries endeavour to create flexible learning spaces that have intrinsic value in encouraging and accommodating creativity, teaching and learning (Helfrich, 2014). The exchange provided an opportunity to challenge our

perceptions of how a physical library environment can cater to diverse and different user needs in one central space: as a stimulus for creative thinking, a showcase of examples of work, a destination for research, a training and learning space, a source of inspiration, and equally as a quiet space for study and reflection. Since the exchange, Bord Bia have incorporated a quiet area into the Thinking House, whilst IT Carlow has a deeper understanding of the intrinsic value of providing diversity in its usage of space.

Information Literacy Training

As part of IT Carlow's formal information literacy programme, the librarians deliver specialised training workshops and individual instruction, where in consultation with the relevant lecturers, they endeavour to instil good information literacy practice. A recent development has been the creation of a digital offering comprising RLOs (Reusable Learning Objects) which are designed to enhance the digital learning experience of distance learners. These RLOs cover varied topics such as Critical Thinking, Starting Your Research, Searching for Literature etc.

Bord Bia's information literacy activities up to 2016 included internal staff presentations on topics such as Managing your Digital Life, Picture Perfect Images Beyond Getty (organised around events like Library Ireland Week) and informal database instruction. In addition, Bord Bia utilises webinars to provide training on and promote library resources. These webinars are carefully chosen based on organisational strategic relevance. They are also used to help staff keep up-to-date with current thinking and trends, and importantly as a medium to encourage staff to learn together as a group. After each webinar the librarian synthesizes the main findings and distributes the key takeaways and full recording to all staff, those in attendance and those who are unable to participate.

Whilst both libraries serve different client bases with diverse user needs, it is evident that certain core principles inform the delivery of this instruction or sharing of ideas on the topic of information literacy. These principles include collaboration with faculty/staff/clients as integral to the process, prepared

examples for instruction work best and encouraging participants to learn by doing as crucial. These key principles can be applied to a physical or virtual space, whether through face-to-face or online instruction.

The learnings around information literacy from IT Carlow were invaluable to Bord Bia, which has since collaborated with its Talent Management team to design and deliver their dedicated information literacy instructional programme - "Steps to the Information Literacy Process". The programme heavily promotes learning by doing and has now been successfully rolled out to Bord Bia's MSc International Marketing Practice Fellows, MSc Design Innovation (Food) Insight Champions, MSc Retail and Supply Chain Management and Bord Bia's CEO Tara McCarthy.

Similarly, in meeting the needs of different audiences, the usefulness of webinars as a vehicle of current awareness in subject areas was identified. IT Carlow Library is now actively highlighting the value of relevant webinars directly to students in training tutorials,

Library Marketing Activities

IT Carlow library has a presence on a number of social media platforms, including Twitter, Facebook and YouTube. In summer 2016, the library ran a Facebook campaign "How far can your library take you?" Branded bags were given to staff and students, who were then encouraged to take a bag on holiday and photograph the bag in famous and far flung places. This campaign ensured the library was kept "top of mind", during and beyond the academic year and acted as a great medium for engagement which was fun in nature.

The Bord Bia library engages in a broad range of marketing activities, reflected on LinkedIn (which is managed by the Library Team); their regular contributions to Bord Bia's weekly newsletter – the **FoodAlert (which captures breaking news with implications for the food industry)**; programme of weekly TED-talks and webinars and the very important Library Ireland Week annual showcase. The Library Ireland Week showcase is an annual event that celebrates the services and work of the librarians in Bord

Bia. It takes the form of a number of presentations from library staff and suppliers, and Bord Bia's CEO has been the advocate for the event for the last two years.

The value of social media campaigns as a medium for keeping library services "top of mind" throughout the year is evident through the activities of both libraries. Bord Bia is now running a photo competition similar to the IT Carlow Library campaign in 2016 to market and promote its library amongst staff, which has proved very popular and successful.

The relative merits of various social media platforms as communication tools were explored during the exchange. It was useful to gain insight into how both libraries utilise different social media platforms to connect and communicate within their local and national contexts.

Nature of Search Requests

Our fourth and final objective was to observe the nature of search requests and how they are facilitated using authoritative market insight.

The Bord Bia library manages search requests from Staff, Industry and Talent Management cohorts, who are seeking authoritative sources of insight and information. The nature of these search requests varies: a client seeking to be better informed about trends before meeting a buyer; an internal staff member seeking information to include in a presentation or article, or an MSc student requesting information for a market assessment. The librarians then deliver a tailored set of research results bespoke to each and every library user, acknowledging that one size does not fit all. Library searches incorporate findings from Bord Bia's proprietary consumer and market insight studies and their niche collection of external information purchased and licensed to Bord Bia.

At IT Carlow, there has been a growing demand for students to undertake research using specialised market intelligence. The key factor in driving this demand is the ongoing development and delivery of courses at the Institute such as the MBA, Masters in Business and the new BSc (Honours) in Brewing

and Distilling. Many of the specialised tutorials that IT Carlow Library deliver, revolve around disseminating the location, value and relevance of market insight to various student cohorts. An added value of the exchange was the opportunity for IT Carlow Library to broaden its knowledge of authoritative information resources/products in the marketplace such as Bord Bia's collection of consumer and market insights studies, which are now actively highlighted in tutorials.

Conclusion

This exchange, which took the form of job shadowing afforded us a cost neutral learning opportunity to share practise, exchange ideas, learn from one another, foster collaboration and enrich our professional experience. Through challenging our perceptions on various aspects of providing a library service both librarians have benefited from new ideas and thinking which have emerged. It was fascinating to experience how two different types of libraries, one academic and one special, approach delivering quality services to their respective users. This is indicative of the partnership role fulfilled by each library in delivering a relevant and dynamic library service to their users. There were comparisons and also contrasts in the delivery of service, but what was clear to us is that whether you work in an academic or special library, with diverse groups of library users, we are all ultimately involved in collecting, organising and facilitating access to information that helps users make better sense of the world around them.

As a community of information professionals, it is important to keep seeking different and unfamiliar experiences that can act as a catalyst for new ideas, and enrich our professional experience. Staff exchanges are the perfect medium to help us learn, develop, connect and stay relevant, and as such are an invaluable CPD tool. Based on our experience we have compiled our top tips for getting the most from a library staff exchange:

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Mairead McKeown, BA, HDipLIS, Librarian & Information Specialist, Bord Bia

Our top tips for getting the most out of a staff exchange visit:

- **Partner:** seek an exchange partner early, so you can both ensure time to plan
- **Objectives:** set out a clear set of objectives to get the most out of the experience
- **Tour:** Start the process with a tour of the library to set the scene and context
- **Retain:** capture key learnings and gather images on the day to enhance information retention
- **Good thinking:** Take some time out after the exchange to consider what has been learned and see how you can align any new thinking and ideas to your libraries strategy
- **Relationships:** maintain and build on relationships fostered during the exchange
- **Share:** share your experiences and findings with the wider community of librarians for collaborative learning

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Collection rediscovery, preservation, storage & change: Restructuring the administration of our older book collections in UCD library

Evelyn Flanagan

Introduction

From 2011 to 2016, 30,000 books published between 1851 and 1930 were moved from open access lendable collections within UCD library to a new closed access location within the main library store. This was as a result of a policy decision made in 2011 by the University Librarian and the Library Senior Management Team. Such a change in policy had been advocated for by the Special Collections Librarian on the basis of preservation of the books for future users. These books are now consulted in the Special Collections. Special Collections policies and procedures regarding preservation, reprographics and access pertain to this part of UCD's collection. The identification and subsequent movement of this vast number of books was a mammoth task. This paper outlines the background to the project, the challenges faced, methodology of the project and the impact that the project has had on the library.

Keywords: *Special Collections, UCD Library, Ireland*

Background

The James Joyce Library, UCD¹ was opened in 1973 following the University's move from Earlsfort Terrace to Belfield in Dublin 4.^{2 3 4} At that time it was decided that a Department of Special Collections would be established within the library and in 1976 a Special Collections librarian was appointed. Books from Earlsfort Terrace which were published before 1850 were moved to the new Special Collections storage area. These included the libraries inherited from UCD's antecedent institutions which are the Catholic University of Ireland, the Museum of Irish Industry, later the Royal College of Science for Ireland and the Albert National Agricultural training college. Named collections of some rare and antiquarian books which were bequeathed by or purchased from individuals or organisations, were also moved to Special Collections.⁵

UCD Library was to be a predominantly open access library. The vast majority of UCD's journals and books were to be accessible on the open floors for students and staff to browse and consult. The library building was designed to support this open access philosophy and consequently there was a relatively small amount of storage space created.

