AN LEABHARLANN : THE IRISH LIBRARY

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Guidelines For Contributors

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 The Editorial Board invites original, unpublished articles for publication.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

Articles

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

Format

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

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

Style

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

Editing

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

Copy Deadlines

- 31 December 2013 for March 2014 issue
- 31 July 2014 for October 2014 issue

Editorial

Budget Day will have been busy in all libraries. Users in academic and public libraries will have checked online resources to see how the budget will impact on them. Colleagues in the major accountancy and law firms will have been busy supplying material for reference. All library staff will be interested in how the budget has impacted on their sector.

Apart from the world of budgets and the troika, public libraries will be busy with readers requesting one of the Man Booker shortlist. The winner for 2013 will also be announced http://www.themanbookerprize.com/man-booker-prize-2013 today.

The photos in this issue of *An Leabharlann* might appear, at first glance, to resemble a travel magazine! But, they reflect the wide variety of experiences that the contributors have brought to the articles and conference reports. Current issues affecting all libraries are covered in the various conference reports: digitisation, open access, marketing, literacy and measuring impact. The issues for all libraries are the same whatever the location. All of the conference reporters note the insights gained and ideas worth exploring. Global perspectives are invaluable.

The last issue reported on a staff exchange during Library Ireland Week 2012. Martin O'Connor and Cathal Kerrigan describe a different exchange – between UCC Boole Library and Hangzhou Municipal Library in South East China. Part of an ongoing exchange between University College Cork and Hangzhou, this article also shows that Chinese colleagues are addressing similar issues: library charges, adoption of RFID, volunteer shelvers.

Following on from his article on Data Protection[1], Terry O'Brien now considers Freedom of Information (FOI) and details the practicalities of what we need to be aware of and what we need to know. The three principles of FOI- openness, transparency and accountability- are described. This article is timely as a new FOI bill is awaiting enactment.

A case study on the use of Social Media by the Irish Cancer Society's Information Service notes the importance of developing a social media policy. This article should prove useful in that it highlights the importance of ensuring that any new tool must
- take cognisance of its bearing on the workload of staff
- be measured to determine its usefulness.

Book reviews cover digitisation and the future of academic and public libraries. Physical library planning and the absence of a proper consideration of staff space in much of the literature are noted by Cathal McCauley. He notes that "... so much of what libraries achieve is achieved through their staff so their effective omission from any aspect of library planning is surely irresponsible?"(p.37). LIS publishers should note that there is also a suggestion for another book: a book that combines passion with theory!

The recently published *Strategy for Public Libraries* 2013-2017 was open for public consultation until last week. The strategy is published against the backdrop of making a contribution to Government objectives and to facilitate social and economic inclusion. The text of the document is available at: http://www.environ.ie/en/Publications/LocalGovernment/PublicLibraries/FileDownLoad,33998,en.pdf

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1   O'Brien, Terry (2013). 'Information Compliance and libraries part 1: data protection', *An Leabharlann*, 22(1):4-11.

The national policy themes of economic, social and cultural form the framework for the strategy. The driver is financial in terms of potential savings. Shared services will deliver savings and efficiencies. The adoption of a common LMS for all public libraries and also shared acquisition is to be welcomed. I believe that the efficiencies which will follow from a shared LMS will lead to a smarter service being offered. This will be really effective if local authority financial management systems are also streamlined.

Shared acquisitions and a National Acquisitions Consortium should not only provide savings but should provide access to quality print, audio, visual and electronic resources. One hopes that a robust collection development policy and selection criteria will be developed.

In the light of the Strategy document above, it would be well to note the comments reported by Kate Kelly (p36) on the lack of adequate training for database searching and resource selection.

In case anyone missed the LAI's tribute to the late Seamus Heaney, you can read the text of his talk at the launch of Library Ireland Week 2010 here: https://libraryassociation.ie/sites/default/files/Seamus_Heaney%20_Leabharlann-1.pdf

Details of Library Ireland Week and all CPD opportunities are included in the News from the Stacks column.

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Information Compliance and Libraries: part 2 – freedom of information

Terry O'Brien

Abstract

Freedom of Information (FOI) for librarians and information workers is considered in the context of information compliance, legal obligations and the practical workings of FOI. This article addresses a second specific aspect of information compliance – freedom of information (FOI) and gives some practical insight into what we need to be aware of and what we need to know.

Keywords: Freedom of Information, FOI, Libraries, Ireland; Information compliance, Ireland, Office of the Information Commissioner, Ombudsman

Introduction

In the last issue of *An Leabharlann*, I committed to writing about Freedom of Information. This is, in effect, a complementary piece to the previous article on Data Protection (DP), in the wider context of 'information compliance' and what information professionals and librarians need to know. It is important to be clear from the outset that this is not an opinion piece, and although I personally feel that it is important that information professionals engage in these issues and contribute to the wider public debate, an opinion piece is for another time. The high profile cases of Julian Assange and Edward Snowden amongst others have undoubtedly elevated the debate around what is "public" information. What is the public entitled to know, what is public information, what is freedom of speech, what is freedom of expression and what and how

limits, if any should be applied to these, for the common good or in the public interest? These questions or imponderables provide an important theoretical framework to the core philosophy and principles of freedom of information, but this piece will focus more from a regulatory perspective and what is critical to the actual working operation of FOI. Freedom of Information is one of the twin pillars of information compliance, and as with Data Protection, is primarily concerned with legal obligations and responsibilities as set out in legislation. In more general terms information compliance involves responsi-bilities in maintaining the confidentiality, integrity and availability of informa-tion. There is considerable overlap between FOI and DP and both reinforce each other, both cross-reference in legislation and in practice. Although often used somewhat interchangeably in a political context and in discourse around privacy laws and public access to information, there is a very straightforward difference (see Table 1). Data Protection is concerned about the protection of a private citizen's personal information and applies to both public and private entities. FOI is concerned with access to public records, and citizens *rights* to access this information (subject to certain exemptions, more of which anon).

Freedom of Information	Data Protection
Citizens right	Human right
Complimentary to data protection	Used in co-operation with FOI
Public sector only	Public and private sector
3rd party records are not exempt – but consent may be required	Information exempt from 3rd parties with some exemptions
Applies to records of both living and deceased	Applies to personal information about living only
Focus on openness	Focus on privacy
Right of access	Right of access
20 days to respond to a request	40 days to respond to a request
Requires public interest test	Requires no harm prejudice test

Table 1 – FOI and DP: related but not the same

Some background

It is a particularly opportune time to examine Freedom of Information (FOI). It is some 15 years since the initial legislation was introduced in 1998. Following a commitment in the current Programme for Government, there is now a new FOI Bill before parliament awaiting enactment. Also, the Ombudsman and Information Commissioner Emily O'Reilly will cease her current role in October to become European Ombudsman.

Unsurprisingly for a country renowned for its liberalism and social democracy, the first FOI law was enacted in Sweden in 1766. Most modern democracies now have some form of FOI or 'sunshine'[2] legislation and it is regarded as a prerequisite to open government, even if the reality could be said to be rather different. In Ireland FOI legislation happened as part of a process of wider government reform in the 1990s. The Ombudsman Act (1980) and the National Archives Act (1986) had given the public and historians limited forms of redress and access to public information but these were clearly insuffi-cient, especially when measured against the Official Secrets Act (1963). In the early 1990s, the Beef Tribunal had exposed a major disconnect between the government and the public's access to information. Subsequent legislation sought in part to address this deficiency through the Ethics in Public Office Act (1995). The Public Service Management Act (1997) and the Strategic Management Initiative ('Delivering Better Government') aimed to modernise how the government did business in a more open and accountable way.

In a watershed moment, the so-called Rainbow Coalition government intro-duced the first specific piece of FOI legislation, the Freedom of Information Act in 1997. This was subsequently amended and many would say diluted by the Fianna Fáil government in 2003, when the Freedom of Information (Amendment) Act 2003 was added to the statute books. The Information

2   In tribute to remarks made by US Supreme Court judge Louis Brandeis "sunlight is said to be the best of disinfectants."

Commissioner commented in her most recent Annual Report[3] (2012) that when measuring the impact of FOI legislation over the past 15 years, there was an "ebb and flow" to the Acts and that what was initially "widely lauded when introduced, subsequently significantly truncated, and now proposed for restoration, highlights one particular truth about FOI – that Governments worldwide treat the information in their possession as a resource, to be doled out in amounts as they see fit, either copious flows or mean little trickles".[4] What we can say with certainty though is that there was a major change in approach, a change in mindset "a complete culture shift"[5] from what went before, following the enactment of the 1997 FOI legislation[6] and the establishment of the Office of the Information Commissioner (OIC).

The OIC has wide ranging powers fortified by the FOI legislation. The OIC is completely apolitical, independent and separate from the government. Its functions include reviewing decisions of public bodies in relation to FOI requests, reviewing the operation of the Freedom of Information Acts ensuring compliance, promoting openness among public bodies by encouraging the voluntary publication of information of public interest, and publishing commentaries on the practical operation of the Acts. Additionally under sections 35 and 37 of the FOI Act the OIC has considerable investigative and enforcement powers. A further specific and independent role of the OIC is as Information Commissioner for Environmental Information under the European Communities Regulations 2007-2011.

All public bodies are obliged under FOI legislation to publish information about themselves that is of value and interest to the public. These

publications, known as *Section 15* (relating to information about a body's structure and records held by them) and *Section 16* (relating to rules, procedures, guidelines and interpretations which they use for the administration of their business) should be updated regularly.

Key basis for Freedom of Information
• **FOI Act 1997**
• **Establishment of Office of Information Commissioner (OIC) 1997**
• **FOI (Amendment) Act 2003**
• **Statutory Instruments (Regulations) 1998-2006**
• **Department of Finance Central Policy Guidelines**

Principles of Freedom of Information

The three core principles of FOI relate to *openness, transparency and accountability*. This in effect means that public bodies that create records should do so in a way that is open and clear and that can be easily and clearly accessed by members of the public. This translates into three statutory rights:

- A right to have personal information amended (meaning that if a public agency retains personal information about you, you have a right to access and amend that information),

- A right to access records held by public bodies (meaning that as a member of the public you have a right to access records held by public bodies e.g. tenders, financial information, with certain exemptions, and generally not in the case of 3rd party information),

- A right to obtain reasons for decisions affecting the person (meaning that you have a right to access information held by public bodies where a decision has been made that directly affects you e.g. an interview, social welfare decision).

Section 6 of the Act is critical in this regard, and takes the following starting point –

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3 Available online and to download directly from http://www.oic.gov.ie/en/publications/annual-reports/2012-annual-report/

4 Original quote from Information Commissioner speech given at University of Limerick Conference – "The Right to Know" 11th February 2013 and re-quoted in p.10 OIC Annual Report 2012.

5 OIC Annual Report 2012 ibid

6 Both Acts and statutory regulations are available online at www.irishstatutebook.ie

Every person has the right to and shall on request be offered access to any record held by a public body.

This right has been broadly interpreted and the exceptions narrowly interpreted. Equally important is the issue of motivation – why a person looks for access to a record. This is unambiguous – the reasons or motivation for seeking access are irrelevant. Moreover, access to records is not limited to 'interested' parties (except in cases of personal information, save for some exemptions).

"A record is defined as including any memorandum, book, plan, map, drawing, diagram, pictorial, graphic work or other documents, any photograph, film or recording (sound and/or images) in any form in which data is held, including machine readable format or that in which information is held or stored manually, mechanically or electronically".[7] This includes paper or electronic diaries, e-mails (not stored on a back-up system), draft records, electronic records, x-rays even post-it notes.[8]

Accessing records[9]

There are two types of FOI request. Requests for personal information (personal requests) carry no charge and requests for non-personal information (non-personal requests) carry a charge of €15.00 with reductions for medical card holders. For a request to be valid, it must be submitted in writing with the required fee, be explicitly clear that the request is being made under the FOI Acts, be clear as to which public body the request is being made and as to what records are being sought. The role of the actual FOI Officer is very important in this regard. The FOI Act imposes a duty to assist the requestor, and the role of FOI officer is very much one of facilitation and independence. FOI also encourages the release of records when appropriate without recourse

to requesting. The OIC is extremely proactive in encouraging this.

