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Welcome to the first Open Access issue of CILIP ILIG Focus! It's hugely exciting to be able to re-launch Focus as a publication which is, for the first time, completely free and open to all. We share CILIP's own commitment to Open Access and the opportunities it presents.

We will strive to continue to highlight the efforts of librarians and information professionals around the world and to spread the word about some of the amazing projects they are doing. On that note, Marie Eiriksson and Christian Laursen from Denmark share their insights from having launched the fantastic Library Planet website in this issue. This new “crowdsourced travel guide for libraries” is another excellent way to explore the wide and varied world of libraries without even having to leave home!

This issue includes content from three continents in total. Lewis Li, a subject librarian at the Hong Kong University of Science and Technology (HKUST) gives us his insights into the evolution of teaching and learning methods in libraries. Emma Stirrat from Marymount University in the United States
attended the 2019 Rare Books and Manuscript Section (RBMS) in Baltimore. Sustainability was the theme and Emma’s article brings home how imperative it is that sustainable practice should be a part of everything we do.

Finally, we’ve resurrected the CILIP International Library and Information Group (ILIG) Committee Profile section. Lesley Pitman was kind enough to share some highlights and reflections on her fascinating career as a librarian working internationally.

In other news, CILIP recently launched its “Working Internationally” project in conjunction with the Arts Council. This aimed at promoting international collaboration for public libraries in England over the next two years. Find out more here: https://www.cilip.org.uk/news/news.asp?id=461366

Thanks to all who have contributed to Focus and we hope you enjoy this issue. Content and feedback always welcome: iligfocus@cilip.org.uk

Philip Segall, Editor

References:


Library Planet  
by Marie Eiriksson and Christian Lauersen*

In November last year we were having a chat; Christian has this Instagram account called Library Love Stories where he shares pictures of libraries he has visited. I told him how much I enjoyed following it and we went in to how difficult it is to find the “right” libraries to visit when you are travelling. All the libraries in guidebooks are always the big flagship or national libraries and - although we both love those - we also love the little community hub and the cool academic library, making a difference for the people in the area or school it serves.

So that’s how the idea started, to do a travel guide for awesome libraries around the world. Both for the people actually travelling to see places, but also for the people who just appreciate reading about and looking at a cool library from the comfort of their home.

It is a very simple set up. People email us a text and photos about a library they have been to. We edit a little to fit the format and then publish it on the page and put it on the library map.

*Christian is director of libraries and citizen services in Roskilde Municipality. He believes libraries are crucial institutions in every community, public and academic setting to create an open, more diverse, inclusive and equal world. Also: Music listener, LEGO Aficionado, Football player, Ukulele jammer! Based in Copenhagen, Christian is a frequent presenter at conferences and blogs about library development at The Library Lab: https://christianlauersen.net/

Marie works as a consultant and is a Communications Team lead at Gladsaxe Public Libraries. She loves libraries and anything related to them. She is a standing committee member of the International Federation of Library Associations and Institutions [IFLA] Section Library Services to People with Special Needs. She presents at conferences and workshops on matters related to library services to people with special needs. She is also on the board of an accessible formats publishing house. Marie also does many things related to yarn and she will travel pretty far for cool libraries and World War II museums.
We have received overwhelming feedback about the site!

Having launched the site in December 2018, we have nearly 100 libraries on the page right now; different kinds and from all over the world. We have about ten more lined up to go on and promises of more. We initially thought that it would mostly just be us scribbling about the libraries we were lucky enough to visit, but the thought must have resonated with a lot of people because the posts have been coming in from day one. People sends us amazing stories of visits from libraries from all over the world - Linköping to Tangier to Vasconcelos - and we just edit a bit to fit the format and share the love on the site.

Other than the actual posts about libraries, we have gotten so many appreciative mails and tweets. People who have seen their childhood library on Library Planet and want to share a story about it. People sharing how much it meant to them to be able to highlight that library that helped them in a difficult situation, or found pictures or information about their ancestors – or it might just be their everyday local fix of culture, quiet, literature or something completely different.
It is amazing to hear about why and how much people love their libraries.