UCD's post-1850 books in the areas of humanities, social sciences, business and law were classified according to Dewey, labelled accordingly and made available to UCD's students and staff.



This was a very welcome advance for the circa 10,000 students who were then attending UCD.

The library was extended in the 1980s and the books and journals relating to the subjects of science, engineering and agriculture were incorporated into the holdings.

UCD and its library continued to grow and flourish in the following decades.

Huge numbers of books were added to the holdings every year. However, because of the lack of storage space generally and the strict adherence to the pre-1850s rule in Special Collections there were still many old books available on open access to borrow. Some had been vandalised with pens and highlighters by users, many had been repaired and rebound inappropriately and were extensively labelled and stamped. There was no systematic procedure for transferring books of a certain age or value from the general collections to Special Collections. Over time space issues on the open floors and the frequent identification of items of value in the open access collections illustrated the need to address the matter. It was decided that systematically moving older stock into closed access would be the best method of safeguarding material for future users.

Challenges

The main issue to contend with was the sheer scale of the project. In 2010 there were 41,498 books published between 1851 and 1930 which were on open access.⁶ It was recognised that identifying each item, removing it from the shelf, changing its physical location and then changing its location and status on the Library Management System (LMS) would be very labour

- 1 James Joyce Library, Health Sciences Library, Richview Architecture Library, Blackrock Business Library, Veterinary Library
- 2 UCD library still maintained a presence in Earlsfort terrace until 2006 when the medical faculty moved to Belfield and the health science's library was opened that year.
- 3 There was also a library in Merrion St which supported the engineering faculty which became part of the main library in Belfield in the 1980s.
- 4 The library was built in two phases, Phase 1 was opened in 1973 and Phase 2 was opened in 1988.
- 5 For more information on UCD's named collections please see <http://www.ucd.ie/specialcollections/print/namedcollections/>

- 6 Of these, 5,533 had been borrowed in the previous 5 years. There was one particular book that had been borrowed 59 times in that period.



intensive. Special Collections at the time had two full time staff- the Special Collections Librarian and one Library Assistant.⁷ It was clear to the Special Collections Librarian at the outset that it would not be feasible for Special Collections staff to do all of this work.

Further challenges were the numerous issues regarding storage. These books were going to be removed from the shelves and put into closed access storage. There was no space within the library store for this material. Furthermore, the store was not managed by Special Collections but by the library's Collections department. Any reconfiguration of the space within the store would have to be led by Collections staff. This proved very difficult at the outset of the project as Special Collections were leading the project but did not control the storage space.

⁷ In 2012 another half time library assistant was appointed to Special Collections.

Furthermore there was no forum for communication between Special Collections and Collections staff. From an organisational structure point of view the Special Collections Librarian and the Head of Collections reported to different line managers which also hampered communication around the project.

Given that older books were on open access and lendable to UCD's user community since the library in Belfield opened in 1973, users, particularly staff, were used to having unrestricted access to the material. It was feared that changing this policy and restricting access to such a large cohort of material to use within the Special Collections Reading Room would meet with some resistance.⁸

⁸ While there were some complaints from users initially. However, when the reasons for the policy change were explained to staff and students, particularly around preservation and conservation issues, they accepted the change and were happy to use the material in Special Collections.

Methodology

The project was carried out in several phases between 2011 and 2017. The initial three phases were managed by the Special Collections Librarian primarily and the work was carried out by library interns. The fourth and fifth phases were managed by the Collections Services manager and the work was carried out by paid students and library staff. The methodology of the first three phases involved assessing the items on the shelves within the 1851-1930 date range and removing items which were deemed to be rare or valuable based on format, presence of maps or illustrations, provenance information (signature, bookplates etc.) or if the book was a numbered limited edition. This methodology is based on the ACRL's Guidelines for the Selection and Transfer of material from the General Collections to Special Collections⁹.

The interns used Excel sheets organised by Dewey number to find the books on the shelves. The bibliographic information on the lists was imported to the Excel lists from the LMS. In the course of the work the interns encountered books with incorrect bibliographic data and material in poor condition. These were also removed from the shelves. If the bibliographic data was relatively easy to fix, this was carried out by the interns. Books in poor condition were assessed by the Special Collections Librarian and some were deselected.

Phase 4 of the project was managed by the Collections Department, specifically the Collections Services Manager. The work was carried out over three academic years (2013-14 to 2016-17) by two students working 15 hours a week. The methodology adopted involved the systematic removal of every book on the open shelves which was published before 1930. As before, the students identified the books with Excel lists, organised by Dewey sequence. As the books were removed from the shelves, they were put in an interim holding area and checked out on to a library card so that if they were requested it would be clear that they were part of this cohort of materials. This was necessary because of the volume of material involved.



The previous phases were selective in terms of the materials that were added to the Special Collections (SC) Store location because of space limitations so there were still vast numbers of 1850-1930 books on open access. Because this phase was managed by the Collections Department, who also managed the library store, there was greater understanding of the storage requirements of this project and space was made available for the SC Store collection, firstly in a new interim storage area and subsequently in the library's main store.

From 2014, the Special Collections Librarian attended the Collections managers' meetings with the Collections Services manager, the Head of Collections and the Associate Librarian responsible for collections. This allowed for issues relating to this project and other projects with a crossover between the Collections Department and Special Collections to be discussed, thereby facilitating decision making.

⁹ <http://www.ala.org/acrl/standards/selctransfer>

In late summer 2017 Collections staff planned a large scale reorganisation project. This was arranged by the User Services manager and carried out by Collections Services staff. As part of this project the original SC store material that had been selected in the earlier phases of the project was interfiled with in one area within the store with the material from phase 4. The books were then globally updated on the LMS to reflect their new loan type, status and location and then discharged from the loan card.

Impact of the policy change

The pre -1930s policy change impacted on the library in several different ways. As mentioned above it transpired that several late 19th- early 20th century named collections had been dispersed within the library. The primary reason for this was that originally Special Collections was designated for materials printed before 1850 while everything else would be made available on open access and classified according to their Dewey sequence. The collections of several notable individuals were discovered during the project. Around two hundred books on Irish history, politics, literature and economics which once belonged to Charles Hubert Oldham were discovered. Oldham was a UCD academic, an editor of the *Dublin Review* and member of the Protestant Home Rule Association. Many books formerly owned by John Richard Green, husband of Alice Stopford Green and notable 19th century social historian were also discovered along with those of literary critic and publisher Clement Shorter King.

During the course of the project many books with the stamp of the Royal University of Ireland (RUI) were identified. The RUI was run by the Jesuits and awarded degrees to University College Dublin students between 1880-1909. It was said that the RUI had no library and that students who attended UCD in



this period used the National Library of Ireland. Any books owned by the RUI were used by the examiners. Given that this project threw up hundreds of books with this stamp, it brings into question the theory that this institution had no library as it is doubtful that all of the books identified were for the examiners only. Provenance information was added to the bibliographic records of these books to reflect the details of their former ownership. The rediscovery of these collections was a very positive upshot of this project and knowledge of their existence plays a key part in the history of the university and the people connected with it as well as the history of the library. Webpages dedicated to these collections were written and added to our special collections website.

Another very definable impact was the identification of valuable material within the collections. These included limited editions, signed copies, items with plates and maps and some fine bindings. This included books signed by former Professor of Irish at UCD and the first President of Ireland Douglas Hyde, facsimiles of 16th

century manuscripts, hand painted limited editions and many books with maps and plates. Most of these items were identified in the early stages of the project. The project also threw up important first editions of books published in Ireland during the tumultuous 1913-1923 period, some by people involved in the rising and subsequent war of independence and civil war.

The most tangible impact was the creation of space in the general collection as a result of the removal of this vast amount of books from the open shelves. It also led to a more dynamic and relevant general collection and made it easier for users to find the material for which they were looking. The project precipitated a major reorganisation of the store. Many of the journals in the store were moved to offsite storage. This left space for the ultimate

consolidation of the SC Store collection. SC Store now occupies 1050 linear meters. The scale of the project also led to the recognition of a need for a holding area within the library for collections that are undergoing transfer.