Having made an official request, it should take no longer than 20 working days for the decision-maker (i.e. that person charged with responsibility for making the relevant records available) to release the requested records. If the requestor is dissatisfied either with what was released or with non-disclosure (the onus being on the decision maker to state why records were not released), they can apply under internal review. This process should take no longer than 15 working days and results in a more senior decision maker reviewing the request. A review fee of €75 applies but only for non-personal information. If the requestor remains unhappy they can appeal to the Information Commissioner who is duty-bound to review (but not necessarily accept) the request. This only happens in a small number of cases but is legally binding, although there remains recourse to the High Court and Supreme Courts on points of law.

The role of the FOI officer is central to this whole process, acting as an 'honest broker', facilitating, co-ordinating and advising both requestor and decision maker as to what the legislation requires, and ensuring requests are fulfilled within the statutory deadlines. Amongst the types of requests for records that public bodies have historically received include requests for tenders, health information, councillors expenses, financial information, travel claims, requests for access to personal records (interview feedback), shortlisting criteria, model answers, and scripts, medical records, reasons for decisions made etc. The OIC has in certain cases refused access where information is personal in nature such as specific salary details, work performance and evaluations but has contrarily granted access to salary scales, expenses information, and general sectional public service performance. In keeping with the OIC promotion of transparency and voluntary release of information, the approach is very much one of presumption in favour of disclosure of public records.

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7   http://foi.gov.ie/files/2010/09/Short_Guide_to_FOI_Acts.pdf

8   http://www.slideshare.net/TerryOBrien100/infocompliancejune25-autosaved

9   For full details on how to make an FOI request, including fee schedules, timelines, retrieval fees etc. visit www.foi.gov.ie

Main elements of an FOI request
Personal or non-personal requests
Schedule of fees and potential retrieval costs
Clear reference to records and that request is under FOI
20 days to answer, 15 days for internal review
Reasons or motivation for seeking access are irrelevant
FOI Officer to assist through process
Reasons for refusal must be given (specific reference to exemptions)
Starting point of 'why not?' instead of 'why?'

Why refuse an FOI request and key exemptions

As mentioned earlier, FOI implies the right to access to any record held by a public body. This right has been broadly interpreted and the exceptions narrowly interpreted. Therefore a public body cannot simply decide not to release records that have been requested, irrespective of the broad interests of the requestor and of their motivations. Under Section 28.5(a), a public interest (or harm) test should be applied to each request. However, public interest is a rather vague concept and does not simply mean interesting to the public. Section 18 offers protection in insisting on the right for reasons for decisions particularly if an individual is affected or has a material interest in the record released. That said, as per Section 28(5), 'on balance, the public interest test that a request should be granted normally outweighs the public interest that the right to privacy of the individual to whom the information relates should be upheld'. Similarly when in conflict with Data Protection legislation, rights of access under FOI prevail and generally take precedence. Section 1(5) of the Data Protection Act states that "a right conferred by this Act shall not prejudice the exercise of a right conferred by the FOI Act". FOI is, however, not a free-for-all and although anyone can in theory ask for anything, this does not mean you will get it. It is often the case that part records are released and other parts not disclosed. The fee schedule is undoubtedly a prohibitive factor too as is the possibility of being charged for search and retrieval. Requests

that are viewed as overly vexatious or voluminous can also be refused but this would require a strong burden of proof. It is also likely that over the years as public and civil servants have become more au fait with the workings of FOI, that the amount of contentious information actually available through public records has diminished, simply because good practices have evolved, either it is not written down or it is written with the expectation of a future FOI release request.

There are a number of exemptions within the legislation that allow for non-release of public records. Many of these are controversial and have been subject to numerous internal reviews. The most commonly used include –

- Section 24 – Security, defence, international relations purposes
- Section 26 – Information obtained in confidence
- Section 27 – Commercially sensitive information
- Section 28 – Personal information
- Section 29 – 3rd party consultation required
- Section 32 – Non-disclosure[10]
- Section 10 – Records do not exist
- Section 11 – Deferral of access to records
- Section 12 – Manner of access to records
- Section 19 – Meetings of government
- Section 20 – Deliberations of public bodies
- Section 21 – Functions and negotiations of public bodies

Good Practice: Rather than seeking to avoid the future release of information or records, or to become overly paranoid, it is more prudent to adhere to some good practices when it comes to the creation of records. In short, be objective (avoid subjective personal comment, gratuitous remarks), be accurate and clear, be comprehensive – document activities and transactions,

10 Section 32 provides for review of its operations every 5 years. See www.oic.ie for 3rd Report of the Information Commissioner to the Joint Committee on Finance, Public Expenditure and Reform for the purpose of Review of Non-Disclosure Provisions in accordance with The FOI Act, 1997 [section 32] May 2013.

document decisions (and the reasons for those decisions, including quotations, tenders, financial information), stand over anything you write and keep a paper or electronic trail including email (and remember anything posted on a public (i.e. work) network even from a private account is potentially open to FOI, so be judicious and never assume that privacy or access to records is absolute.

FOI – in summary

Since the FOI Act 1998 'let in the light' to use that oft quoted phrase, it has undoubtedly changed the relationship between the public service and the general public. Its objective to be a "governmental hygiene measure",[11] and to in effect keep government honest has not changed despite its chequered short history. The rationale to empower the public alongside ongoing tensions between governments and FOI in Ireland and high profile cases internationally remain. But FOI does at the very least reflect a rights-based approach – the right to know what is being done by government in the people's name, albeit some might say with mixed success in Ireland since the introduction of a highly retrograde amended legislation in 2003.

If we take a brief look at some of the figures[12] relating to FOI, we see that since its inception in 1997, there have been over 175,000 individual FOI requests, ¾ of which resulted in full or partial disclosure of records. Reaching a spike of almost 18,500 requests in 2003 prior to the amended Act, figures have been consistent with a big increase in 2008 around the time of the downturn in the economy from some 10,700 in 2007 to 12,600 in 2008. Last year, saw approximately 13,000 requests. Of these the vast majority were to the HSE (7,469), Local Authorities (1,516), Voluntary hospitals and mental health (3,597) Third level (432). General enquiries to the OIC were up from 824 in 2011 to 1250 in

11   Phrase used by Emily O'Reilly in her 2011 speech at the Canadian Information Commissioner Conference accessed online 11th September 2013, http://www.oic.gov.ie/en/news/speeches-articles/2011-speeches-articles/controlling-access-responding-to-political-and-administrative-resistance-to-access-.html

12   All figures from www.oic.ie and / or OIC Annual Report 2012.

The rationale to empower the public alongside ongoing tensions between governments and FOI in Ireland and high profile cases internationally remain

2012; the numbers of accepted applications to the OIC for review were up 35% from 174 to 236. Two major trends emerge from the 2012 figures – the vast majority of requests to the OIC for review relate to seeking access to records following refusal of access by public bodies, and 1 in 3 of all FOI review cases involved the HSE (as well as some 7,500 individual requests to the HSE across the country). Requests to the Revenue Commissioners and the Department of Agriculture also showed significant growth. In many ways, none of these figures are particularly surprising. Despite fewer resources (both OIC and public service generally) FOI legal obligations remain. The economic downturn has increased the dependence of the public on the state and government agencies; the disconnect between citizen and State is amplified by the increasing centralisation of government services.

The State now collects, processes, maintains, collates and creates more records about individuals across multiple platforms. The ongoing economic crisis has also had the indirect by-product of citizens more than ever wanting to know about how public bodies and the government generally spend the public purse, a sense of attempting to hold institutions to account or to seek more transparency, but also perhaps reflecting an increasing lack of faith in the institutions of the State. It is also the case that organisations undergoing significant change tend to have more FOI requests, and this most definitely applies to the wider public service over the past 5 years.

It is probably easier to list the public bodies that do not currently come under the remit of FOI than list those that do. Following the 2003 Act in which the 'genie was put back in the bottle' and FOI took a substantial backward step, many bodies remain outside FOI. These include State bodies such as An Garda Síochána, CAO, NAMA, NTMA, Pensions Reserve Commission, and State Examinations Commission.

A host of semi-state bodies including An Post, Coillte, DAA, ESB, Bord Gáis, Irish Water and the VHI all remain outside the scope of FOI and will continue so under the forthcoming legislation. The charging schedule, up-front fees and the release of cabinet records only after a period of 10 years, all seen as

negative steps in 2003 are at least being addressed to some degree in the new legislation. Appeals and review fees will go down and cabinet records will be released after 5 years. The Central Bank, NAMA, SUSI and parts of An Garda will come within the sphere of FOI. It will also become an offence punishable by up to €4,000 to destroy or alter a record which is the subject of an FOI request. The Ombudsman has commented favourably on these proposed changes save for the continued omission in the areas of prisons, refugees and asylum seekers whilst maintaining caution, "positive for transparency but ... (sic) its effectiveness will only become clear once people start using the laws to make requests".[13]

Further Reading

- Martin Rosenbaum, BBC News Specialist and Freedom of information specialist writes a very good blog about FOI see http://www.bbc.co.uk/news/correspondents/martinrosenbaum/
- Sejersted, Francis (2005). "Freedom of information in a modern society." *IFLA journal* 31(4): 301-306.
- O'Brien, Terry (2013). "Information Compliance and libraries; part 1 data protection", *An Leabharlann*, 22 (1):

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13 Taken from quote in the Irish Times, accessed online 25th July 2013, http://www.irishtimes.com/news/politics/act-of-destroying-a-record-to-be-an-offence-under-new-foi-bill-1.1474673

Cultural Revolution: reflections on an exchange

Martin O'Connor and Cathal Kerrigan
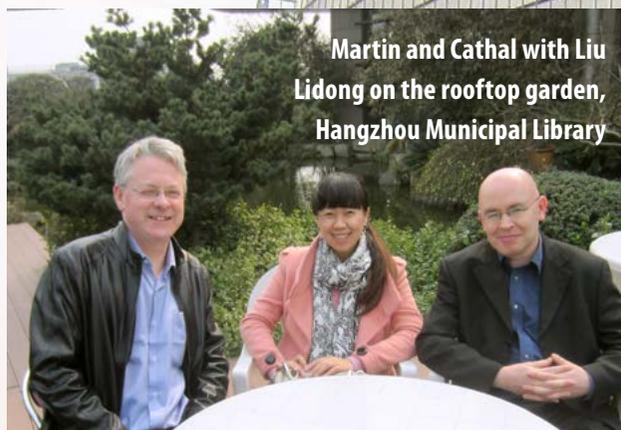
Martin and Cathal with Liu Lidong on the rooftop garden, Hangzhou Municipal Library

Abstract

This paper considers an on-going exchange programme between the Boole Library, University College Cork (UCC) and Hangzhou Municipal Library, South East China. The authors describe the exchange and their impressions of working in a different library setting.

Keywords: Libraries, Exchange Programme, Ireland, China, Boole Library, Hangzhou Library

Introduction

The day to day experience of the exchange is chronicled by the authors: what they did, different aspects of the library, how they found it, what they took from it and how, if at all, it has changed them as library professionals and people. This is a descriptive exercise: describing a Chinese library for a Western audience.

A selective approach has been taken as the exchange was for four weeks: a very packed four weeks with many varied experiences. The theory of work exchange programmes *per se* is not covered. Much has been written on the topic of work exchange programmes and much specific to library exchanges. A cursory database search will show the vast array of literature on the topic.

The programme is about the exchange of resources – staff and otherwise. So far, two Chinese staff members, Ann Yan and Liu Lidong, have spent four weeks in the Boole Library and the present writers have spent four weeks in Hangzhou.

This paper is one of two papers by the exchange participants and focuses primarily on the Irish experience of a Chinese library whilst the Chinese paper will focus on the Chinese experience of an Irish Library. The other paper, currently being worked on, is to be published in a Chinese library trade paper. This approach was taken as an extension of the programme – it would promote the programme whilst, at the same time, promote the libraries in the other country. It is part of the fostering of relations between the two institutions and their staff.