Many of the libraries we have posted about have shared the post to their own social media. It is kind of cool having a local person or a traveler telling you about your library. It’s a look at the library with different eyes. We would both love for someone to visit our libraries and write about it from the view of a visitor!

**Community project**

We have also had many offers from people who want to generously help. We have had quite a few offers to help us navigate WordPress too. We really appreciate that because we are both novices, and we want to make the page better. We are also doing this on a hobby basis, so don’t have vast amounts of time to look into technical aspects. The offers have been from people both in the library world and from other professions who are enjoying the page and want to help make it better.

This all makes it feel like it’s not just our site, but a global library project, where a lot of people contribute with their pieces and their expertise to make a map of library love.
Library diverseness

One of the things we really wanted on the site was to see different kinds of libraries. To show public and academic, national and special libraries side by side. Every library takes a community to the next level. Examples are great big architectural achievements where there has been a huge investment into the libraries but also small one-room libraries, where the building might be the only access to knowledge, information, culture or education. All these different places can learn from each other and they all make a difference for the communities they are in.
In Denmark we have a lot of awesome academic libraries and a lot of awesome public libraries and as libraries they are at the same party, but they almost never dance with each other. They barely even talk. So many great folks connected by the core values of libraries that never collaborate, that never learn from each other, challenge each other, develop services together, tell the library story together. It is a shame, it really is. It is a shame because we think academic and public libraries could learn a lot from each other and it is a shame because we think a stronger tie between the sectors would result in actual initiatives and services that would benefit both academia and society.

Showing these libraries together gives a sense of how they are different, but also how they are the same.

No matter what kind of library we are talking about, libraries are about people. Libraries are a people business and people are what brings libraries together.
Future plans?

The dream is to see the site grow and inspire more people to appreciate, visit and travel for libraries.

We also have an idea about publishing a book with all the best stories from Library Planet. To really get it out there how diverse, amazing and important libraries are. A big beautiful coffee table book with wonderful library stories and wonderful pictures – that would really be something.

And we would definitely love to get more UK libraries on the blog!

Visit the Library Planet website here: https://libraryplanet.net/
See the Library Planet map here: https://libraryplanet.net/map-of-libraries/
The Rare Books and Manuscript Section’s (RBMS²) annual conference, a subgroup of the American Library Association (ALA), is the principal special collections conference in the United States (US). This year over 500 delegates gathered in Baltimore, Maryland, to explore how climate change and environmental issues converged with the profession. The conference spanned almost a week; two days of pre-conference workshops followed by the three-day conference. Delegates explored some of the libraries and cultural institutions in and around Baltimore, including the spectacular George Peabody Library³ which hosted the conference reception. Between conference sessions the breaks were filled with the Antiquarian Booksellers’ Association of America (ABAA) Booksellers’ Showcase and poster presentations. Attendees engaged in multifaceted, candid and forward-looking discussions about the special collections field in the age of climate change. The conference theme emerged because of the impact climate is having on special collections and their users in the US, and called for ingenuity and collaboration to tackle the challenges of our changing global climate.

This report will briefly cover two key themes from RBMS 2019⁴: the impact of climate change on collection preservation and the intersection between special collections and climate change research through environmental history.

Climate Change and Collection Preservation
The theme of collection preservation, discussed throughout the conference, was twofold: how we, as librarians and archivists, can protect and preserve collections increasingly at risk from extreme weather events, and how the profession can develop more sustainable practices.
Collection Preservation
The increased chance of natural disasters in areas previously deemed safe for collection storage demonstrates the clear impact of climate change on special collections. This means that library employees need to be prepared for how to respond to disasters, and then recover and restore access to collections. Furthermore, disasters put collections at risk because normal safety protocols often cannot be maintained in disaster scenarios.