Because these older books had not been under the remit of the Special Collections Librarian, they had been subject to the general processing and repair policies and procedures. In terms of repairs, this meant that many had undergone in-house repairs with sellotape and many had been rebound unsympathetically. Routinely older books had been labelled and stamped excessively. This project precipitated the creation of a preservation policy for the printed collections and, as part of this, a change of our processing procedures for new acquisitions and an end to in-house repair of books in certain categories. This review took into consideration the prioritisation of the printed collections.

Good communication between the Collections department and Special Collections was integral to the success of the project. However, at the outset, there was no formal meeting structure to facilitate discussion of the logistical and division of labour issues. In 2014 the Special Collections librarian began to report to the Associate Librarian responsible for collections and, as mentioned above, started to attend weekly Collections Managers meetings. This led to increased communication and cooperation between the departments which in turn led to the successful management and completion of the project.

Conclusion

This was a large and complex project which took place over a long period and had many people from various library departments involved. The scale of the project changed the nature of the library. It precipitated the transition from an open access philosophy to a mixture of both open and closed access for the main library collections. There was some fear at the outset at a backlash from users with regard to the accessibility of the books, and while there were some complaints when material was initially transferred, users have accepted the change in policy.

The project changed the culture in the university and even among library staff in relation to older books. It played a large part in changing the place of Special Collections within the library in that the department became more involved in the collection management of the general collections. It also led to a huge increase in the physical volume of material managed and made accessible by Special Collections. The project led to an awareness of preservation and handling issues with regard to older material among library staff. The identification and transfer of such a large volume of material necessitated the successful collaboration of staff from Collections and Special Collections in particular. This was facilitated by the change in organisational structure which saw both departments come under the remit of the Associate librarian for Collections. This has in turn led to the more effective management of other projects and will continue to impact in a positive way in the future.

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Library and Information Professionals: Copyright literacy in Ireland

Christina McGuckian

Abstract

Today, library and information (LIS) professionals are finding themselves faced with copyright issues in their day-to-day roles. Copyright literacy is increasingly becoming an essential competency, to enable librarians to fulfil their services and positions. LIS professionals often feel reluctant to deal with copyright matters as they feel uncertain of their role and their knowledge of this complex area. In August this year, IFLA published a Statement on Copyright Education and Copyright Literacy (IFLA, 2018) in response to international research that has shown LIS professionals have varied knowledge in the area and want more education and training. In this article, the author briefly discusses copyright literacy, its significance, librarians' copyright literacy and experiences in the Irish context and what can be done to address these challenges.

Keywords: *Copyright literacy, Ireland*

Introduction

Having knowledge of copyright and the ability to apply it to an information setting, is increasingly becoming an essential skill for LIS professionals. International studies, such as Estell and Saunders (2016) and Morrison and Secker (2015), have demonstrated that librarians are routinely making decisions based on copyright and developing copyright policy as part of their provision of services in libraries. However, in these studies, which formed part of worldwide surveys in thirteen countries, summarised in Todorova et al. (2017), librarians professed varied and, in many instances, insufficient copyright knowledge and requested more training in the area. Such findings are worrying in the digital age when information technology is constantly changing, bringing library users into cross jurisdictional copyright issues and when users do not need to enter the library to access the holdings. The International Federation of Library Associations (IFLA) recently issued a Statement on Copyright education and Copyright literacy (IFLA, 2018) in response to concerns in this area and to make recommendations to address perceived challenges <https://www.ifla.org/files/assets/clm/statements/ifla-statement-on-copyright-literacy.pdf>. This article will explore copyright literacy, consider its importance, discuss the Irish context of copyright literacy and consider recommendations to redress issues in the area.

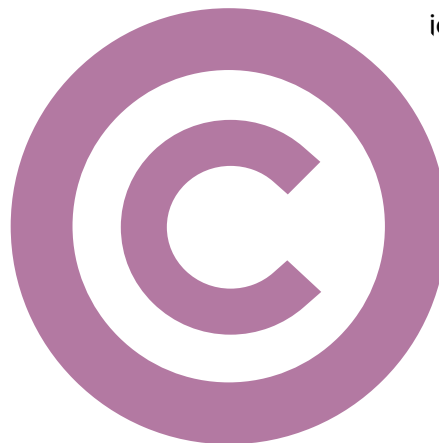
What is copyright literacy?

Copyright literacy has been placed by researchers such as Todorova et al. (2017) within the information literacy and digital literacy frameworks and has been identified as an important skill for LIS professionals. IFLA (2018) follows on from Morrison and Secker (2015) and Morrison and Secker (2016) in defining Copyright literacy as having “sufficient knowledge to be able to take well informed decisions on how to use copyrighted materials. It includes understanding the structure, functioning and implications of the copyright system, as laws, practices and user expectations evolve”. This definition

highlights the evolving nature of copyright knowledge. LIS professionals’ working environment is constantly being shaped and changed by advances in information delivery and access. It can be a challenge to stay abreast of the technological advances, never mind being on top of the legal structure that regulates them. Furthermore, it is often the case that the legislature is on the back foot trying to keep laws up- to -date and relevant in the wake of such changes.

Why does it matter?

There have been high profile cases taken recently in both the health and academic sectors by publishers and authors’ associations. In academia, in particular, publishers took cases against universities in United States of America in relation to perceived copyright infringement Cambridge University Press v. Mark P. Becker No. 1:08-cv-01425-ODE and Authors Guild, Inc. v. HathiTrust, 755 F.3d 87 (2d Cir. 2014).; Elsevier and the American Chemical Society (ACS), have taken cases against health academic journal sharing platforms. Elsevier succeeded against Sci-Hub with an award of \$15 million and both publishers have filed suits in Germany against ResearchGate (Chalwa, 2017). Institutions need to be cognisant of publishers’ and author representative bodies’ stringent vigilance and monitoring of copyright infringement. Publishing is a high value game, scientific journal publishing alone, was estimated in 2013 to be worth \$22 billion worldwide in revenues, (Cox, 2018). Another recent case, involves copyright infringement of an image, in which a photographer successfully sued a German school for putting a child’s project up on their website which infringed copyright of his photograph. The case went to the European Court of Justice (BBC News, 2018). These cases can be costly and complex, frequently involving many levels of appeals. Librarians walk a fine line between incorrect application of law on the one hand and being too cautious and risk averse in their dealings in copyright, on the other. IFLA (2018) summarises those



dangers - "Lack of knowledge may result in misapplication of the law, and lead to infringement, or overly restrictive limits on what users can do". Copyright literacy enables LIS professionals to approach each case in a nuanced way with an ability to undertake a risk assessment and advise accordingly.

The Irish context

In Ireland the copyright legislative regime is governed by *Copyright and Related Rights Act, 2000*¹ and also by EU legislation, which is very complex as the regulatory framework for copyright and neighbouring rights contains eleven directives and two regulations. (Europa, no date). Library Association of Ireland (LAI) is the professional body for librarians in Ireland and is a founding member of EBLIDA, which lobbies for copyright reform. LAI and a number of other groups such as Consortium of National and Academic Libraries (CONUL) run training courses on copyright.

An exploration of librarians' experience of copyright in Ireland comparing the health and academic sectors was undertaken by the author as her thesis for the Masters in Library and Information Studies (MLIS) in University College Dublin (UCD) in April to August 2018. The two sectors were chosen by way of comparison, as there had been international research undertaken into the academic sector (Todorova et al, 2017; Charbonneau & Priehs, 2014) whereas the health sector, had not been previously researched in any depth. Further, an environmental scan of the health sector demonstrated a complex structure and environment, that could be compared to the more homogenous academic sector, which has the benefit of licensing consortia,

¹ as amended by *Copyright and Related Rights (Amendment) Act 2004* and *Copyright and Related Rights (Amendment) Act, 2007*.

education exemptions and Irish Copyright Licensing Association (ICLA) licensing arrangement. Background information was gathered from existing literature in the area and was informed particularly by Morrison and Secker (2015) and Morrison and Secker (2017), which identified librarians' reluctance, and even fear, of dealing with copyright issues and queries, their desire to have more training and that different queries arose in different environment settings. The thesis study was a qualitative one to explore these findings in an Irish context by way of semi-structured interviews with librarians in both sectors, eighteen librarians were interviewed in total, with ten from the academic sector and eight from the health sector, which further broke down into five from hospital libraries and three from academic health libraries. The study was undertaken in these two sectors to explore to what extent environment determined the librarian's experience of copyright and also the assumption that these sectors would deal with copyright issues routinely. The interviews were recorded and transcribed in full and the results were analysed by way of manual coding as per Corbin & Strauss (1997). No research has been published in this area in the Republic of Ireland, to date.