Background to the programme

In 2010 John Fitzgerald, Librarian and Head of Information Services UCC met Director Chu Shuqing at Hangzhou Municipal Library during the *Shanghai International Library Forum*.[1] When talking they realised that each liked what the other institution was doing and they informally discussed the idea of an exchange programme between the two institutions. John Fitzgerald had been actively looking for a Chinese library to twin with whilst Hangzhou Library has a strong ongoing programme of linking with Western libraries. For Director Fitzgerald any such programme was "to foster an appreciation of both cultures and specifically, from UCC's perspective, to equip Library staff at UCC to enhance library services both to Chinese students studying at UCC and for UCC students travelling to China" (Fitzgerald. 2012).[2] Director Chu liked the fact that Ireland has an "attractive and unique culture and the Boole Library has an outstanding performance in its digital library" and wanted to learn about and learn from both. He also wanted to have "a general idea of how Irish libraries work and the cultural institutions condition in Ireland" [personal email].

Also John Fitzgerald felt, wisely as our experience showed, that Hangzhou would be a good fit size wise for UCC staff. Hangzhou, in Chinese terms, is a relatively small city of 8 million people. Despite its size it is an easy city to navigate as much of the city centres around its famous West Lake – once christened Heaven on Earth and the most beautiful place on Earth by Marco Polo. It is now a main tourist attraction for Chinese tourists and swiftly becoming so for Westerners.

It still feels very foreign to Westerners – more so than Shanghai which seems quite Western. What adds to the foreignness is the lack of Westerners in the city. We did not see another Westerner till well into our second week. This could easily have led to a sense of alienation but instead, for both authors, it added to the sense of an exciting adventure.

Both directors decided that the exchange programme would take the form of staff and other resources. In addition to staff, Boole Library would forward Cork University Press publications and Hangzhou library would send on material pertinent to Hangzhou.

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1   http://www.libnet.sh.cn/silf2010/english/registration.htm

2   http://booleweb.ucc.ie/documents/ucclibrarynews_winter2012.pdf

Martin & Cathal with Liu's team

Archive staff repair old documents

The process of staff selection was done differently by each library. Director Chu personally chose Ann Yan and Liu Lidong and John Fitzgerald put out a call to professionally qualified library staff who would be interested in travelling to Hangzhou. Interested people sent their CV and a Personal Statement stating why they felt they should be chosen. Of the staff who submitted an application Cathal Kerrigan [Medical Librarian] and Martin O Connor [Senior Library Assistant, Business & Social Sciences Section] were chosen to go. Each institution covered the costs of their staff members' flights whilst the living arrangements and costs were met by the host library.

Hangzhou Municipal Library – Overview

Hangzhou Municipal Library comprises a main branch and a large number of satellite / branch and specialist libraries. Hangzhou library main branch (opened 2008) where the authors reported each day is situated in the new Municipal Government Centre. During a presentation given by Ann and Liu when they were in Cork, we had seen images, heard of and talked about the library. But we were not prepared for the actual impact that seeing the building had on us when we first arrived. The first thing that strikes one is the sheer scale of the place. Physically, it covers an area of 20,210 m² with a building area of 43,680 m² in total. It consists of five floors and provides 2300 reading seats. This gives a wonderful sense of space to the library. It never, even at the busiest times, felt crowded. This we enjoyed. We came from what we considered a big library – the Boole library is 16,000 m² and seats 2,920 users but it feels small and crowded in comparison. The size, scale, pristine finish and condition of the library are what initially strikes and make a lasting impression.

The front entrance is guarded by uniformed staff. These staff members, who are both security and library attendants, are positioned all over the building at entrances to floors and collections. Almost 90% of the building is open to library users.

What also strikes are the numbers of people using the library which is probably to be expected in a city of 8 million people but they record 6000 visitors

on an average day, climbing to 15,000 over the summer. The increase could be attributed to the high temperature outside and because the library has state of the art air conditioning.

The library has free Wi-Fi throughout the building which works without any login or registration – the moment you enter the front door you are on the network: a godsend for those away from home wishing to keep in touch with family using Skype. The library also boasts the country's first automatic book borrowing and returns kiosks using RFID technology. In 2009, it became the first Chinese library to be a member of OCLC. Because of this, our Chinese colleagues pointed out, that is very likely that the Chinese texts ending up in our libraries have been catalogued in their Library.

Subject librarians spend most of their day on the floor in their subject speciality area shelving or preparing monthly inventories by scanning the shelves. Each subject librarian has their photo on the shelves so users with a query can find them in amongst the stacks and if they have a more involved query the librarian will take them to their desk and work with the query. In this they are the epitome of the roving librarian as they spend their full working day among their shelves.

In 2003, it was decided to abolish all fees and make the library free for all users. The abolition of all membership fees caused some controversy, as certain more affluent or educated users did not wish to have to share 'their space with beggars'. This made national, and international, headlines. Director Chu famously said, of the homeless or poor, "I have no right to refuse them to the school, but you have the right to leave." Their policy is to let every citizen enjoy equal information rights and have equal access to all the material. The staff very much see the library, and actively encourage users, to see the library, as The Third Space – the first space being home, the second being work [or school/college]. Overdue fines are kept to a minimum and loan periods are, relative to Ireland, very long, thereby keeping down overdue fees. Also users can return items to any of the branch libraries.

There is a maximum one month turnaround from the order of new material and the receipt of books on the floors. Cathal ordered a Chinese copy of an Irish book one Friday and it was in his hand on the Monday afternoon. The library uses both professionally qualified Library staff and outsourced staff in the cataloguing and processing section.

There are 158 full-time library staff working in the library, 22 with master degrees and 2 PhD degrees – professionalization is a big goal in Chinese libraries as is the pressure to publish. We had an interesting conversation with two younger librarians who wondered if there was the same pressure towards professionalization and publishing in Irish, and other Western libraries.

The age demographic is interesting – librarians in China tend to be younger with most of the staff being under 35. In addition to full-time library staff there is much use made of volunteer staff, particularly on weekends and evenings when most of the staff would be off. These volunteers are primarily a presence in the building and spend much of their time in the stacks shelving and tidying. There are also a number of full-time drivers who are employed by the library. They spend their working days transporting material between branch libraries, delivering material to and from the municipal government and driving visiting librarians and other visitors around during their stay.

The library holds over 4 million volumes across all formats. When users search the OPAC they get a call number and location – but they also get a map image of where exactly the item is held on the shelf.

Classification system

The classification system used by Hangzhou Library is the Chinese Library Classification or Classification for Chinese Libraries. This system is used in most public, educational and academic libraries in China. It would be somewhat familiar to those using the Library of Congress Classification System. There are 22 main categories and a number of sub categories – just like Dewey or LCC. What we, as Westerners, found particularly interesting was that the first section **A** covered *Marxism, Leninism, Maoism and Den Xiaoping Theory* – this is then further broken down into further sections: **A1** – the works of Karl Marx

Reading Digital paper, Dianzi University

The Children's Library

and Friedrich Engels, **A2** – the works of Vladimir Lenin. Further sub sections are allocated to Stalin, Mao Zedong, and Deng Xiaoping – the Chinese leader who came after Mao and who opened China up to Economic Reform. We felt it appropriate that a library Classification System for a nation espousing a Communist Ideology would place primacy on the leading thinkers of that ideology.

The rest of the classification system would be recognisable to Western library staff and sections would cover Politics & Law, Philosophy & Religions, Social Sciences, Military Science, Education etc.

Branches / Library Departments/ Specialist Services

As with most city libraries, there are numerous branch libraries and specialist services around the city. These are described below.

1.   **Information Production and Distribution Centre**

The Information Production and Distribution Centre (IPDC) is similar to the Official Publications Centre in Boole Library. The staff in the IPDC, one of whom is Ann Yan, spend their working day reading print and web resources searching for relevant material relating to Hangzhou. From this material a monthly publication is created and sent to the Hangzhou Municipal Government headquarters. They also keep copies of these publications in the library.

" It is the memory of the people, the memory of the staff that lingers. It is the memory of their strong work ethic, their friendly nature, their openness, their curiosity, their dynamism and their joy and happiness that remains when we think of the Exchange"

2. Special Collections Department

This department contains the largest collection of rare texts in the country. The oldest texts are held in big wooden boxes, temperature controlled, but they also use herbs to preserve the pieces. These herbs are placed within the boxes surrounding the documents. What we were most struck by was the strong smell of sandalwood in the area. The department also keeps rubbings of old stones and metal materials. The library employs a staff member whose job it is to create these rubbings of rare old material.

3. Social & Cultural Activity Department

The brief of this department is cultural promotion, education and user training, recreation and hosting various cultural activities. During our stay there was an exhibition in the Children's Library of the famous Japanese Children's book illustrator Chihiro Iwasaki – best known in the West for her illustrations of a number of Hans Christian Andersen's works. Another event we attended was one of the Saturday morning English language classes. Run by library staff, there were about 30 participants in the class we attended. These are very informal sessions and open to all. The conversation the day we attended ranged from Valentine's Day to Ireland to zombies to terrorism and lots of weird and wonderful topics in between!

The present writers also hosted one of the Salons – a lecture on a specific topic. We tried to do our bit to promote Ireland in China and gave a presentation on Ireland, Irish culture, history and landscape. This too was very well attended, with about fifty people attending even though it was a beautiful sunny Saturday afternoon.

4. The Buddhism Library

One special library we were very much looking forward to seeing was the Buddhist Library. We had read about this before travelling to Hangzhou. It is part of the Special Collections Department of the library and it contains 300,000 volumes relating to Buddhism. Unfortunately for us this library was closed for renovations when we visited.

5. The Braille Library

This Library is located in the School of the Blind in Fuyang. It serves visually impaired people all across the Zhejiang Province. With a collection of 23,000 volumes, it has a footfall of over 1,000 visitors a month and circulation rates of 2,400 volumes a month. Users can order items over the phone and have them posted to them.

6. Chinese Chess Library

This dedicated library is based in a separate building and houses over 2,000 volumes relating to the game of Chess. It has research space for students of chess and researchers from all over the world visit this branch.

7. The Music Library

Situated on the second floor of the main building, the Music Library is one of the parts of the library of which the staff are most proud. It holds over 2000 CDs, 1200 DVDS and over 2000 print items of Chinese and Western music. There is seating for 170 people. It contains a self-help area where users can listen to music, three specially designed hi-fi music rooms and a theatre area where music listening and appreciation events are held.

The staff is particularly proud of the equipment which was specially sourced in Germany and America. The equipment includes German Avantgarde Horn loudspeakers, six pairs of active Bass Speakers, American Rockport speakers, German Fortissimo acoustic speakers and one set of British Tannoy Imperial handmade speakers. These speakers are particularly suited to Chinese, European, Symphony, Opera and Chamber music. We were treated to a DVD showing of Andrea Bocelli and the sound was the purest we have heard anywhere.

8. The Children's Library

The Children's Library has one branch in the main building and is busiest on Saturday and after school. Another branch is located at West Lake and has a Toy Library and what is called an Apple Tree English Library. This West Lake

Tianyi Pavilion Library, the oldest private library in Asia and third oldest in the world

Cultural Revolution: reflections on an exchange

Branch has more than 500,000 volumes. Each day when we finished work, we would literally see streams of families flowing into the Main Children's Library. This is where most of the children would do their homework and would spend the evening there until closing time at 21.00.

Hangzhou Library Foundation

In 2003, Hangzhou Public Library established the Hangzhou Library Foundation. This is a non-profit organization which has independent legal and lawful registration that has as its mission the promotion and development of the public library cause and system. It is based on the principle "from the people, for the people". They work to raise funds to develop and assist libraries in the more remote areas of the country. The Foundation is based in the main library building.