Examples of dealing with disasters came from Greg Prickman, currently at the Folger Shakespeare Library, who discussed his experience of the devastating flood at the University of Iowa libraries in 2008. Water broke the banks of the Iowa River causing severe flooding on the university campus and resulted in $743 million in damage and recovery costs. Natalia Sciarini, of Yale University’s Beinecke Library, gave another case study of the April 2018 flood in the Beinecke stacks. Both examples highlighted the importance of thorough disaster preparedness plans that are tailored to each library or institution.
Environmental Sustainability

In terms of environmentally sustainable practises, for decades special collections and archives have used their collection size as a measure of prestige and rate of growth as a measure of progress. In contrast, colleagues in the lending library have developed sophisticated collection development strategies whereas within special collections the growth imperative has remained largely unexamined. As collections grow, so does storage space, server space, heating, ventilation, and air conditioning (HVAC) consumption and costs. Presenters put forward arguments that sustainability within the special collections field does not just mean building design and waste streams but also acquisitions, processing and outreach.

Speaker Shannon K. Supple, curator of rare books at Smith College Libraries, presented several provocations: that over-collecting is unethical; rare books should be re-appraised and some deaccessioned; we (as staff in special collections and archives) should spend a year not acquiring anything new but using what we already have; we should stop recreating the status quo in what we collect; and success can look like something other than growth. Supple drew attention to the resources involved in collection stewardship and proposed alternative ways of working within special collections.

Other presenters explored the energy consumption, resultant pollution and greenhouse gas emissions of current physical and digital preservation practices, as well as a wide range of environmentally sustainable preservation practices for both formats. Below is a summary of the main, often very technical, topics presented:

- Creating more sustainable physical storage environments that move beyond the idea that optimum conditions are 70 degrees Fahrenheit (21 degrees Centigrade) with 50% relative humidity.
- Data storage materiality including cloud storage, e-waste, and mitigating the environmental impact of audiovisual digital content.
- Environmental impact of Information Communication Technology (ICT) infrastructure which digital preservation relies upon and stopgap measures to reduce the impact of current technologies.

Documenting Climate Change and Environmental History

Several conference speakers detailed the use of special collections and archival materials in their current and historical research into climate change. Neela Banerjee is a journalist for Inside Climate News based in Washington DC. Banerjee discussed her investigative reporting into climate change paradigms in
the US. Banerjee was nominated for the 2016 Pulitzer Prize for Public Service reporting for her investigation into Exxon’s early climate research dating back to the mid- to late-1970s. She used publically available print and digital sources to reveal Exxon’s knowledge of the catastrophic effects of global warming and the company’s inaction dating back to the 1970’s.

Dr. Dagomar Degroot, associate professor of environmental history at Georgetown University, gave a fascinating talk on his recent research using materials held in archives and special collections libraries to study climate change. Environmental history can be defined as the “study of the mutual interactions between people and nature over time” (Degroot, 2019). Degroot described how his research uses textual materials as proxy sources to study climate change, other examples of proxy sources include tree growth rings, boreholes in glacial ice and coral reefs. Textual proxy sources can be used to make weather observations or follow activities that were affected by weather, such as ice fairs, which provide a very high resolution of climate change at different points in history. For example, Degroot studied ship logbooks from the 15th to 17th centuries and used the measurements for wind direction and velocity to give a picture of the atmospheric dynamics. Degroot also discussed the emerging research on how climate change played a role in the origins of war and how there is yet to be research on climate and the conduct of war.

Degroot’s research and Banjeee’s investigation demonstrates the collaborative
role between libraries and archives to make accessible and interpret textual sources which can then be used by journalists, climate scientists and historians in documenting climate change.

**Conclusion**

RBMS 2019 gave many perspectives on climate change and special collections from librarians, archivists, conservators, journalists, US government policymakers, historians and climate scientists. The focus of discussions was from a US perspective, however much applies internationally. I hope that this report shows how climate change impacts the library field: in developing more sustainable practises whilst also protecting collections from extreme weather events; and using special collections in climate change research. Back in Washington DC, just a few weeks after the conference, an unprecedented deluge led to flash flooding in the area and the role of climate change was keenly discussed as extreme weather events become a more common occurrence.