Interesting insights emerged from the results and certain themes could be determined from the views of both sectors. Copyright was seen in general by the participants as a negative; librarians from both sectors spoke of their dislike and in some instances fear of copyright with one interviewee stating “it is a minefield”. In general, they did not feel confident about their copyright knowledge and what they were confident about was usually domain specific. Some did feel confident about giving advice and developing copyright policies for their libraries thus indicating that knowledge is not consistent across the library sector. These findings reflect international research findings as articulated in IFLA (2018) “Nevertheless, extensive research shows that knowledge of copyright among librarians is highly variable and that there is a great need and demand for copyright training within the profession”.

There were many common insights emanating from the two sectors, both feeling a lack of institutional support and that there could be clearer policies and structures to support copyright matters. However, lack of institutional support was felt more acutely in the health sector and it was felt by the health librarians that there was a lack of knowledge in the users of the library. Academic librarians are located within centres of education and learning and have more of a support structure than health librarians. In common with research findings (Estell & Saunders, 2016, Morrison & Secker 2015), the study highlighted that the environment in which the librarian was situated had an influence on the types of queries arising and their knowledge of certain topics. This may be due to the fact that librarians’ copyright knowledge was being learned through on the job experience and continuing professional development.

There was a great community of practice in both sectors and they often relied on one copyright expert within their library. There was a view that the current legislation was already outdated and in fact “was never fit for purpose”. Librarian professional groups such as LAI, CONUL and National Library of Ireland made submissions as part of the call by the Irish Government to review the copyright legislation, which led to publication of Copyright Review by DBEI in 2013 but no participant mentioned this process in interview. (<https://>

dbei.gov.ie/en/Publications/Publication-files/CRC-Report.pdf) Few librarians felt that they had any copyright training in their LIS studies and wanted more targeted education and training. The librarians in both sectors professed themselves to be cautious and risk averse, something that has also been highlighted by IFLA (2018) and which can have a detrimental effect on information dissemination and flow.

What can be done?

Many of the recommendations contained in the IFLA statement (2018) are relevant to the Irish library and information context. IFLA addresses itself to governments to reform the copyright laws to limit liability for librarians, sponsor copyright education programmes and make copyright laws simpler. All three of these recommendations would go a long way to raising the confidence level of Irish librarians vis-a-vis copyright, if applied. IFLA also calls on libraries, library associations and library educators to take this important matter on board. Library stake-holders such as LAI, National Library of Ireland and CONUL have issued policy statement papers and have made submissions on copyright legislation, but IFLA statement calls for librarian stakeholders and professional bodies to do more.

In particular these bodies need to lead information professionals in regard to the nature of their role in copyright literacy as the research found that there was confusion voiced by Irish librarians about their role in relation to giving copyright advice. The IFLA recommendations of advocating for law change, copyright education, and supporting librarians with guidelines and ensuring copyright education is on the curriculum of LIS studies, would be of great benefit to Irish LIS professionals navigating this area, who require copyright education, which is nuanced and tailored to their sectoral needs.

Conclusion

The findings of this Irish research should be of interest to library managers, senior academic and health institutional managers, library educators and governing bodies in Ireland. The findings should inform all libraries, as copyright literacy is an issue for all types of libraries. Governments, libraries,

library associations and professional bodies must put the matter firmly on their agenda. The risks of not doing so are high, copyright infringement cases can be lengthy and costly and inevitably it will be institutions that will be sued. Although library professional groups like LAI and CONUL have contributed to legislative updates in Ireland and provide guidelines on copyright on their websites for practitioners, it is clear that librarians in Ireland are struggling with their role advising on copyright and with attaining sufficient copyright literacy. This may in part be due to insufficient copyright education as a fundamental part of their initial training, and that they can suffer also from lack of institutional structure and support. Copyright is a complex, nuanced area of law which is often applied on a case by case basis. Morrison & Secker (2017) advocate for education to raise confidence levels and achieve “critical copyright literacy”. To do this, they advocate the use of practical education teaching approaches to copyright literacy, such as Copyright the Card Game (2017) which teaches learners how to approach and interpret copyright issues. Many of the IFLA (2018) recommendations can be adopted in the Irish context and can be of real benefit to librarians who often feel intimidated and overwhelmed by copyright issues. Copyright literacy should be seen as an opportunity for libraries and LIS professionals as an area to champion, as IFLA (2018) states “In all institutions, librarians may well be seen as the copyright experts, and become reference points for those around them”. With further legislative reforms, institutional support and targeted nuanced education, surely this can be an area that librarians can claim ownership of and embrace.

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Librarianship Students' Perceptions of the Role of the Client Services Librarian

Linda Kerr and Crystal Fulton

Abstract

Prospective librarians differ greatly in educational background, but a core part of their learning before starting their professional career is how to serve clients effectively. Before beginning the librarianship programme at University College Dublin (UCD) in 2017, students were asked to seek out the person in a library local to their area, who deals with client services and find out what their job entails. Upon completing UCD's required module in information and client services, students were asked to describe the professional role again and to reflect on whether their perception of the client services role now differed from what they learned before starting the course. A majority of students initially believed their role as a client services librarian would be mainly administrative, potentially because they encountered paraprofessional working in client services positions. Upon completion of the module, the majority of students perceived a broader role for client services librarians. There may be opportunities for educators and the profession to assist students learning to take up the client services role.



Introduction

The client service role is a valued part of core library functions. A central point of contact with the public is important for orientation and personal interaction with patrons (Arroya, 2015). Learning how to interact with clients, to support the needs and wants of the many users of any library, to educate clients and promote information and digital literacies, and to work with the library's communities are key aspects of learning for students studying librarianship. In the UCD course as in other degrees in librarianship worldwide, students are required to take a client services module to help them acquire multiple diverse skills to fulfill these functions of client services that will help new professionals serve their library communities. The module also challenges students to explore and develop an appreciation of their professional service provision role and the contribution they will make to the field. This year, students engaged in an exercise to self-assess their perceptions of the professional client services role and how those perceptions evolved as they identified and acquired necessary professional skills during the module. This article highlights before and after-module student perceptions of the role of client services librarians and offers insight into how perceptions of the profession may be more accurately shaped before students enter a professional programme.

Client Services - A Core Feature of Librarianship

Client services involve multiple information and communication skills. For instance, librarians need to be trained researchers, who not only locate information, but also provide value-added service, such as evaluating information to help clients. Be it online or in person, the relationship cultivated by a librarian with a client can have lasting benefit for the institution and the user of that institution (Tripathi, 2014). Librarians need to connect "learners, researchers, and educators to relevant information in new contextualized formats" (Burns, 2016). By training new librarians to interact with clients and negotiate clients' queries effectively, they can better understand their role.

Pre-arrival and Post-Module Tasks

Before arriving on campus, the class of 2018 was tasked with finding the person who deals with client services in a library of their choosing and determining what this person's responsibilities included. Because students seeking the postgraduate programme are required to complete work experience in a library or information setting, it was anticipated that this task would be completed before students joined the School's programme. Similarly, it was anticipated that the postgraduate and final year undergraduate students who work in more continuous capacities in libraries would easily

complete this task. The task was intended to open class discussion on the professional role of which they were about to learn, enabling students to compare what they had found and to categorise aspects of the client services role. Importantly, through completion of the task, students were provided an opportunity to explore and discover the professional’s role themselves.

After finishing the module, the students were asked to reflect on what they had learned and on how their idea of the role of client services librarian had changed, if at all.