Other Libraries

As part of our exchange we also visited libraries outside the Hangzhou Municipal Library System. We took the opportunity to visit one of the world's oldest private libraries and also, the world's tallest library:

Tianyi Pavilion Library

This library, located in Ningbo City (another major city in the Zhejiang Province about an hour from Hangzhou), is the oldest private library in Asia and third oldest in the world. Built in 1561 it has a collection of nearly 300,000 volumes, 80,000 of which are rare books. Visiting this library is literally stepping back in time and space – outside is modernity and noise – inside is Ming dynasty China, peace, quiet and Zen. It is amongst the most peaceful places either of us has even been.

Shanghai Public Library

We travelled to Shanghai for a weekend and visited the Shanghai Public Library which is the tallest library in the world. One very interesting feature we noted in Shanghai library is the way that you request a book. You do not

Model of Shanghai Public Library

go to the stacks which are not accessible to the public. Instead you insert your reader's card into the OPAC, search the catalogue for your item, click request which then goes to staff working with the stacks. The book is then mechanically sent to the circulation desk where you collect it. It is just like ordering an item in Argos!

The library also has a Technology Demo Centre which is basically like a museum for the mobile devices we use daily such as smart phones, tablets, MP3 players.

Conclusion

Our strongest abiding memory of the exchange, in one word, would be the people. We would also say this for all our time in China – it is the memory

of the people that lingers. Though the physical library space – which is very well supported both financially and politically – impresses and shows what a well funded library system can achieve – it is the memory of the people, the memory of the staff that lingers. It is the memory of their strong work ethic, their friendly nature, their openness, their curiosity, their dynamism and their joy and happiness that remains when we think of the Exchange.

They organised a most interesting exchange – work, social, cultural – for us and did everything they could to ensure that the exchange ran smoothly and was memorable. They were most hospitable and nothing was too much effort for any of their staff.

What will also stay with us is the fact that communication is so much more than the words we speak. Very few people spoke English in Hangzhou and we did not have any more than the most basic Mandarin. We managed to communicate with people through the use of our minimal Mandarin, sign language, judicious pointing, the use of language Apps on our mobiles and much enthusiasm. The nature of the work enabled the exchange to work. We did not spend our days working in the libraries. We spent our time meeting various librarians. We would discuss how they did things and how we did things. We would share ideas, suggestions and comments – it was very much a dialogical Exchange Programme. We always had one of our Hangzhou Library guides/translators with us. Elaine, Ann and Norman all had impeccable English and they worked so hard to ensure all ideas were exchanged and discussed to the fullest.

We also remember the relationship between Director Chu and his staff – one built on mutual respect and their shared focus was on what they saw as most important – the library and its place in the community. We also remember the number of young library directors running big branch libraries. Talent and skill are rewarded and this can be seen in the work ethic of the staff – they believe if they put the work in they too will climb the hierarchy – positions are awarded on merit.

Also, there is the comforting realisation that even though our libraries are at opposite ends of the world, that we are countries with different political, cultural and social ideologies and systems, a library is still a library no matter where it is. Even though we are an academic and they are a public library, even though they are very well financed and supported and valued through government policy we are both concerned with information, the organisation of it, and the provision of access to our respective communities.

To conclude, we would like to thank Director Chu and his staff for the warm welcome and we hope that this exchange will continue so that other staff, from both libraries can experience and learn as we have done from such an exchange.

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Suggested reading

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- Hangzhou Municipal Library Website: http://www.hzlib.net/
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- Chinese Journal of Library & Information Science http://159.226.100.150:8084/info/EN/volumn/current.shtml
- Fang, Conghu & Zhu, Xiaochun. (2006) 'The Open Access movement in China" in *Interlending and Document Supply*, 34(6): 186-193 has a section on Tianyi Pavilion Library

"Great to see I'm not alone..."

Use of Social Media in the Irish Cancer Society's Cancer Information Service[1]

Aoife McNamara & Karen Skelly

In 2012 the Irish Cancer Society's (ICS) Cancer Information Service (CIS) began engaging with the general public through social media (Facebook and Twitter). An audit was performed at the end of 2012 to assess (i) whether social media is an appropriate forum to deliver cancer information and (ii) the response to the posts generated by CIS. The audit covered the 6 month period July – December 2012.

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1   This article is based on a presentation given by Karen Skelly at the Academic and Special Libraries Annual Seminar, March 2013.

Background

The Cancer Information Service

Since 1983 CIS has been open to 'anyone concerned about cancer', including the general public, the worried well, cancer patients, their family and friends, and health-care professionals. The service is staffed by a team of specialist cancer nurses, financial aid specialists and an information and resource officer. In 2012, CIS received over 28,000 enquiries about cancer. Over half of these enquiries concerned a diagnosed patient (either from the patient, a family member, friend or healthcare professional). The rest of the enquiries generally fell into two categories: undiagnosed people who had a symptom they were concerned about and preventative enquiries, e.g. questions about health promotion and cancer screening.

The aim of the CIS is to provide accurate, up to date, and appropriate information and emotional support on any aspect of cancer. CIS can be contacted through the National Cancer Helpline (Freefone 1800 200 700), email (helpline@irishcancer.ie), instant chat (via www.cancer.ie), and through a walk-in service. CIS holds international accreditation through THA (Telephone Helpline Association). As part of the accreditation process, the service is constantly developing new ways of disseminating cancer information; the latest development is social media.

Social Media in Ireland

More Irish people are using the internet for longer than ever before. The explosive growth of smart phones has changed people's information seeking behaviour as they continue to migrate from desktop to mobile devices. According to the latest Eircom Household Sentiment Survey (eHSS Report 2013), the average Irish home now has four potential online devises with smartphone ownership standing at 1.6 million. Published in April 2013, the results indicate that in the previous six months alone, tablet ownership had doubled with Eircom predicting that 1.2 million homes will have a tablet device by the end of 2013. Thus, the information landscape in Ireland has fundamentally changed as people go online more often. A 2012 Google Ireland study showed that 67% of owners access the web via a mobile device multiple times per day, spending an average of 9.2 hours per week online (Google, 2012). Of those surveyed by Eircom, 71% use their smartphone sitting in their car and 51% on public transport (eHSS Report 2013).

Social media is a diverse and rapidly evolving cluster of technologies that create online communal spaces where groups of people can interact, discuss, publish and exchange user generated content (Coiera, 2013). Facebook and Twitter are leading members of this large social media ecosystem of different platforms, with Facebook reporting 1.11 billion monthly active users as of March 2013 (Facebook, 2013) and Twitter reporting more than 554 million active registered users (Statistic Brain, 2013).

Social media helps to reach people when, where, and how it is convenient for them. 84.2% of all Irish internet users used social networks in December 2010. According to Facebook statistics service Quintly, Facebook's user base in Ireland peaked in December 2012 at 2.3 million monthly

Glossary

Likes: Clicking Like is a way to give positive feedback and connect with things you care about.

Shares / Retweets: Repeating a message because you think it is particularly good and passing it on to your friends / followers.

Comments: A person's written response to your post.

Views: Number of people who have seen your message.

Favourites: Favouring a tweet is a way of bookmarking it for future use.

active users, representing 71% of the country's online population (Socialbakers). 70% of these Irish users return to social media more than once a day (Quintly, 2012). The Irish public are now exploring new ways to gather information and make health related decisions with Eircom reporting that 56% of parents search online to diagnose symptoms when their children are ill. With more and more people turning to the internet to seek health-related information, social media is poised to become the "next technological wave in health care" (Ferguson, 2013).

Social Media and Healthcare

Social media allows people to interact with each other and healthcare in ways once deemed unimaginable (Fox, 2010). The general public now not only access medical information online but have the ability to participate by contributing personal accounts (Marton, 2011). Online cancer support groups have been in existence since the late 1990's, according to MacReady (2012) this reflects the true power of the internet, connecting people with like-minded individuals anywhere in the world. Social media is an extension of this very participatory process. The act of participating in the creation of health information also has implications for our understanding of the patients' role in their own health care management (Ziebland & Wyke, 2012). Social media is word of mouth of the 21st century and we can learn a lot by observing and engaging with our audience.

The potential role of social media in nursing is now recognised at a national level: An Bord Altranais (The Irish Nursing Board) is currently working on Social Media and Social Networking Guidance for the 92,000 nurses registered with them in Ireland (An Bord Altranais, 2013). While there were obvious benefits for CIS in engaging in social media, it was adopted by the service with great caution. One of the most valued, unique features of the CIS is that it is confidential and anony-mous; enquirers can share their private concerns freely with a special-ist cancer nurse. Social media, on the other hand, is a very public forum with a huge audience and the CIS nurses were very mindful

of confidentiality. Maintaining patient confidentiality and ethical practice are the foundations of nursing, thus careful appraisal of 'fit for purpose' must be considered when embracing new technology (Ferguson, 2013). There are concerns among some healthcare professionals that social media will depersonalise and desensitise people to illness and death (Smith, 2011). However, Ziebland & Wyke (2012) report that knowing others have also tread a similar path, and survived, normalises illness and contributes to a sense of hope. It was the possibility of this sense of hope that encouraged the CIS department to engage with social media.

Starting in March 2012, CIS nurses began posting several cancer related messages on Facebook and Twitter every week and, where possible, encouraged engagement. The messages were aimed at the three main groups of enquirers: health promotion, cancer prevention and cancer information. Careful monitoring of the comments and private messages was performed by the CIS social media team on a daily basis. Where appropriate, comments were replied to publicly. When necessary, enquirers were signposted to the National Cancer Helpline to discuss the issue in confidence.

Method

With a view to determining what sort of content would be appropriate to post, the Society reviewed the social media usage of our peer organisations, principally the American Cancer Society and Macmillan Cancer Support UK. Both organisations were seen to be systematically posting cancer information on Facebook and sharing links on Twitter. It was also evident that interaction and engagement with the audience was vital.

Policy

As all CIS communication is strictly governed by a policy, the social media team recognised the need for a social media policy to ensure consistency, safety and effective communications. Thus, a number of social media policies published online were consulted. Particular attention was given to those published by government health organisations, libraries and universities. Based on the content, recommendations and lessons learned therein, a social media policy was developed to suit the needs of CIS.

The policy was designed as a guide to govern the CIS's activity on social media networks. It outlines how to comment and respond to comments on Facebook and Twitter, how to engage with followers and how to maximize security on these networks. It is based on current best practices. It also highlights the need to be mindful that the social media team is representing CIS in all social media interactions.

Content

With a policy and audience in place (in March 2012 the ICS had almost 50,000 followers on Facebook: https://www.facebook.com/IrishCancerSociety and almost 3,000 on Twitter: https://twitter.com/IrishCancerSoc), the next stage was to look at content. Social Media posts are most productive when the content relates to a specific interest or desire of a particular group of people (U.S. Department of Health and Human Services, 2012). We identified 3 main groups:

- General public
- Cancer patients
- Family and friends of a cancer patient

A concerted effort was made to make the content relevant, useful and interesting, balancing consumer-friendly, action-oriented messaging with the degree of professionalism expected from CIS.

Sample posts from 2012

There has been a lot of media coverage on ipilimumab this week. This drug is for the treatment of certain types of melanoma, a type of skin cancer. For more information on melanoma check out; http://www.cancer.ie/cancer-information/melanoma or call us on the National Cancer Helpline on Freefone 1800 200 700

Women today often have very busy, demanding lives. Family, work and other commitments can mean that you leave little time for yourself. We have written a booklet entitled A Woman's Guide to Healthy Living to remind you to look after yourself and your health. http://www.cancer.ie/sites/default/files/content-attachments/ics_womans_guide_lowres_web.pdf

Don't forget that one of our specialist breast cancer nurses will be logged onto facebook to take your questions on breast cancer from 2 - 4pm today. If you'd like to ask a question, but you can't make it at 2pm, post your question in the comments below and we'll address it. Or if you'd prefer to remain anonymous, send us a message with your question and we'll answer it in our Q&A without sharing your personal details.

Live Q&As – Audience Engagement

Engagement is deemed one of the most important aspects of your social presence because this is where critical one-on-one dialogue occurs, and it is an opportunity to reinforce your voice in the social sphere. With this in mind, CIS decided to host live Q&A sessions online. On an advertised and designated day and time, one of our oncology nurses fielded questions and generated discussion on a specific cancer. In 2012, CIS successfully co-ordinated two breast cancer live Q&A's during the annual breast cancer awareness campaign and one prostate & testicular Q&A during the Movember campaign (Men's health).