**References:**

1. Marymount University (2019) *Marymount University homepage* (Online) Available at: [https://www.marymount.edu/Home](https://www.marymount.edu/Home) [Accessed 03.07.2019]
8. InsideClimate News (2015) Exxon: the Road not Taken (Online) Available at: [https://insideclimatenews.org/content/Exxon-The-Road-Not-Taken](https://insideclimatenews.org/content/Exxon-The-Road-Not-Taken) [Accessed 03.07.2019]
Evolution of One-on-one Research Consultations in the Age of the Internet

An interview with Lewis Li
Information Instruction Librarian, Hong Kong University of Science & Technology

Liu Qianxiu: Could we begin this interview by first introducing yourself, including your professional training and education background.

Lewis Li: My name is Lewis Li. I am currently one of the Information Instruction Librarians for the Information Instruction & Collection Services at the Hong Kong University of Science and Technology Library (HKUST).

I obtained my BSc (Hons) degree in Textiles, an MSc degree in Information Technology, and an MSc degree in Knowledge Management from the Hong Kong Polytechnic University, and an MSc degree in Library and Information Management from the University of Hong Kong.

Since you are a holder of three Masters degrees (in different disciplines), can you tell me how your knowledge of Textiles, IT and Information Management contribute to your current work as a reference librarian at HKUST?

Nowadays, more librarians than in the past pursue multiple [areas of] knowledge and skills. We are a profession educated to solve information problems. Our patron populations are rapidly changing as are the technologies for serving them. The role of a reference librarian then is not only to ensure that library users who need information can obtain it by punching good keywords into a search engine, but also to ensure that they can use the information effectively.

Over the past few years, pressure has intensified on libraries to redesign their services to accommodate changes in resources and opportunities provided by technology. The new model of
service delivery that has been implemented required that reference librarians must possess a wide variety of knowledge and skills in various disciplines, such as: digital humanities, data management and curation, data science and visualization, creation of e-learning objects. Librarians are also involved in new research services and tools, developing marketing planning and promotion strategy, organizing book talks and exhibitions… the list goes on.

Also, reference librarians, in addition to their teaching duties, need to set up many focus groups or Communities of Practice (COP) to gather user feedback on new services before the library decides to take a concept into development. Therefore, it is important for reference librarians in academic libraries today to have the ability to keep up with the new knowledge and technology in order to cope with the rapidly changing environment and user needs.

Could you tell us about your career path to becoming a reference librarian at HKUST?

Prior to joining HKUST in October 2011, I was a library assistant and then...
became the Reference Librarian of the Mong Man Wai Library at the Education University of Hong Kong.

*Are you a second-career librarian – meaning, did you have other non-LIS-related careers before becoming an academic librarian?  If yes, how do such non-LIS-related professional experiences contribute to your current work at HKUST Library?*

Prior to my time working in the library, I have worked as a textile engineer in a leading textile testing laboratory in HK, and at one time was a garment merchandiser.

Through my experience in the laboratory and currently as a science librarian in HKUST, my subject knowledge enables me to provide research support to science students at HKUST.

In one of my faculty-librarian collaborations, which is a 4th year chemistry class (CHEM 4689) that includes a one-on-one research consultation on literature searching for a literature review as part of a research proposal. I remembered that one of the students was researching “the acoustic behaviours of nonwoven nanofibers and the applications on soundproofing”. My academic background in textiles and my working experience in a laboratory setting helped me understand the topic well and to provide valuable guidance to the student in her research.

As a librarian, it is crucial to communicate effectively with the student. This helps [me] to better understand their needs and the difficulties they encounter during the course of their research. From my experience as a merchandiser, it involves collaborating with suppliers, manufacturers, and stores; having well-developed communications skills is [essential] for a merchandiser. Good communication skills can help to build professional and long-lasting relationships with the students, faculty and all the staff in the university community.

*What parts of your work as a Reference Librarian at HKUST do you find most rewarding?*

The most rewarding thing for me as a reference librarian at HKUST is that you always have the opportunity to be creative. All staff in the library are encouraged to generate and develop ideas in order to create a culture of innovation. Recently, one of my projects was to create an online “treasure hunt-like” game with a consumer-grade 360° camera for new student orientation. Students can play the game with a computer or a virtual walkthrough with a Virtual Reality (VR) headset. They need to find and solve all the puzzles and complete the game in order to win a prize.
Explore the library game: http://lbcone.ust.hk/eobj/puzzle-game/index.htm

Another example is that a few years ago, I organized a Tai Chi class for all library staff during lunchtime, with the aim to promote health in the workplace. It was well-supported by the top management and the class was also well-received by library colleagues.