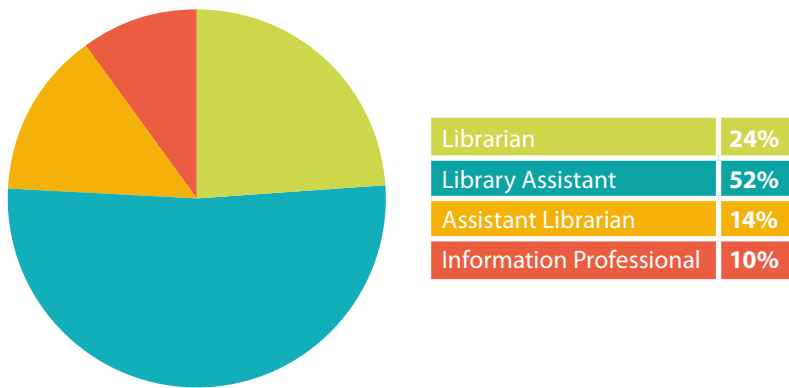
Types of Libraries Visited

Students mainly visited public libraries. Sixteen (55%) took place at a public library. Five (17%) students chose an academic library, three (10%) a special library, and the last three (10%) chose another kind of information centre. Two (7%) did not indicate library type.

Library Employees Consulted by Students

Students were charged with finding a library employee who worked in client services. Interestingly, the majority of students interviewed a Library Assistant, as shown in Fig. 1. However, they also spoke to individuals described as *Librarians, Library Assistants, and Information Professionals*.

Interviewees in Client Services Roles Located by Students



The diversity of library employees consulted raised questions around how a client services librarian may be identified in a library. Library patrons commonly mistake all library staff as librarians (Bramely-Moore, 2012). However, given students’ required library work experience prior to admission to the postgraduate programme, some understanding of the different roles in libraries was assumed.

Students’ reported experiences revealed that library employees of varying grades functioned in client services roles. Twelve of the fifteen Library Assistants interviewed, confirmed they worked in client services. The roles of paraprofessionals in the library have changed over the last few decades, with predictions of de-professionalisation of librarianship dating back to Harris’ (1992) seminal work. The circulation desk has been replaced with self-checkout terminals. Circulation, shelving, and administrative duties used to be the remit of the paraprofessional. Although circulation, shelving, and administration are still part of the job, they take up less of the paraprofessional’s time with increased automation. One study in a California University found that when the client services desk was staffed by a paraprofessional, there were few questions that needed to be referred to a librarian (Dinkins & Ryan, 2010). They deemed this development to be a great success. In the United States, varying levels of education are required for different library jobs. According to Leeder Reed (2016), a paraprofessional can be certified to perform professional librarian duties without a degree. In contrast, Watstein & Bell (2008) assert that professional librarians are essential to help users “identify, find, use, and evaluate information,” because they have been trained in “question-handling techniques, finding specific resources, and making referrals.” (p. 6)

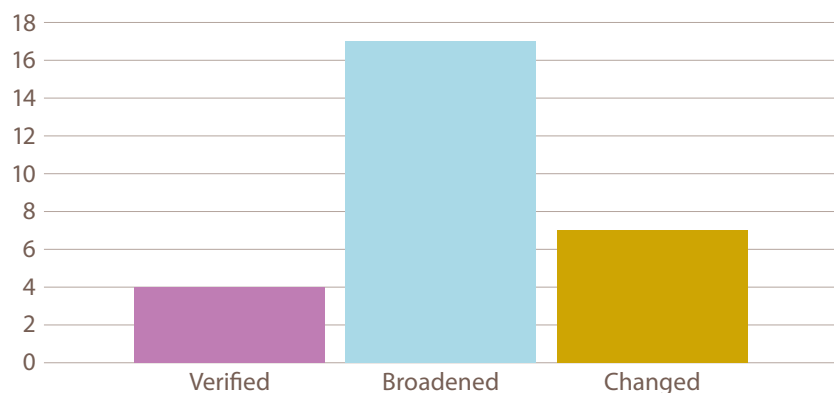
Students’ Perceptions of the Client Services Role

The majority of students in the pre-module task believed that the client services role largely consisted of a range of administration duties. While there are often some administrative duties associated with any professional role, in this case, the students had no clear idea of the professional responsibilities that accompanied this professional role. Instead, there seemed to be

confusion between professional and paraprofessional roles by position title, as well as between responsibilities associated with the client services role. Overall, students most often did not fully appreciate the nature of the profession they were training to join.

In the post-module task, the majority of students reported that their perception of the role of the client services librarian had altered. Students' perceptions post- module fell into three categories: *Verified*, *Broadened*, and *Changed*, as shown in Fig. 2.

Perception of the Role of Librarian After Completing Module



The *Theory of Information Intent* states,

...people engage with information in purposeful, deliberate, and selective ways to get expanded, and/or changed and/or clearer and/or verified pictures (Todd & Kuhlthau, 2005),

This helps to understand students' perceptions. Each student's post-module task was analysed and divided into the three categories to determine whether their perceptions of the role of librarian had changed, were broadened/expanded, or verified after engaging with the information in the module.

Most students described their view of the client services librarian's role as

broadened by learning acquired through the module. The students who fell into the Broadened view category described a very narrow view of librarianship before completing the module. Many of them originally thought of the client services role as the stereotypical librarian as seen on film, sitting quietly at a desk ordering and cataloguing books and performing administrative tasks. Throughout the module, many guest speakers were invited to tell the students about professional work in public, academic, and special library contexts. Students reported that they discovered a wide variety of libraries and the range of skills needed in each library type. As one student stated:

I have been struck by a general misconception held by the vast majority of people about the work undertaken by those working in the profession... I am consistently impressed by the myriad of roles and tasks performed by those in the LIS profession.

And another common student response was as follows:

I found it deeply informative to hear about the wide variety of skills and responsibilities that one takes on in this line of work, often of a much more technical nature than I would have first assumed.

This was also true for the students who fell into the Changed view category. They were impressed to find so many areas in which information professionals' work.

The students whose views were Verified, or remained the same, already had a background in information and library studies or were already working in the sector. Their perceptions were reinforced, because they already had a high engagement with the profession.

Importantly, students' perception of the role of the client services librarian shifted from an administrative to professional core. As one student summed up:

I had a narrow view of the role of librarian as someone who orders, catalogues and lends material. I now better understand the multifaceted role that a librarian plays.

Changing Perceptions and the Profession

The future of client services is often a topic of discussion. Some argue that library users no longer need directions to the facts and figures they used to need, because they are available online. Additionally, while some believe that queries, such as finding a book within the library or accessing the Internet, may be easily handled by a paraprofessional, the client services role may be considered much wider, with librarians uniquely qualified to negotiate clients' needs and to help clients evaluate the information they have found themselves (Watstein & Bell, 2008).

For students hoping to take up the client services role, there would seem to be important responsibilities and opportunities both for educators and the profession. For instance, greater connections between work experience opportunities and professional outcomes through education could help better prepare students for postgraduate training. In addition to learning through a range of activities in their client services module, students were enthusiastic about meeting librarians and information professions from the field who specialised in client services during the client services module and noted these interactions as a valuable learning point. Introducing prospective students to the varied library types and professional roles in the workplace in advance of study could help students take advantage of learning opportunities offered in the classroom.

Linda Kerr MLIS and Crystal Fulton, PhD, Associate Professor
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Fail better: lessons lived, lessons learnt

LAI Academic & Special Libraries Conference 9th March 2018

This was my first time attending an A&SL conference and I would like to thank the Committee for awarding me the bursary and for bibliotheca for providing the sponsorship. The conference presented a diverse range of speakers who all contributed something thoughtful and informative on the theme 'Fail better – lessons lived, lessons learnt'.



The two keynote speeches were extremely well received. Duncan Chappell (Glasgow School of Art), spoke about the devastating fire that destroyed the renowned 1909 art nouveau library at the Glasgow School of Art and its important historical collections on 23rd May 2014. However, he was able to demonstrate that through a co-ordinated salvage and reconstruction effort, the new library will not only be as elegant as its predecessor but also a space that will be better utilised and facilitate the creative and innovative work of its students. Out of the devastation something new and better will have been created while at the same time honouring what came before. Also uplifting was the response from the wider library community donating items from their own collections to replace some of those lost. Andrea Lydon (National Gallery of Ireland), spoke of the long term failures in the National Gallery to create a

dedicated library and archive space but she finished on a positive note - that after many decades a new facility is now on the horizon that will result in a large and accessible space, one that befits such an important library and archive collection.

There were three sponsor talks and of particular interest to me was the presentation from the IEEE demonstrating how university libraries can play an important role in the success of patent applications. One of the reasons patents fail is because they are not based on the correct information. By positioning our libraries as innovation hubs and looking at ways of using our collections in the patent research process, we can play a key role in facilitating university patent applications.