Results

Audit July-Dec 2012: Total Interactions on Facebook & Twitter 626,317

Facebook	73 posts	Twitter	56 tweets
Likes	9898	Retweets	336
Shares	1588	Favourites	43
Comments	310		
Views	625,938		379

Social media is a dialogue (McNab, 2009) so it was important to also consider qualitative data when measuring the impact of our posts. Responses to our posts by the general public, cancer patients, their family and friends have been predominantly positive and reassured us that we are sharing information that is of interest to our followers.

Sample comments from 2012:

> **Please God I will NEVER need this booklet. Still nice to know it's there if needed. Xx**

> **You Guys Rock! Thanks for being there.**

> **Thanks very much for replying and for the information. Really appreciate it…**

> **Great idea yet again. Loved the last one as it was so informative and I learnt a few things. Keep up the great work and thank you ☺**

> **Got my answer-thank you very much-had app scheduled with doc but feel somewhat assured. x**

Conclusion

The rapid growth in the use of social media provides both benefits and challenges to all healthcare professionals. It enables them to communicate with a target audience while broadening connections with others and has great potential to contribute to public health and patient education. However, before embracing these tools, any organisation would do well to make provisions for the impact it will have on staff workload. Moreover, in some cases, social media training might be deemed appropriate if staff members are not already social media literate.

The introduction of social media has been a learning process for CIS. The creation of a policy proved a critical step, highlighting the need for confidentiality when necessary and a close working relationship between the CIS team and the Society's social network co-ordinator. It also provided guidelines on how to deal with sensitive issues in the public arena and the inevitable negative backlash that often surfaces on social media.

Audit Jan - June 2013: Total Interactions on Facebook & Twitter 733,112

Facebook	80 posts	Twitter	66 tweets
Likes	12,822	Retweets	494
Shares	4287	Favourites	70
Comments	422		
Views	732,548		564

An audit of the first six months of this year reveals an increase in our audience interaction. Based on the success of our results, social media has been deemed an appropriate forum to deliver cancer information. The CIS will continue to deliver cancer information and engage with the general public through social media, promoting cancer awareness and supporting patients, family and friends.

Aoife Mc Namara, RGN, BNS, MSc., Cancer Specialist Nurse and Karen Skelly, MLIS, Information and Resources Officer, Irish Cancer Society

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Space and Cyberspace:

the challenges of managing physical and digital collections

**20th Annual EBHL Meeting, 25-27 April 2013:
Royal Botanic Gardens Kew**

The European Botanical and Horticultural Libraries (EBHL) group held their annual meeting in the Royal Botanic Gardens, Kew. It could not have been more fitting a location as the first meeting of the organisation was also held there. Over the last twenty years, the EBHL has provided a valuable network for librarians and archivists working in the botanical and horticultural subject areas to meet and discuss relevant issues (http://www.kew.org/ebhl/meetings.htm).

The Royal Botanic Gardens, Kew is one of the foremost botanic gardens in the world, with plant, library and museum collections that are second to none. The beautiful spring weather afforded delegates from Europe and North America the chance to see the Gardens in all their glory. It was also an opportunity to see the new wing of the Library which opened in May 2010. Great improvements have been made to the working conditions of staff and researchers. The climate controlled and specially fitted storage area for rare items and botanical art was also very impressive.

The conference covered issues related to the management of large and smaller-scale

digitisation projects as well as managing physical collections.

The first day covered digitisation aspects of the theme. One of the most informative talks was given by Susan Fraser (New York Botanical Garden) and Judy Warnement (Harvard). Both speakers are from libraries which are actively involved in the large-scale digitisation project that is BHL or the Biodiversity Heritage Library. BHL (http://www.biodiversitylibrary.org/) is an open access resource that digitises and provides access to legacy biodiversity literature from cooperating libraries. It is an invaluable resource to many researches and librarians in the natural history area. They presented a talk outlining how BHL is moving forward allowing new members, new collaborations and new portals. The talk was successful in providing an overview of the history of BHL and the various projects that are in development. Some of these projects should make it easier for libraries to collaborate with BHL by allowing data to be inputted in a user-friendly manner. Originally, the libraries involved in the project were from North America and the U.K. and it is a welcome development to see BHL-China, BHL-Australia and BHL-Africa start to take off.

Another digitisation project described was the Directors' Correspondence Project in Kew. Helen Hartley (Project Digitisation Manager) outlined everything from the funding for the project to the digitisation process and capture of metadata. One of the most interesting aspects of the talk was the unexpected outcomes and the "treasure trove" of historical information that was uncovered not only in the botanical field but also related to politics and anthropology. In addition to items relating to plants and plant hunting, there are letters describing historical events such as the Boxer Rebellion in China. Such a valuable resource is of great interest to many international researchers not only in the areas of botany and horticulture but also social historians.

The second day focused on the physical collections covering offsite storage as well as preservation and disaster management. Jonathan Evans (Archivist, Barts Health NHS Trust) spoke about his experience of a flood in his library and archives. The cause, clean up and most interestingly the lessons learned were discussed. His candid talk covered dealing with insurers and management aspects in his own organisation. It was very pertinent for those of us who are responsible for drafting Disaster Management Plans, as the practical advice is sure to prove useful.

One of the most pleasant aspects of an EBHL conference are the various tours that form part of the programme. At Kew, there were tours of the Herbarium, Library and Archives, Kew Palace and the Shirley Sherwood and Marianne North Galleries. But personally, the highlight for me was the tour of the Natural History Museum book and art collections. The items on display included the oldest volume (AD 1380) in the collection as well as a 1950s illustration of a dinosaur! The enthusiasm of the staff for the collection was both infectious and inspiring.

The conference provided an excellent platform for networking and discussion and now all that remains is to look forward to next year's conference in Dubrovnik.

Alexandra Caccamo is Librarian, National Botanic Gardens, Glasnevin.

Left from top: Opening of Conference, Rare Book Room, and Natural History Museum Tour

The Edge Conference Edinburgh, 28 February – 1 March 2013

Organised by Edinburgh City Libraries the fourth Edge Conference had an international flavour with speakers and delegates from the USA and Scandinavia as well as more local ones. It covered three main areas with half a day devoted to each one – infrastructure, social and digital. Within each session there was a series of short focused presentations.

Brian Gambles, Director for 'The Library of Birmingham', a new library due to open in September 2013 which will be the largest library in Europe and Neil MacInnes, who is responsible for the current refurbishment, or rather transformation, of the iconic Manchester Central Library, spoke about their projects. It was interesting to note the similarities and the differences between the two projects. Both projects aim to deliver on the priorities for the city/region that they serve and this has been the key to obtaining funding. The aims relate to social, economic and health outcomes, heritage and tourism, improved skills for employment, community cohesion and an improved image for the city. Both projects have taken this opportunity to redefine the services provided by a large city library.

Brian Gambles spoke about place making, knowledge growth and transfer, showcasing culture and learning, celebrating creativity and innovation, encouraging exploration and discovery. He also stressed the importance of having a digital strategy.

Neil MacInnes described the major role which Manchester Central Library will play in the city's heritage offer.

By way of total contrast Frances Roberts (South Lanarkshire) spoke about a very small community library in a former mining village with a population of 4,000 which had previously been served by a mobile library. As part of the development of a community venue it proved possible to provide a space of just 50m². This opportunity called for totally new thinking about how to serve a small (in static library terms) community, particularly in such a limited space. The result is a single staff team supporting the facility with library staff calling only to deliver events such as the reading group and storytimes. There is a small collection of books which are mostly issued through self-service although reception staff are happy to issue and discharge items. The library lends ereaders (the only one in South Lanarkshire to do so) and has promoted this service heavily.

The social section provided a number of case studies. Clare Thompson (North Yorkshire) described the award winning Skipton Rewind Songwriters Club. Starting as a project for teenagers with ten sessions with a professional musician but became much more when the participants

The Edge Conference Edinburgh, 28 February – 1 March 2013

wanted it to continue. This led them to organise fundraising events, to make applications for grants and, having won the 'Libraries Change Lives' award, to explaining the importance of libraries to Ed Vaizey, MP, (Undersecretary, Department of Culture, Communications and Creative Industries) at the House of Commons.

Debbie Hicks (the Reading Agency) noted the extensive evidence base that reading promotes wellbeing and the recent 'health offer' launched by the Society of Chief Librarians in England.

Karen Cunningham (Head of Libraries, Glasgow Life) gave a moving presentation which was underpinned by a strong business sense. She described a partnership with MacMillan Cancer Care whereby libraries are information and support points for people affected by cancer. Paul McNeil (Scottish Football Association) is an Ambassador for Dyslexia Scotland. His description of the struggle he faced with dyslexia and how libraries assisted him was inspirational. .

The Edge Awards are an integral part of the conference and this year's winners were:

• **The Physical Category** – London Borough of Southwark for Canada Water Library
• **The Social Category** – Northamptonshire Libraries for Enterprise Hubs
• **The Virtual/Digital Category** – The Publishers Association and The Reading Agency for the Reading Partners Digital Skills Sharing Project

The digital session brought together many different aspects of this theme. Crowd sourcing was a major theme throughout James Murdock's presentation on the innovative experiments at New York Public Library. Alan Sinclair (Edinburgh Council) considered welfare reform and the challenges this will create for those who are not digitally competent. He was frank about the hardship it will cause and has concerns about the manner of its introduction.

Broadband Delivery UK, the body charged with ensuring the delivery of standard broadband to virtually all communities in the UK by 2015, was

represented by Natasha Innocent. She has a unique role in the organisation which is to stimulate demand for broadband by promoting the benefits of connectivity to SMEs, organisations and individuals. She showed statistics about the current level of ICT use in SMEs which were alarmingly low and outlined a role for libraries in promoting the benefits of connectivity.

Bill Thompson (BBC) revealed himself to be a lifelong supporter of libraries, a very eloquent speaker, a deep thinker and, to use his own words, 'an IT geek who can look people in the eye and speak in complete sentences'. Being only slightly ahead of the curve in his use of ICT, he challenged libraries, in a very positive way, to provide services for people like him. He suggested that we need to consider why people read and what they get from it in order to work out the way forward in an increasingly multimedia world. He finished by setting out his own vision of the role of libraries in the future. He suggested that libraries have always been about transporting people to the world in their heads i.e. their imagination through the printed word. The opportunity now is to transport them to the world on the other side of the screen.

Marshall Breeding is an independent consultant who maintains a global website about library systems which is acknowledged to be the best in the world on this topic (http://www.librarytechnology.org/). He outlined the challenges for and deficiencies in current library ICT systems. Finally, Jim Thompson (Edinburgh City Libraries) spoke about their digital strategy and demonstrated their app. Since then he has been a speaker at the North -South Conference in Dublin.

The conference was a useful opportunity to be reminded that libraries everywhere are facing similar challenges and to share experiences and ways of rising to those challenges. This conference is going from strength to strength and attracts high calibre speakers. I would certainly recommend that readers of *An Leabharlann* look out for the programme for the 2014 Edge Conference (http://edgeconference.co.uk/).