What exactly is research consultation? When, why and under what circumstance should a library end user consider a research consultation?

A research consultation is a scheduled individual meeting with a librarian to get help with your research. HKUST offers both one-on-one and group consultation to all faculty, postgraduate and even undergraduate classes with research components.

Every research consultation is a bit different because it is tailored to a specific research need. Typically, a library end user who considers a research consultation usually starts from a general research topic or even a vague research question, wanting scholarly books and articles on that topic. Very few have come with a small number of relevant sources and a plan for how to proceed with their research after the consultation.
Our responsibility as librarians is to provide detailed instruction to the user on how to search effectively with known resources; locating and evaluating relevant resources pertinent to their research topic. I tend to think of a research consultation as something in between a general reference question and an instruction session. For example, they may also cover copyright issues, give help or advice on citation tools and formatting the citations, using other research software, etc.

**What could a library end user gain from a one-on-one research consultation session?**

By the end of the consultation, a library end user will have discovered lots of resources and services available in the library dedicated for research activities.

S/he will have learned more about how to effectively search and evaluate information and be further on the road to using it effectively and ethically. Research consultations, or as we at HKUST sometimes call them, “coaching sessions” exist to address student needs that were not sufficiently covered in a classroom setting. Research consultations may also help to promote the value of the library and to build a strong relationship with the librarian and its users, whereby they can always come to the library for help.

**With the convenience brought by internet connectivity, different online resources portals, NetFind interfaces and knowledge management systems, have you witnessed any major changes in the format, nature, frequency and number of research consultations sought from the library end users?**

Research consultation has evolved greatly in the way it is delivered. The rapid development of information and communication technologies requires that librarians have the flexibility to recognize and explore new service models.

Nowadays, reference services are provided not only in person, but also remotely and virtually. It is interesting to note that more and more users are going online and prefer to communicate via e-mail/web form, WhatsApp chat, and texting. The downside of these mediums is that it may prevent librarians from conducting in-depth consultations with users. This may lead to inadequate understanding and misinterpretation of the user’s information needs. At HKUST, our usual practice is to invite users who need in-depth assistance for complex queries to visit the information desk and/or to make an appointment with the librarian for a formal research consultation.

**When are the peak and low seasons for one-to-many library instructions, and when are the peak and low/off seasons for one-on-one research consultations?**
Usually, the peak starts from late August through November in Fall and from February through May in Spring. One-on-one research consultations are distributed unevenly throughout the year, with a subtle [increase in] demand after a series of postgraduate workshops and a required library research consultation (e.g. the CHEM 4689 module). Overall, the number of requests for one-on-one research consultations is not very high. However, when library instruction is embedded [in a course syllabus] they can keep us busy. For example, in Fall 2018, for CHEM 4689, my colleague and I did 29 research consultations.

_Do HKUST librarians need to actively go out to market the research consultations to the end users?

Yes, usually during new postgraduate [intakes], faculty, and staff orientation library instruction sessions. [We also advertise in] libguides, e-learning objects, e-discovery week, scholarly communication seminars, etc.

*Study spaces at the Lee Shau Kee Library*
The increase in the number of one-to-many library instructions and one-on-one research consultation sought from the library end users – can they be used as one of the many indicators for measuring the effectiveness and quality of reference services provided by HKUST Library?

The vast majority of HKUST library's organized instruction workshops have come via collaboration with other units and departments in the university, including the common core courses offered by the Center for Language Education, professional development courses for Research Postgraduate students, and teaching partnerships with faculty that include a faculty-assigned research project. The growing number of instruction sessions and the number of attendees in every year shows the value of the librarians and the library instruction sessions.