The remaining speakers each presented their talks in a unique way that made them engaging and interesting. They all looked at projects or aspects of their work where they had to learn from past failures. Overall there was a positive message about looking at what could have been done differently and being open about the challenges and changes needed.

As someone new to Bibliographic Services in my own institution I was interested in the talk by John McManus (Trinity College Dublin). He asked the question what constitutes a 'good enough' record and highlighted some of the errors that can occur when creating bibliographic records to international standards. Kristopher Meen (NUI Galway) and Áine Carey (Maynooth University) highlighted some of the challenges around teaching information skills in a dynamic way that befits the changing need for digital literacy and the pressures facing students. Kristopher spoke about ways of rebranding and renaming traditional library skills sessions (i.e. 'Evaluation of information' became 'Critical thinking') and developing new sessions on digital skills such as 'Blogging' and 'Design for presentations'.

This tied in well with the afternoon session on Digital Open Badges by Stephanie Ronan (Marine Institute) and Niamh O'Donovan (Galway County Library). This online method of validating informal learning and achievements has been used to develop the successful Rudai23 online self-directed continuing professional development course for information professionals. It made me think about whether there are opportunities to use Digital Open Badges to increase student engagement in library skills courses and offer career relevant accreditation.

The final talk by Niamh O'Sullivan (Irish Blood Transfusion Services) and Jane Burns (Irish Hospice Foundation) looked at why workshops often fail. To address this, they described their idea of a WOW Workshop – running a workshop on workshops and their experience of running one. Not only was this useful and informative but it was delivered in a very entertaining fashion that kept everyone engaged as we headed towards the end of the day and conference.

Finally, the conference also afforded a chance to network and talk to other professionals during the break, lunch and afterwards at the reception in Lincoln Inn hosted by EBSCO.

To sum up, by embracing and demystifying failure the conference created an energy to look at those projects that are not an immediate success, to critique them and then be creative about possible solutions and ways forward. If failure can be embraced, then a culture of learning and experimentation can evolve that could lead to more creative and service driven solutions. The conference has given me ideas of how to take this forward.

The winning tweet encapsulated the conference:

“Failure does not mean the end but the beginning. Failure breeds innovation, collaboration, growth, learning and blue skies.”

Niamh O'Donovan, Galway County Library.

Megan Corrigan, Assistant Librarian, Bibliographic services, McClay Library, Queen's University Belfast.

bibliotheca Sponsored Attendee Bursary A&SL Conference 2018.

Inform, Reform, Transform: reaching out to the hard to reach

WLIC 2018, Kuala Lumpur,
24 – 30 August 2018

The International Federation of Library Associations and Institutions (IFLA) is the umbrella body that represents library associations (including LAI) and institutions (especially National Libraries) in more than 130 countries.

The World Library and Information Congress (WLIC) is the IFLA annual conference. This year, the 84th WLIC was held during August in Kuala Lumpur, the capital of Malaysia, home to soaring skyscrapers, huge shopping malls and modern transport infrastructure – all epitomised by the iconic Petronas Towers.





The [WLIC itself](#) was held in the spacious and well laid-out Convention Centre that easily accommodated the 3,500 attendees present.



Like most conferences, WLIC is a great opportunity to learn about new developments, exchange experiences and network with others. It does this really well with formal lectures, workshops, lightning talks, poster presentations and exhibition stands from library suppliers. In addition, the many IFLA Divisions, Sections and Groups hold business meetings that are open to all.

Because there are so many parallel sessions on such diverse topics, WLIC allows attendees to follow a particular theme or to 'pick and mix' individual sessions to experience as much variety as possible. I chose the latter option and attended a presentation on the IFLA Global Vision ("collaboration, new professionals, emerging leaders"), the President's Session ("co-operate with our users, listen to the people, work together, libraries are an investment not a cost"), Designing inclusive libraries ("architecture, services and activities,

collections, staff training, variety, choice, customisation”), School libraries (“IFLA Guidelines to inspire and benchmark”), IFLA Library Development Programmes (“strong library associations, advocacy, leadership”), Association Members Meeting (“think global, act local”), IFLA Guidelines for CPD (“the quality of library services depends on the quality of staff skills and expertise”), Management of library associations (“we are the voice of the local associations”), Digital scholarship (“there are lots of exciting emerging roles for librarians”), LIS Education (“CPD and mentoring are key”).



A new feature this year was the introduction of 5 minute Lightning Talks, when Cathal McCauley spoke about the energy pods and student-led innovation at Maynooth University.

In addition to the learning sessions, Cathal and I met IFLA Officers to review the LAI bid to hold the WLIC in Dublin in 2021 and I met the Director of The European Bureau of Library, Information and Documentation Associations (EBLIDA) to discuss how we can work more closely together. I also made contact with many colleagues from

overseas, all of whom had interesting stories to tell and all of whom were interested to hear of our own library developments here in Ireland.

Many countries hold national ‘caucus’ meetings at WLIC, so that attendees can meet informally to catch up on the latest news. Irish attendees have held their own caucus since 2015 and this year we attracted our largest attendance yet (including two Scottish ‘friends of Ireland’).

Irish attendees certainly made their presence felt at the Closing Ceremony where two of the five personal awards went to Karen Latimer (an IFLA Scroll of Appreciation for “her distinguished contribution to IFLA and international



Cathal McCauley, Stuart Hamilton, Susan Reilly, Karen Latimer, Helen Vincent, Lorcan Dempsey, Teresa Hackett, Philip Cohen, Kirsty Crawford

librarianship”) and to Teresa Hackett (the IFLA Medal for “distinguished service to IFLA and the global library field”).

Would I recommend WLIC to others? Yes indeed. There is so much to learn from so many people in such a short time that you should start planning now to attend WLIC in the future: 2019 in Athens, 2020 in Auckland or (fingers crossed) 2021 in Dublin. Grants are available from various sources and at least [one LAI member](#) has availed of these to attend WLIC in the past.

But for the majority of people who will never attend WLIC, the IFLA website includes videos of formal meetings and presentations from some of the lectures and workshops. These are well worth a look on their own: Scroll down the [Programme iPlanner](#) and select individual text boxes to check if presentations are available. And [see here](#) a short video summary of the Congress generally.

Philip Cohen, President, Library Association of Ireland

Irish Reading Societies and Circulating Libraries founded before 1825: Useful knowledge and agreeable entertainment

Keith Manley

Dublin: Four Courts Press, 2018. ISBN 978-184682-717-4. 248pp. Euro 58.00. HBK

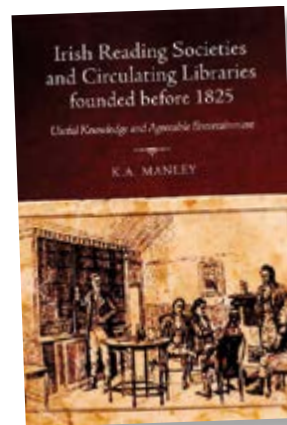
This insightful text concerns the identification of subscription and circulating libraries (with dates, addresses, details of surviving catalogues and bibliographical references) founded before 1825.

Tracing the origins of such libraries from the thinking of John Locke, the influence of Thomas Bray, local parochial libraries, to the concept of 'mutual book buying' for the general good and ultimately to recreational reading.

It is an engaging overview of 'lending out' libraries in booksellers before 1800, with factual commentary on circulating libraries after 1800. Private and country house libraries are mentioned, but a key strength of the book is the knowledge gained in relation to reading societies. Thanks to meticulous research of provincial newspapers, which constituted a major source, with advertisements being a rich vein of information, the importance of bringing this information together for current and future researchers is immeasurable.

Touching on the European and world context, the period covered charts when the possession of books was ceasing to be regarded as a private pursuit but rather a resource to be shared for the common good. Central to the Enlightenment was freedom of choice in reading rather than by prescription.

While the history of the Society of United Irishmen is well documented elsewhere, concentrating on their intrinsic links to libraries gives another dimension. And



while social historians connect reading societies to the nationalism of the 1790s, and a ban on radical meetings may have resulted in their being used as smokescreens, the author proposes a more realistic link: they were for workers looking for self improvement, which may have conflated with a desire to overthrow the establishment.