Helen Osborn is Director of Library Services, Libraries NI

CILIP Umbrella 2013

2nd and 3rd July 2013, Manchester
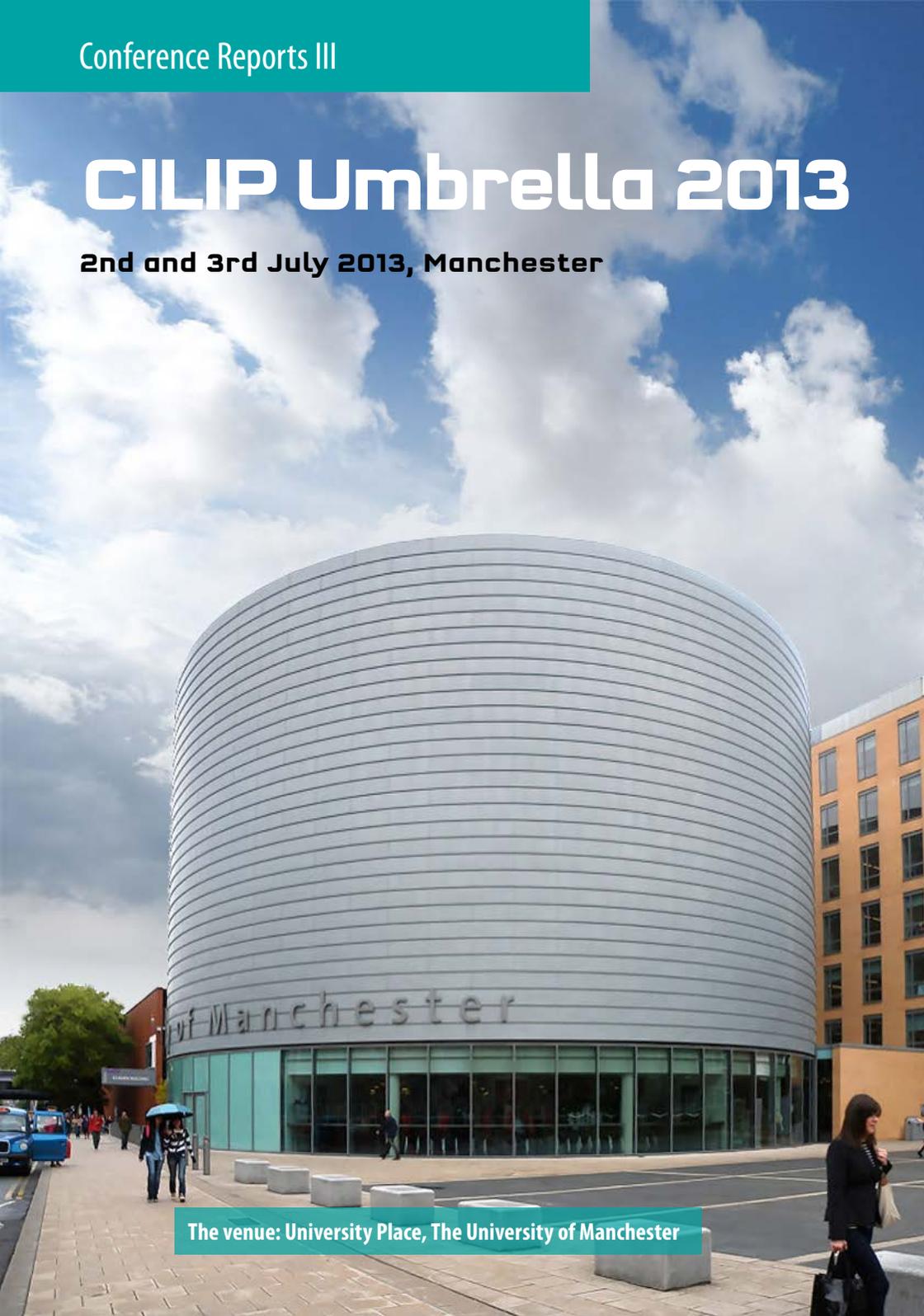
The venue: University Place, The University of Manchester

Over two days in July around 600 library and information professionals gathered at The University of Manchester for this year's CILIP Umbrella conference and exhibition. The theme "discover, connect, achieve" was explored in the parallel and poster sessions, which centred around "future skills and future roles", "information to best support society", "beyond information matters" and "partnerships for progress". Participants could also attend 'UnBrella', an 'unconference' run by CILIP New Professionals Group and the Library Camp team. UnBrella's activities included 'human bingo', a game linking people and activities or personal circumstances, which was an excellent ice-breaker. Now, who amongst this crowd has acted in a play?

The first keynote speaker was Roly Keating, the Chief Executive of The British Library, which had celebrated its 40th birthday just the day before. Roly looked back at some of its achievements and reported on new developments, such as the Digital Legal Deposit Library, which tries to collect and archive everything published under a UK domain name. The emphasis of his talk was on the collaboration between libraries and on new ways of engaging the public, e.g. through using crowd sourcing to help geo-referencing maps.

After a reception, hosted by exhibitors and sponsors, we retired to the magnificent surroundings of MOSI (Museum of Science and Industry) for another drinks reception and the conference dinner. The impact our library work has on the communities we serve was celebrated during the CILIP Libraries Change Lives Award ceremony. The winner was Surrey County Council which runs an information project supporting survivors of domestic abuse.

The CEO of the Special Libraries Association (SLA), Janice

**Roly Keating,
Chief Executive,
The British Library**

Lachance, opened day two. She highlighted the strong links between CILIP and SLA. She was very upbeat about the future of the profession and stressed that our knowledge and expertise, such as analysing information and research skills, will be needed in a modern economy. She stressed the importance of networking and that we should design our own profession and constantly reinvent ourselves. Her message was to find out what a potential employer needed and how you could fill that role.

Geoff White, Technology producer (Channel 4 News TV) gave a journalist's insight into the way the Internet is changing the reporting of news. He drew parallels with the information professions, who have also somewhat lost their traditional role as gatekeepers. Fortunately, we are still trusted by our users and our ability to provide context to pieces of information will serve us well in the future.

One of the highlights for me was an inspiring talk by Victoria Treadway, Clinical librarian, and Dr. Girendra Sadera, both of Wirral University Teaching Hospital. They outlined how Victoria formed part of the critical care team and how through her information seeking and evaluation skills they had saved lives and dramatically improved outcome for patients. The librarian went out into the community where the information need occurred and where her

expertise was acknowledged by the medical staff.

Before I did my presentation, I listened to a wide range of papers on continuing professional development, knowledge management and information literacy. Overall I felt that the format of the conference worked really well. Shorter presentations in the spotlight and focus slots were interspersed with audience and debate sessions on leadership and the future of libraries, which drew larger audiences. The only drawback was that some discussions had to be cut short because of time restrictions. Friendly student volunteers were on hand to usher participants around the building. Unfortunately, I missed Phil Bradley's presidential keynote as I had to head back to the airport. But I left with many new ideas and contacts and hope to attend the next Umbrella conference.

All presentations are available at http://www.cilip.org.uk/cilip/umbrella-2013-presentations-1.

The conference handbook is also online: http://tinyurl.com/nysmpwd

Eva Hornung is Chair of the Academic & Special Libraries Section, Library Association of Ireland and Librarian, CDETB

Salford Quay, Manchester

United Kingdom Serials Group Conference 2013, Bournemouth

Diary of a sponsored delegate

13th March 2013

Thrilled to get an email in my inbox from Alison Whitehorn (Business Manager, UKSG) informing me that I have been awarded a sponsored place as an early career professional to attend the UKSG 36th Annual Conference in Bournemouth. I'm very excited by this opportunity and determined to get everything I can out of the experience.

Monday 8th April 2013

"At last, I'm here!" … along with 930 delegates from all over the world. I am elated to be in their presence and sharing a common goal with each of them – a hope to benefit greatly from the wide variety of content packed into the exciting conference programme. Throughout the morning, I gain a deeper understanding of the theme of open access along with an awareness of the various issues it may present for librarians and publishers alike. Jill Emery's talk on hybrid OA is particularly inspiring and her enthusiasm for her own career in

the library world is highly encouraging to witness. She alludes to the differing roles of librarians and the constant need for us to read and respond to current trends in order to keep a step or two ahead of the curve, particularly in relation to OA. Jill presents a useful and practical list of strategies for librarians to act upon now in relation to managing OA which gives me new insights into the topic i.e. "we have been handed a golden opportunity, we can't wait for things to be perfect, we need to act now" (Jill Emery).

The conference is awash with activity and energy. The opportunity to meet and speak with people from such diverse backgrounds is wonderful. The first timer's reception is a valuable experience providing me with an official networking opportunity. My mentor Anne Knight (Cranfield University) is so generous with her time answering my endless stream of questions and making me feel welcome as a first timer to this event. Important too are all my informal interactions with other delegates. You never know who might be sitting next to you and just by turning around and talking to people, I make some valuable contacts in

United Kingdom Serials Group Conference 2013, Bournemouth
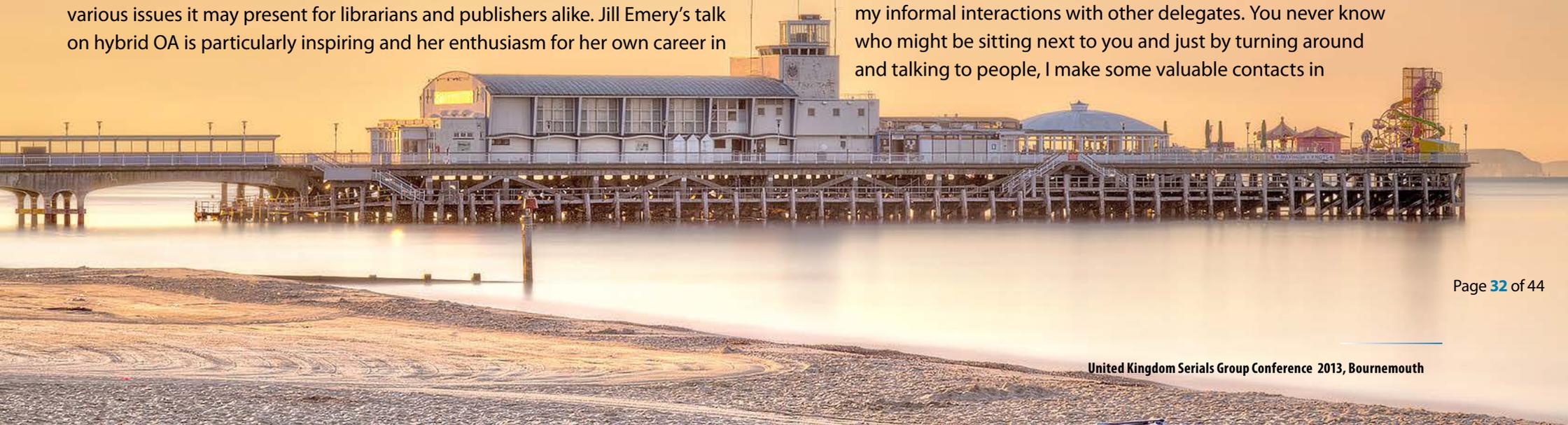
both the library and publishing world that can only happen at an event such as this one.

Monday evening already: I have booked in to attend the joint OCLC/EBSCO talk at 5.30pm. Elizabeth Robinson and Alison Felstead's presentation on the challenge of 'e' and the changing remit of academic libraries is very interesting. Their use of visuals and imagery of water as a metaphor for the challenges of e-resources is simple yet extremely effective in its purpose i.e. e-resources are fluid, fast-flowing, use multiple channels, encounter blockages (challenges) etc. A useful demonstration of EBSCO'S Discovery Service by Steve Giannoni follows. This complements the talk on OCLC in terms of providing us with the latest developments in these products. And I suppose the icing on the cake for me at the end of this first day is winning a mini iPad that was kindly sponsored by OCLC and EBSCO!

Tuesday 9th April 2013

Part of what makes a conference effective is its ability to give new perspectives and ideas and this was certainly true of the talks I attend today. Joshua Harding's presentation on the student-information relationship is certainly illuminating and gives me new insights into how a tablet device can revolutionise how students access information.

The fact that Joshua is a student himself has the added bonus of providing us with very practical insights into how he uses the iPad for his own learning; he is also in a great position to predict the future trends for which librarians and publishers need to cater. Joshua strongly alludes to the fact that the awareness among students on how to use an iPad properly for their academic learning is seriously lacking. This is certainly something which I hope to explore in my own institution following this valuable talk.

 Ronan Kennedy and Monica Crump's (NUI Galway) session on 'Simplifying the Search Experience', and their institution's experience with implementing Primo was very insightful. It echoed a lot of the main points from yesterday – for example, librarians tend to get bogged down in making sure things are

100% perfect before they implement services but while doing this, they often lose sight of the crucial time to act. Ronan Kennedy uses a very telling quote – "librarians want perfect, users want good enough". The session provides very practical viewpoints on how to successfully implement a system such as Primo and the speakers are very honest discussing some of the trials and tribulations en route to a new system. Again this is something I feel I could take back to my own institution to explore a bit further.