I haven't done any survey on the penetration of knowledge of the availability of research consultations among undergraduate, postgraduates and faculty. Therefore, we have no conclusion as to why a small number of individual consultations were recorded every year (outside of the ones in the embedded instruction, that is). I guess some professors and their classes probably don't have assignments or projects that would require scholarly literature search, or some professors may think that they are the subject expert and what the library can offer is simply literature search. Certainly, this is not true.

The majority of users asking for research consultations from HKUST Library - who are they? Undergraduate students? Postgraduate students? Faculty members or researchers?

The majority are postgraduates, also undergraduates from professionally-required library research consultations and common core courses after a library instruction session.

Many faculties and students are shy and intimidated to ask for research consultations from the reference librarians, because they do not wish to appear ignorant. Ironically, these students do not complain about having to overcome this kind of shyness and intimidation when they need to ask for information from the information counter at a department store in Japan or asking for travel information from the hotel concierge – can you explain this unusual phenomenon?

From my experience at HKUST, faculty - and more often the students - who approach the information desk ask questions mainly on printing, photocopying, scanning and how to download articles. Therefore, I don't agree that faculty and students are shy and intimidated to ask questions from the reference librarians.
I haven’t done any survey on the users’ behaviour [regarding] asking question, so I cannot reply as to whether they do not ask for research consultation due to lack of knowledge about the purpose of the research consultation, or [if] it’s due to lack of need, shyness, fear, or what.

Lewis conducting a training session

Many academic staff do not encourage their students to go to the library to ask for one-on-one research consultation, because academic staff think they know better (have better subject knowledge) than the Subject Librarians – and they think it is a waste of their own time. It takes a long time to wash away this negative impression. If that is the case, what would you do to change that?

At HKUST, the vast majority of the instruction sessions have come via collaboration with the faculty and schools. Many faculty [members] have a good impression of the library and the ability of the librarians to help their students. I would say any lack [i.e. reluctance from faculty staff to send students to us] is more likely because the courses are not research-oriented. Many of their classes do not have assignments or projects that would require in-depth research support.

Many academic staff do not want to send their Bachelors [BA] and Masters [MA]
degree students to the library, as individuals or groups, to seek help from research consultations, worrying that this would create trouble or extra workload for the librarians. If that is the case, what would you do to change that?

That is not my experience. In addition to professors sending us their students, we sometimes go to their classes at professors’ request to offer an in-class instruction and give help or advice to their students during the class session. It depends on the nature of the workshop and the content of the assignment that the faculty would invite the librarian to sit in the class to offer help to their students.

According to Dr. Sarah Thomas (University Librarian, Harvard University), “Librarians are not handmaidens of the researchers!” What would you say to respond to this statement?

During the time when I was studying for my Master’s degree, I gained the subject knowledge but I didn’t have much knowledge on information search and referencing. Since I attended a library session on literature search, I began to realize that librarians, in fact, play a very important role in helping me to answer my research needs. They are at the forefront of new resources and [are] able to help me with the necessary tools and research skills. Therefore I would say that [the association between] researcher and librarian is a kind of collaborative relationship. Not servants, but co-workers, colleagues, partners.

Some IT professors and IT professionals believe that it is more important to spend manpower and resources to develop powerful and versatile Knowledge Management systems – instead of relying on Subject Librarians when it comes to helping students and faculties to locate information and resources for their research. In fact, they believe that Knowledge Management Systems would eventually and completely replace the Reference or Subject Librarians – what would you say to respond to this?

Knowledge Management systems can capture both tacit and explicit knowledge which can be shared among people who are interested in it. It is a kind of “standardized approach” where information is collected and assigned by different taxonomies and categories, and one might be able to find the “answer” from the system if s/he has encountered a “similar” case or problem.

Different researchers have different research needs. Every research consultation is a bit different because it is tailored to your needs. Librarians play a vital role to guide you throughout the whole research process, tailor to your research needs, answering your questions on the spot. You don’t need to remember the taxonomy or get familiar with the Knowledge Management system before you
can find out the answer. They also know the latest tools and resources available, and their brains can connect users to what they need really well, supplementing [even] the most robust Knowledge Management system.