While this is rightly an academic text and the scope of content and detail is impressive, it is very readable and entertaining thanks to the social and economic insights, cast of characters, and peppering of anecdotal evidence and salient extracts from first hand sources which add colour: the vivid accounts of the destruction of the library at Doagh following the Battle of Antrim, fines being remitted because a user was building a steam engine, the merit (or otherwise) of reading fiction, and early examples of stock weeding.

I learned more about my library from reading this detailed examination and, excluding the Linen Hall, the author concludes by stating that while many reading societies, private subscription and commercial circulating libraries did not survive more than a few years, a handful enjoyed several decades, and all served their communities when they were needed and satisfied the quest for knowledge. Manley is to be commended for highlighting their importance to the cultural and educational development of Ireland.

Samantha McCombe, Librarian, Linen Hall Library

Dr. Charles Benson, 1946-2017



Charles Benson was Keeper of Early Printed Books in Trinity College, Dublin, from 1988 to 2011. He entered Trinity in 1963, studying humanities, and, after a brief sojourn training as an accountant in England, realised that his vocation was to be a librarian. He returned to Trinity in 1968, becoming one of the first trainee graduates working in the library before moving, in 1969, to Queen's University Belfast. Following his return to TCD in 1972 he ably assisted Mary Paul Pollard in the Department of Early Printed Books.

In 1988 he succeeded Dr. Pollard as Keeper of Early Printed Books and proceeded to develop the department in a number of ways. Charles was always innovatory in his approach to outreach. For example, each year he and his staff produced fascinating annual exhibitions which were displayed in the Long Room and which were accompanied by carefully produced delightful catalogues. He was also very much aware of the need to engage with the academic world both nationally and internationally and he therefore published a host of scholarly articles on the TCD library collections, and, more generally, on the Irish book trade. His magnum opus was, of course, his multi-volume exploration of 'The Dublin Book Trade, 1801-1850' (Ph.D, Trinity College, Dublin, 2000), which continued where his mentor, Mary Paul Pollard's *A Dictionary of the*

Dublin Book Trade, 1550-1800 (London, 2000), left off. Charles continued to augment this invaluable resource after his retirement. In addition, he and Siobhán Fitzpatrick edited *That Woman! Studies in Irish Bibliography: A Festschrift for Mary "Paul" Pollard* (Dublin, 2005), a fascinating bibliographical homage to Dr. Pollard.

Charles was equally aware of the central importance of networking, not only at national but also international level. He was a founding member of the Rare Books Group of the Library Association of Ireland and he continued to be very active in the group, both as an office holder, member of the committee and general mentor. He likewise represented Trinity College at international level and played an important role in the annual Print Networks conferences.

He continued his outreach by working with scholars such as Drs. Helga Robinson-Hammerstein and Patrick Kelly (Department of History, TCD), Dr. Jean Paul Pittion (Department of French, TCD), and Dr. David Berman (Department of Philosophy, TCD) in setting up a highly innovative one-year taught masters, the M. Phil. in Reformation and Enlightenment Studies, on which he taught a course on analytical bibliography. He likewise used his position as Keeper to substantially expand the College's special collections, particularly in the fields of

French history and drama and, in 2010, the French government acknowledged his important contribution by awarding him the honour of Chevalier de l'Ordre des Arts et des Lettres.

As Keeper he was an inspirational line manager who was deeply committed to the wellbeing of his staff. He proved to be a mentor not only to his fellow staff members but also to scores of young students and members of the academic staff who benefited from his immense knowledge of the collection. I speak from experience for I was lucky enough to be taught by Charles on the TCD M.Phil. in Reformation and Enlightenment, and later, when I retrained as a librarian, it was Charles who became my unofficial Library Mentor. And what a mentor he was! Always ready to listen and give trenchant advice because one of the most important things about Charles was his innate truthfulness and boundless loyalty. The numerous declarations of thanks, found in a myriad of publications by scholars from across the world, testify to his helpfulness towards scholars.

Charles was an adept devoted to many bibliographical causes but he was first and foremost a true friend and family man. His devotion to his wife Gillie, his children Ralph and Caroline, and his grandsons Louis and Alexander, was obvious to all. He is greatly missed by all who had the honour of knowing him.

Elizabethanne Boran, Librarian, Dr. Worth Library.

Thomas Kabdebo (Kabdebó Tamás) 1934-2018



Dr Thomas Kabdebo, Librarian of the National University of Ireland, Maynooth¹ from 1983-1999, died in his 85th year on the 23rd May, 2018. A writer, poet, editor, translator, bibliographer and broadcaster he is seen as one of the great figures of Hungarian literary emigration. Born in Budapest in 1934 he escaped to the West after his participation in the 1956 revolution. His experience of the reality of living in post-war Eastern Europe and his subsequent life are captured in his autobiography *No matter where I am, I see the Danube* (2011).

Dr Kabdebo first settled in Britain where he completed his university education obtaining a PhD in history. Opting for a career in librarianship he worked in a number of university libraries including Cardiff, Westminster, Guyana and Manchester before finally making his home in Ireland.

His arrival at Maynooth coincided with the completion of the new John Paul II Library where his first undertaking was to oversee the complex move and the establishment of library services in the new building. In subsequent years he led the reclassification of the entire collection to the Dewey system and began the challenge of computerising first cataloguing and then all library procedures. Indeed his tenure at Maynooth saw the library service transformed by the emerging new technologies in a relatively short period of time.

¹ NUIM is now Maynooth University

Another achievement was the establishment of a conservation unit in the Russell Library which holds the historical collections of St. Patrick's College Maynooth. The unit's first project was to conserve and list an extensive body of correspondence from the archives of the Irish Colleges in Spain (Salamanca Archive). Notable acquisitions received on permanent deposit during his time included the Hibernian Bible Society collection, which contains over 2,000 bibles in more than 600 languages.

Within the University Dr Kabdebo made significant contributions to academic life. He established a series of *Library Lectures* which attracted scholars and writers to the campus. He was a founding member of the *Maynooth University Record*, a journal which was published between 1996 and 2000. Dr Kabdebo's time in Maynooth also coincided with the bicentenary of St. Patrick's College, Maynooth in 1995, whose staff and students share the same campus and library facilities. Under his stewardship, the Library published numerous publications to celebrate this, most notably *Maynooth Library Treasures*. He initiated the collection of the published works of the staff of both St. Patrick's College and NUIM, a valuable research resource which continues to be added to today. Another initiative was that of Library Scholar to encourage and mentor young students interested in librarianship.

Outside Maynooth, Dr Kabdebo contributed nationally and internationally through his involvement in CONUL (Consortium of National and University Libraries) and SCONUL (Society of College National and University Libraries).

Running in parallel with his career as a librarian was his distinguished literary life. Language, writing and publishing were his passion and his output covered a wide subject area from his compilation of a *Dictionary of Dictionaries* (1992) to a book of his poetry *Ultima Ora* (2018). The most recent edition of his bibliography, *Kabdebó Tasás munkássága, 1949-2015* by Mária Kórász and Katalin Szücs was published by Argumentum in 2016, testifying

to an abundance of publications. Over his long career he received many honours and awards including the Hungarian Order of Merit (1995) and culminating in 2017 with the Hungarian Laurel Wreath Award for literature.

Hungarian-Irish historical and literary connections were forged and recorded by him and the opening of the Hungarian Embassy in Ireland in 1991 was an opportunity to arrange events under its auspices. Through his translations and publications notable Irish poets were introduced to Hungarian readers and listeners, and vice versa. Historical and cultural links were explored in the collaborative publications *Ireland and Hungary: A study in parallels, with an Arthur Griffith bibliography and Hungary and the two Roger Casements*.

He was a man of many parts and among his interests were fishing and tennis, and Italian language and culture, along with an alchemist's approach to the brewing of his coffee. From 1989 onwards, Dr Kabdebo was able to return to his beloved Hungary where he spent his summer holidays meeting his extended family and enjoying fishing on his native lakes.

He leaves behind his wife Anna, and his children Lily, Andrea and Isti.

Elizabeth Murphy and Regina Whelan Richardson, Maynooth University Library

Colette Ní Mhoitleigh, 1936-2018



Colette Ní Mhoitleigh died peacefully on 26 June 2018. She retired from Trinity College Library in 1998, where she had worked in the Cataloguing Department, later Bibliographic Data Management, from 1969. She retired as Sub-Librarian in charge of the Department.