The conference dinner is amazing. Not only for the valuable networking opportunities it offers, but for the sheer magnitude of the event and the amount of effort that was put into it to make it such an enjoyable and memorable night for everyone. There is a great buzz in the air as everyone circulates from stall to stall hooking ducks, shooting bottles, and dodging bumper cars! It seemed very surreal to have been talking to vendors and exhibitors earlier that same day, swapping business cards and the likes, and by evening to be chasing them around a dark inflatable dome shooting them with lasers! It's a fantastic night.

July 2013

Back home and looking back on it, my attendance at the UKSG conference was far more than what I had expected it to be. It was on all sides a real success. I was pleasantly surprised that the vast majority of sessions I attended were so relevant to my current work. I found it valuable also attending sessions that were outside of my main areas of interest to gain extra insights into issues and services about which I had previously just theoretical knowledge. As such, I cannot thank UKSG (along with Springer and SAGE who partly sponsored my award, and NUI Maynooth for supporting my application), enough for enabling me to attend this conference. I would strongly encourage those who are in a similar position as me to apply for this fantastic opportunity in the future. It was an incredible experience to attend such a high quality event and I can't wait to attend many more conferences in the future.

Kathryn Walsh, Assistant Librarian, NUIM at the time of writing.

ONE HEALTH: Information for health in an interdependent world

Hynes Convention Centre, Boston: May 5-8, 2013

One Health 2013,[1] was the federated international meeting incorporating the 2013 Annual Meeting and Exhibition of the Medical Library Association (MLA '13), the 11th International Congress on Medical Librarianship (ICML), the 7th International Conference of Animal Health Information Specialists (ICAHIS), and the 6th International Clinical Librarian Conference (ICLC). Ireland was represented by Aoife Lawton (HSE) and the present author.

A flavour of the conference from Plenary Sessions to Sunrise Seminars and Parallel Sessions is given below.

Plenary Sessions

Dr Richard Besser (Chief Health and Medical Editor, ABC News) drew on his experience as interim director of the Centres for Disease Control (CDC) during the first H1N1 outbreak when speaking on communication in crisis and risk situations. When managing the media and politicians in particular, he noted:

- Build trust and communication via the media "be first, be right, be credible" and adopt a retail approach – take the message to the consumer.
- Narrative and storytelling help communicate information, to engage/draw audiences in and to help the audience understand complex issues.

Joanne Gard Marshall (School of Information and Library Science, University of North Carolina–Chapel Hill) gave an informative overview of the history of, and current trends in, research activity related to health information and health libraries.

Sheila Davis (Global Director of Partners in Health & School of Nursing at the MGH Institute of Health Professions in Boston), spoke in a tour de force on the social determinants of health and health as a human right using the examples

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1   Website: http://www.mlanet.org/am/am2013/index.html
    Blog: http://npc.mlanet.org/mla13/

of PiH work in Haiti and Rwanda. Main points discussed:

- Governments as the gateways to change, and the reason PiH works only with governments.[2]

- Open access has changed the dynamic in developing countries but need more than access to information

- Need to exchange knowledge and practices hence Global Health Delivery online http://www.ghdonline.org/ expert led communities of practice.

Laurie Garret (Council on Foreign Relations) spoke on pandemics and the threat of man-made viruses, synthetic biology, which took the audience from SARS to H7N9 through to DURC (Duel Use Research of Concern) e.g. ., deliberately mutating viruses in a lab to see what happens, to the possibility of 3D printing of organs, food and micro-organisms and finally to the killing of vaccine workers in recent times due to fear of US deliberately creating viruses as weapons. A bestselling author, *I heard the sirens scream* is her latest book.

Informal Meetings

Library without Walls: Update on Johns Hopkins informationists model and closure of the medical library

Eagerness to know happened when the library building was closed and how the informationist model was fairing ensured a packed session. Started in 2000, Johns Hopkins informationist model is now considered "mature".

The decision to close the library building was data driven: very low use (<100 visits per day in a campus with 35,000 faculty & students), never a hot-bed of student activity, lots of dispersed study space larger than the library building and heavily research focused institution. I asked the question if they had been a hot-bed of student study would they have made a different decision? "Of course" was the reply. I also asked did they receive any special training or CPD? The reply was that informationists are so busy with information queries that

2   http://www.pih.org/

their search skills are constantly being used and developed and they challenge each other to keep up to date.

Staff being separated around campus has led to experimentation with multiple communication methods to keep in touch. A service desk is staffed once a week at the off campus library staff site.

This session was sponsored by Elsevier and the podcast and presentation is available to all via the Clinical Key Resource Centre http://info.clinicalkey.com/blog/mla2013/?campid=2013_10623&utm_campaign=-jaime_blanck_presentation_email&mm=bartlettk&reg=na&prod=ck_institutional&aud=lib&utm_medium=email&utm_source=distribution_list&utm_content=blog_post

Round Table Discussions, Sunrise Seminars and Poster Sessions

I attended a lively round table lunch discussion on "Measuring success and influencing decision makers". Some excellent resources for calculating value http://nnlm.gov/mcr/evaluation/calculator.html

Sunrise Seminars attended included:

- National Library of Medicine (NLM) Update http://www.nlm.nih.gov/

- Embase for Systematic Review Searching http://www.elsevier.com/online-tools/embase/support#webinars

310 posters spread over four poster sessions were on display. The conference abstracts are detailed enough for anyone interested in particular topic areas to identify those of interest. More posters with research content than in previous years and these were clearly marked. Pre-identifying relevant posters and then photographing them for later was the only realistic way of seeing all those of interest in the time slots allowed.

Parallel sessions

These were frustrating as the most popular were in small rooms with large

numbers of attendees unable to get in or standing outside the room.

Quality Assurance for clinical librarians, informationists and embedded librarians:

- Victoria Goode (Johns Hopkins Informationist) spoke on measuring the impact of the service on clinical and research decisions using the critical incident technique. Although the informationists model is deemed mature at JH and those who use it are highly satisfied, communicating about their existence and what they do is a constant challenge to the point that they have a communications specialist on the team for the sole purpose of publicising the service.

- Joan C Bartlett (McGill University) addressed the Impact of Library& Information Services on Patient-care Outcomes: A Canadian perspective. Similar in intent to SHeLLi, it is an attempt to demonstrate the value of health libraries in the Canadian system.

Educating for new jobs now: From library education to professional development

- Presented paper on SHeLLi with Aoife Lawton (HSE).

- Book camp for newly hired health science librarians: a pilot project by Ani Orchanian-Cheff (University Hospital Network Toronto) in the same session described a very impressive programme of getting new hires up to speed as expert searchers – all candidates did a Medline search as a pre-test at interview and after the training received at the start of their employment. Worth following up.

Practicalities of searching for clinical librarians, informationists & embedded librarians

This session was more informative from the attendees sharing experience than from the panel of experts. While there were lots of tricks and tips from the expert panel they were not particularly new or esoteric. From discussion afterwards, the opinion of the more experienced cohort of librarians based on some of the questions and answers they had heard was that clinical librarians are not being taught database searching or resource selection to the depth required for the job – echoes of Boot Camp for newly hired health librarians (see above) and confirmed when Vanderbilt University commented that they provide 15 weeks training for all new hires, with monthly search talk sessions to ensure quality.

Exhibits & Technology Showcases

With 120 exhibitors, most with a US focus, and regularly scheduled technology showcases from large vendors such as EBSCO, Elsevier and OVID, delegates had to be highly selective about which vendors to visit.

Kate Kelly is Chief Librarian, Royal College of Surgeons in Ireland

Book Reviews

University libraries and space in the digital world

Edited by Graham Matthews and Graham Walton. Farnham: Ashgate, 2013, xvii, 228pp, ISBN: 9781409423829. £49.50. Hbk.

When asked to review this book I was just coming to the end of a €20 million new building and refurbishment project at NUI Maynooth Library. After living and breathing buildings for more than five years I was curious to see if after reading it would I have done things differently? Later on, I will return to this question. In terms of coverage of aspects of library buildings the book is broad. There are 14 chapters each with extensive and useful references.

Chapter 1 introduces the issues and sets the context. Many of the libraries that influenced our development, including the Information Commons at Sheffield and the wonderful library at the University of Leicester,are mentioned as noteworthy. In Chapter 2, Feather takes a historical perspective in what is a lively and informative gallop from 668BC through to the twentieth century.Chapter 3 illustrates all that is good, and not so good, about this book. It comprises an introduction to some of the theoretical concepts underpinning current approaches to university library space which is neither detailed nor comprehensive and ultimately falls between the two stools. This chapter, due to the number of varied and contradictory approaches available, was always going to be challenging. In the final paragraph the author acknowledges the alluring combination of challenge and reward which are part and parcel of every building project. Chapter 4 is an insightful discussion about library space and technology.

For readers seeking guidance on practical considerations arising in the course of a building project, Chapters 5, 6, 7 and 8 are very useful. Practical issues around collections, project management, strategy and sharing are well addressed and illustrated using case studies.

I was particularly pleased to read Chapter 9 by Purcell, on the matter of library staff accommodation. In my experience this is a weak point, sometimes intentionally, of many building projects and, indeed, related library research. Subsequently the authors note that library staff space is "rarely mentioned in the literature"(Ch.14). This fact remains baffling to me for an array of reasons but two in particular. Firstly, so much of what libraries achieve is achieved through staff so their effective omission from any aspect of library planning is surely irresponsible? Secondly, many successful companies recognise the impact space has on performance and agonise about how best to accommodate staff to maximise their effectiveness. Surely this applies to library staff too? While Purcell focuses on one particular aspect, open plan areas, the very inclusion of this topic is a small step towards addressing this bizarre imbalance in the scholarly record on library space.

Chapters 10 and 11 draw on US, UK and Australian examples to explore issues around reimaging space for learning and researcher space respectively.

Chapter 12 on evaluation is very timely and amongst the most useful in the book. Evaluation of space and its use is important at a time when evaluation generally is becoming more significant and pointed. Recent trends such as the first national student engagement survey in early 2013, the ongoing reductions in public funding and related pressures will ensure that evaluation will remain a key consideration for the foreseeable future. Specifically in the case of new buildings this chapter is a reminder that the completion of a project is only the beginning. Libraries must develop measures and tools to evaluate the project's impact and to ensure an appropriate Return on Investment (RoI) demonstrable to internal and external stakeholders.

Green issues which have become increasingly important are considered in
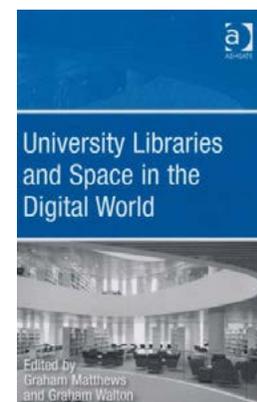
Chapter 13. When conducting research about what NUI Maynooth students wanted from our new library this was consistently their number 2 concern. The fact that their number 1 concern was, contradictorily, more sockets is worth remembering though! Nevertheless for both environmental and economic reasons, not to mention other benefits, green issues will be a key consideration for all future projects.

The final chapter (14) looks to the future with 10 key areas identified. However it is worth noting that the statements in this chapter are based on the views of just 22 respondents and this unavoidably diminishes the weight of the conclusions drawn. There are other weak points in the book too for example the omission of the impact of academic staff on library space in chapter 1 and the lack of depth in many of the chapters. Perhaps this is inevitable in

one book trying, like libraries often do, to be all things to all people? Overall, this is a useful book from which libraries undertaking a project could learn a great deal. It is solid and competent but not exciting and inspiring and from my experience a building project delivers and requires both in large measure. Perhaps there is a gap in the market for a book that can combine the useful theory, analysis and references of this book with the passion and energy required for a successful building project. To answer the question posed at the outset: based on this book I wouldn't have done anything differently but if it had been a book like the one I just described I might have!

Cathal McCauley, University Librarian, NUI Maynooth, Maynooth, Co Kildare. Cathal.mccauley@nuim.ie

Reflecting on the future of academic and public libraries

Edited by Peter Hernon and Joseph R. Matthews, London: Facet Publishing. 2013. ISBN 978-1-85604-948-1. 244pp, Pbk. £ 49.95

This timely book is a UK edition of a book originally published by the American Library Association in 2012. It combines theoretical material with management models and practical tools for implementing change in libraries.

This is ultimately a very US-centric book, with almost all of the contributors, examples, case studies and references coming from the US. Nonetheless it is a useful book and it is one I would recommend and use as a key text for the Library and Information Management course at the University of Ulster. The book will complement the more local examples explored in the course. It offers both students, and practitioners, valuable insight into the tools that can be used to understand and manage change in the academic and public library sectors.

The first chapter sets the context regarding change and libraries. Whereas libraries previously existed in an environment where information was potentially hard to reach, the reality is that today the world is very different with a prevailing perception that everything is online. The implications in terms of the foundation, structure and function of today's (and tomorrow's) libraries

are considered not just in the first chapter but throughout the book. The changes within each of the library settings are also put into context with a summary of important social, economic, cultural and technological trends.

Chapter two, 'Building a pathway to the future', provides a framework or roadmap for the library organisation and, as with other chapters, is useful reading not just for those in the academic and public library sectors as much of the content is more broadly applicable.

A substantial part of the book is given over to scenario planning and trends for both the academic and public library sectors.

Although this is an edited book, it does not suffer in any way from a lack of cohesion that often befalls this format. The book is excellently structured and it is only chapter 6, 'Perspectives on trends and scenarios: academic libraries' that comprises of other contributing authors, and these short essays provide

valuable insights and reflections from library leaders and directors.

The book is well indexed and notes/references are provided at the end of each chapter. A complete bibliography, including web sources, at the back of the book would have been a useful addition. The book also contains a number of very useful diagrams and models and I can see these being used widely in LIS/LIM teaching.

What would I have liked to see also included in this book? The answer would be more theoretical content and UK / European examples and case studies. However this is a book that I know I will use.

Jessica Bates, Course Director, Library & Information Management, School of Education, University of Ulster, Email: j.bates@ulster.ac.uk

Practical digital preservation: a how-to guide for organizations of any size

Adrian Brown. London: Facet Publishing, 2013. xvi, 336 pp. ISBN 978-1-85604-755-7 .Pbk. £ 49.95

When asked to review *Practical digital preservation: a how-to guide for organizations of any size*, I was immediately attracted by the words Practical and how-to. I entered the working world of librarianship in 1987 with little experience of 'how-to' be a librarian. Oh what I would have given then(and since) to have books like *Practical digital preservation* to guide me through what sometimes seems like a web of acronymic library terminology and processes, where I play constant catch-up or not catch-up at all!

This is a book which provides sound practical advice on beginning, developing or evaluating digital preservation policy in organisations of varying size, and with varying levels of finance and expertise at their disposal. While no one book can cover the multitude of variables which are at play in any organisation, Adrian Brown methodically lays out the fundamental issues which must be addressed or ignored as the case may be.

The key topics are laid out in 10 individual chapters with clear headings and summarised key points. A glossary of terms and a good brief history of digital preservation in plain English dispel many of the myths which 'foster the image that it is too, scary, complex and difficult to be contemplated as a practical proposition by smaller organizations'. By using the key topics as a guide, you can create a practical policy document which defines digital preservation for your organisation; your current position; where you would like to be and how you could achieve this. Brown makes good use of models and case studies to

demonstrate basic and complex levels of implementation across a variety of organisations. This, along with work templates, notes, further reading, and an index, make it a good reference work to dip in and out of while you formulate or evaluate your own policy.

Key topics covered are: Making the case for digital preservation – Understanding your requirements – Models for implementing a digital preservation service – Selecting and acquiring digital objects – Accessioning and ingesting digital objects – Describing digital objects – Preserving digital objects – Providing access to users – Future trends.

Working in a multimedia digital and analogue environment, myself and my colleagues deal with all the key topics Adrian Brown has outlined. The book has reassured me,and made me question decisions made. It has prompted me to fill gaps and tackle new areas. But most importantly, I leave reading the book with a sense of empowerment, that we can all handle this new wave when we have clear information, a structured approach and less baggage. I would recommend this book to organisations, information professionals and students.

Personally I would welcome similarly styled publications in other areas of librarianship and knowledge management.

Grace Toland, Librarian, Irish Traditional Music Archive.

Obituary

Nora Browne, 1928-2013

Nora Browne who died at the age of 85 years spent most of her life as a Librarian in University College Cork. A graduate of UCC in French and English, Nora did her Higher Diploma in Education in Cork and her professional library qualification at University College Dublin. She also completed an MA in French at UCC.

To thousands of UCC students from the 1940s, Nora Browne WAS UCC Library - everyone in UCC knew Miss Browne in the Library since there was no open access in the early days. Students had to request books and journals from the Library staff who would retrieve the relevant material from the Library's closed access collections.

Nora was appointed a Sub-Librarian, Readers Services, in the 1970s, by UCC's Librarian, Patrick Quigg with whom she worked closely over the years. She was an excellent Head of Department, kind, fair and tolerant to all. Nora and I became good friends and colleagues, and worked together as Directors of the move to the New Library in 1983. Our task was to move 350,000 volumes from 32 different locations within UCC and arrange the interfiling of them in the new Library. This work included working on Saturdays and Sundays, and one Sunday night at midnight, she was asked to leave my home by my mother! My mother could not understand why anyone had to bring work home and do it on a Sunday evening!

Nora took great pride in the new Boole Library. She hosted numerous visiting Librarians, and was always very welcoming to visitors. She became Deputy University Librarian in the 1990s a post from which she retired. She was also Acting University Librarian at UCC during two interregnums. A devout Catholic, and an active member of the Legion of Mary in her younger days, Nora was also a member of the Neo Catechumenate Community.

Nora Browne was a long standing member of the Library Association of Ireland. She was a founding member of the Munster Regional Section of the Association and supported all its events and activities. She was also a member of the University and Special Libraries Section and attended their annual study day for many years. She was University College Cork's representative on CONUL (Consortium of University Librarians) and on An Comhairle Leabharlanna (The Library Council). Nora was also a Board member of the Munster Literature Centre in Cork which she enjoyed. Nora Browne loved music, and singing in particular, and was a member of Coir Cois Laoi for many years. Her 80th Birthday party five years ago, turned into a great musical evening! Nora was an animal lover and always had at least two dogs. An only child, Nora was very close to her first cousins Nora, Breeda and Henry Browne, who survive her, as well as to the late John and Connie Browne. She is sadly missed by her cousins and a large circle of friends and colleagues. Ar dheis Dé go raibh a anam dílis.

Beatrice Doran, Senior Research Fellow, RCSI, former Director, Mercer Library, RCSI and Deputy Librarian, UCC.

News from the Stacks

Linda Houston Travel Bursary

Sean Corr, Library Assistant (Enniskillen Library) was awarded the Linda Houston Travel Bursary. This one-off bursary was for a member of Libraries NI staff to travel outside the UK and Ireland for the purpose of examining library practice abroad, and/or attending a professional development event. The bursary was provided by Linda Houston who worked for nearly thirty years in the Northern Ireland Education and Library Boards, including five years as Chief Librarian in Belfast and who was more recently the Director of the Library and Information Services Council NI. Sean used the bursary for a thirteen day visit to the United States of America, including attendance at the ALA Annual Conference & Exhibition in Chicago and an examination of library practice at the Cuyahoga County Public Library organisation in Ohio.

People

Retirements: Breda Gleeson (Kildare), Brigid Kennedy (St. John of God) and Pat McMahon (Galway). We wish them a long and happy retirement.

New appointments: Jane Burns (Research Officer, Health Professions Education Centre, RCSI), Michelle Dalton (Liaison Librarian, Human Sciences, UCD), Orla Gillen (Library & Information Manger, Law Reform Commission), Katherine Smith (Sub-Librarian, Reading Room Services, TCD), Padraic Stack (NUIM).

LIS practitioners who are lecturing to UCD LIS students this year include Jane Burns (Management) and Niamh Walker-Hayden (Metadata).

LAI/CILIP Ireland Joint Conference 2014

Annual Joint Conference of the LAI and CILIP NI will take place in Waterford City on the 10th and 11th April 2014. The venue is the Tower Hotel, Waterford. Theme and programme details will be available later.

Copyright and Related Matters

While there is no update on the Copyright Review 2011, http://www.djei.ie/press/2013/20130628.htm, there have been developments at international level.

In June, an historic treaty which facilitates access to publications for blind and visually impaired people was signed at the WIPO Diplomatic Conference. Details are available at: http://www.wipo.int/dc2013/en/

IFLA represents both LAI and CILIP Ireland at the Diplomatic Conference. Read the IFLA closing statement here: http://www.ifla.org/node/7810

Richard Bruton, TD, Minister for Jobs, Enterprise and Innovation welcomed the conclusion of the treaty: http://www.djei.ie/press/2013/20130628.htm

Opportunity for Law Librarians

FCIL Schaffer Grant for Foreign Law Librarians is now open for attendance at the American Association of Law Librarians Conference 2014. For details see: http://www.aallnet.org/sections/fcil/grants-awards/FCIL-Schaffer-Grant

Library Cooperation

The Midlands Pal was officially launched recently by the Minister for the Environment, Community and Local Government, Phil Hogan, TD. Details at: http://pathwaystolearning.ie/midlands-pal-2/

Forthcoming Publications

Oalis is a new Irish open access, peer-reviewed library and information journal

which is currently looking for submissions. Details available at: http://www.oalisjournal.com/index.php/oalis/about

November 2013 will see the publication of *Donnybrook: a history* by **Beatrice Doran, former LAI President.** This book will be available from all good bookshops. ISBN 978-1-84588-769-8

NUIM Exhibitions

(1) Ceramics in the Library

On Tuesday 27th August, approximately 50 people attended a celebration in the John Paul II Library to mark the closure of the ceramics exhibition which was hosted by the Library during the summer months. The exhibition was collaboration between the Library, the NUI Maynooth Department of Adult and Community Education, the NUI Kilkenny Campus and the Crafts Council of Ireland.

(2) Encountering Buddhist Asia: sources of Irish knowledge from the sixth to the twenty-first centuries

A Roman-era Buddha statue was buried in a Co. Meath bog; a 14th-century Irish "fixer" travelled to China; readers of an 1806 popular novel knew who the Dalai Lama was; and the Sunday Independent in 1911 told the story of an Irish "hobo" who became a Buddhist monk in Burma. Encounters between Ireland and Buddhist Asia have deep roots. This rich and diverse exhibition highlighted some of the many ways in which Irish people encountered Buddhism from the medieval period through to

the present. It includes missionary accounts of early travels in Asia, the writings of western Buddhist converts and the representations of Buddhism in Irish popular culture. The electronic version of the exhibition can be viewed at http://nuimlibrary.omeka.net/exhibits/show/encountering-buddhist-asia/main-collection

International News

Future IFLA Conferences
Details of 2014 Conference are available at: http://conference.ifla.org/ifla80

Details of 2015 Conference will be available later but the venue and dates have been decided. It will take place 13-21 August in Cape Town, South Africa.

CPD

Details of all forthcoming CDP events are at: https://libraryassociation.ie/events

Details of CILIP Ireland CPD events are at: http://www.cilip.org.uk/cilip-ireland/events

Details of UCD SILS CPD events are at: http://www.ucd.ie/sils/graduateprogrammes/

Library Ireland Week 2013

Taking place from 11-15th November, details and posters are available at https://libraryassociation.ie/events/library-ireland-week-2013

RUSSELL LIBRARY
EXHIBITION

Encountering Buddhist Asia: sources of Irish knowledge from the sixth to the twenty-first centuries

Monday, 29th April—Friday, 12th July 2013

From the collections of St. Patrick's College, Maynooth and NUI Maynooth

Freedom of information