Colette's early childhood was spent in Roscrea, where her father taught mathematics and Latin in Mount St. Joseph's. She maintained a life-long attachment to the place and to the Cistercian community in particular. Her secondary schooling was at St. Mary's Presentation College, Mountmellick, where she sat her Leaving Certificate at the age of sixteen. The family moved to Dublin following the death of her father and she worked for more than ten years as an administrator in the Guinness Brewery. During that time she studied part-time in UCD, taking a BA in Irish and Archaeology.

In the mid-1960s she took the brave step of resigning from Guinness to study full-time for the UCD Diploma in Librarianship. That led to her appointment as subject cataloguer for Natural Sciences, Mathematics, Religion, Celtic Languages and Literature at Trinity – a broad sweep of subjects appropriate to her breadth of knowledge and interests.

Her work with bibliographic data management was during a period of major changes in automation, librarianship and access to information on the

internet. She was very much central to Trinity Library in managing those changes and establishing procedures and protocols for sharing bibliographic records with Trinity's sister Legal Deposit libraries and international consortia. She had a flow of ideas on the best way forwards, but never tried to push her views without consultation; her way was to raise the debate and include as wide a range of other contributions as was possible. She always saw the need to provide the best service possible for Library readers. She served on many working parties and committees with national and international colleagues where her enormous expertise in cataloguing was hugely respected and she is credited with several innovations on record creation that were adopted widely.

Colette taught generations of computer colleagues and library system suppliers the subtleties of authority control, filing rules and other key concepts vital to making an online catalogue accessible to readers. Many of her detailed rules for managing and indexing headings were adapted and incorporated into several early commercial library management systems during their implementation at Trinity.

Colette's kindness to colleagues on a personal level was genuine, always empathising with others' problems and offering support and practical help

sensitively. As ever, this was often done behind the scenes in her quiet, calm way. She was blessed with a sharp intellect, a very wide sweep of informed understanding, but most of all, a generosity of spirit that enabled all who worked with her to share in her knowledge.

Taobh amuigh den leabharlann ba í an Ghaeilge ba mhó spéis ag Colette, spéis sa teanga féin agus sa litríocht. Ba thríd Cumann Merriman a cuireadh sin in iúl do chách. Chaith sí blianta fada mar bhall den chumann. D'oibrigh sí go díograsach bliain i ndiaidh bliana ar a shon agus b'fhurasta a tionchar ar théamaí éagsula Merriman a fheiceáil. Ba chairde leí i gconaí lucht na Gaeilge agus fiú iad siúd a bhí ag sracadh leis an teanga bhí Colette foighneach agus spreagúil leo.

Bhí sí gníomhach freisin i ngrúpa staidéir an Bhíobla trí Ghaeilge. Ní nach íonadh gur i nGaeilge a bhí seirbhís sochraide Colette, seirbhís a bhí dílís dá teanga dá creideamh.

Colette maintained her interest in current affairs right up to the end – reading the *Irish Times* from cover to cover and writing to contributors with a gentle correction or update and had several of her pithy letters to the editor published over the years.

Colette Ni Mhoitleigh was a wonderful colleague and friend to a generation of librarians in Trinity and elsewhere – generous, patient and while meticulous in her work, had a keen sense of humour and knew how to enjoy a party.

I líontaibh Dé go gcastar sinn.

Trevor Peare with much help from Colette's relatives and colleagues.

NEWS from the STACKS

People

Recent Appointments: **Jane Burns** (Institute Librarian, Athlone), **Allison Kavanagh** (Director, DIT Libraries) **Colin O’Keeffe** (Barnardo’s Ireland), **Mark Reynolds** (Archivist, Oireachtas)

Recent Retirements: **Dermot Bregazzi** (Fingal), **Philip Cohen** (DIT), **Jo Corkery** (Athlone IT), **Margaret Hayes** (Dublin City Library and Archives), **Michael Kelleher** (Wicklow), **Geraldine McHugh** (Dun Laoghaire/Rathdown)

Awards

At WLIC/IFLA 2018, two colleagues received awards:

- **Karen Latimer** (formerly QUB) was awarded a Scroll of Appreciation for her distinguished contribution to IFLA and international librarianship especially in the area of library buildings
- **Teresa Hackett** (eifl) was awarded an IFLA Medal for distinguished services to IFLA and global libraries especially advocacy for copyright legislation to enable access to information

CPD Opportunities

CILIP Ireland: https://www.cilip.org.uk/events/event_list.asp?show=&group=201287

DBS: <https://www.dbs.ie/course/postgraduate/msc-information-library-management>

Ulster University: <https://www.ulster.ac.uk/courses/201819/library-and-information-management-16059>

UCD: <http://www.ucd.ie/ics/news/>

Libraries in the News

New or refurbished buildings:

University of Limerick: <https://www.ul.ie/library/about/new-library>

Interview with Gobnait O’Riordan, Director available here: <https://www.rte.ie/news/player/six-one-news-web/2018/0622/>

Kevin Street Library, Dublin re-opens: <https://www.independent.ie/life/a-teenage-girl-always-comes-in-alone-and-stays-for-most-of-the-day-how-kevin-street-library-is-a-welcome-solace-since-its-reopening-37201652.html>

New service at Dun Laoghaire/Rathdown:

<https://libraries.dlrco.ie/events-and-news/library-news/dlr-lexicon-welcomes-award-winning-dementia-care-technology>

Human Interest stories from Irish Libraries:¹

<https://www.rte.ie/radio1/ryan-tubridy/programmes/2018/0914/993709-the-ryan-tubridy-show-friday-14-september-2018/?clipid=102925314>

Also, <https://www.rte.ie/radio1/marian-finucane/programmes/2018/1006/1001342-marian-finucane-saturday-6-october-2018/?clipid=102946094#102946094>

Copyright News

The latest copyright news is available here: <https://dbei.gov.ie/en/Legislation/SI-No-412-of-2018.html>

More general copyright information is available at: <https://mailchi.mp/6d56fbd227b/ebliida-newsletter?e=b3819d1b7c>

<https://www.ifla.org/node/81975>

¹ I am indebted to Philip Cohen, LAI President for this information

Local Conferences

LAI Public Libraries Conference 2018: <https://www.libraryassociation.ie/public-libraries-section-conference-and-exhibition-2018/>

Rare Books Group: <https://www.libraryassociation.ie>

Joint CILIP Ireland/LAI Conference: <http://conference.libraryassociation.ie>

International Conferences 2019

BOBCATSSS 22-24 January: <http://bobcatsss2019.ffos.hr>

LILAC 24-26 April: <https://www.lilacconference.com/lilac-2019>

QQML 28-31 May: <http://qqml.org>

BIALL 13-15 June: <https://biall.org.uk/annual-conference/conference-2019-bournemouth/>

EAHIL 17-20 June: <https://eahil2019.net>

LIBER 26-28 June: <https://liberconference.eu/about/>

IAML 14-19 July: http://www.iaml2019.confer.uj.edu.pl/en_GB/programme

IFLA 24-30 August: <https://2019.ifla.org>

Bursary Applications

<https://www.cilip.org.uk/page/JohnCampbellTrust>

Closing date: 2nd November, 2018.

For details of the Anthony Thompson award, please check <https://www.cilip.org.uk> Closing date: 31 December, 2018.

For LAI bursaries, please check the LAI website at a later date.

International News

Vincent Bonnet (formerly Director, EBLIDA) is now Chef du Service, Culture et Lecture Publique, Communaute de Communes Morvan, Sommets et Grands Lacs, France.

Glasgow School of Art: condolences to colleagues here who suffered a second major fire on 15 June, 2018.

Exhibitions

<http://www.cbl.ie/Exhibitions/Temporary-Exhibitions.aspx>

<https://www.nli.ie/en/udlist/current-exhibitions.aspx?article=0ebd1d65-6087-4f38-a2a0-467de598b745>

**LIBRARY IRELAND
WEEK 2018**

November 26th - December 2nd

*Librarians
Transforming Lives*

www.libraryassociation.ie
#LIW2018

The LIBRARY ASSOCIATION OF IRELAND
Cúrsaí Leabharlann sa hÉireann
Representing librarians and libraries in Ireland

The poster features a large butterfly shape filled with a collage of various library-related images, including people, books, and library interiors. The background is a gradient from blue at the top to yellow at the bottom.