Users from Arts and Humanities versus users of Science and Technology – have you witnessed any major differences in terms of the format, contents and frequency of research consultations sought from these two different user groups?

They are totally different in terms of information needs. Therefore, the individual consultations have to be tailor-made to their research needs.

For Arts and Humanities users, information needs are diverse and they rely heavily on books and older material (especially for those studying history or historical data). Consultation with knowledgeable persons or experts in the field was the most important source of information for their research, and good Humanities and Social Sciences [HSS] librarians are vital.

For Science and Technology users, they consider the library and digital/online resources to be very important for their research. They comparatively spend more time on searching web sources for the most [up-to-date] information than print sources. However, they too often need a good librarian to guide them through the process, especially for difficult tools like SciFinder or Knovel.

According to a recent interview with the Hong Kong Design Institute Librarian, the greatest challenge found when it comes to serving people from the creative arts is that they are constantly asking for materials that is outside the scope of the library collection - in order to look for information for inspiration for their creative endeavors. Under the School of Humanities and Social Science, HKUST also offers programs in the Creative Arts – I wonder if you have also encountered similar challenges when it comes to serving this particular user group at HKUST?

As a science librarian, I didn’t have much to share in this area. My colleague, Ms. Victoria Caplan who is the humanities librarian, probably has some experiences that can be shared with you.

I understand HKUST does not offer a Bachelor in Library and Information Studies [BLIS] or Masters [MLIS] program. But according to Tracy & Searing (2014, p. 367), although LIS students are expected to be proactive, independent and self-efficacious users of library collections and services, some researchers worry that some “LIS students fail to take full advantage of services such as reference consultations, because they do not wish to appear ignorant; by not asking, they miss out on opportunities to enrich their learning”. So, for faculties who are teaching LIS programs, would you suggest [they]
encourage their LIS students to make good use of the research consultation sessions? [The rationale being that by] taking part in Research Consultation – these LIS students could observe good practices from practicing professional reference service professionals [which] is undoubtedly a very important aspect of any LIS students’ education. What would you say to this?

I also agree that meeting a reference service professional is a vital part for any LIS student, not only to observe good practices, but also learn ways to build up a good working relationship with a researcher.

Lewis Li and the Reference Services Team at HKUST

Reference
Laura Cagnazzo posed for the Scottish president at the recent CILIP Scotland (CILIPS) conference in Dundee. Laura is this year’s Alan Hopkinson Award winner and will be attending the International Federation of Library Associations and Institutions (IFLA) World Library and Information Congress in Athens, Greece. Here she is with two Italian friends Elena and Luca at the president’s picture frame. All three work for Scottish libraries.
The Eurotoolbox is now being rapidly booked up. The theme this year is the environment. For those who are unaware of the toolbox, on the next four pages is the Eurotoolbox brochure:
EUROTOOLBOX

https://eurolis.wordpress.com/
**Eurotoolbox - What is that?**

A handy tool pack for travelling by car in Europe? - an investment package for saving your hard-earned Euros? - or a free resource for librarians and teachers who need to inspire children with the latest children’s books in European languages?

If you chose the last of these options you’d be right on the button. Eurotoolbox is a resource collection which has been put together by Eurolis a group of expert librarians in the cultural centres of France, Germany, Italy, Portugal, Poland and Spain with the assistance of CILIP (Chartered Institute of Library and Information Professionals) in the UK.

All the books in the collection have been specially chosen for you, they are the very best recently published in the following original languages: French, German, Italian, Polish, Portuguese and Spanish. The English language is represented as well, thanks to a donation by CILIP of the 15 books shortlisted for the Carnegie and Kate Greenaway children’s books awards in the current year.

With many years of production experience and feedback from the users, the expert team of librarians have built a resource which enables librarians and teachers to use over 90 books in each collection for individual reading or group sessions in their own library or the schoolroom for a month at a time at no cost to their organisation other than onward transportation to the next location in the UK.

*by John Lake, former Vice Chair of the International Library and Information Group of CILIP*
Eurotoolbox is available to borrow now free of charge to libraries and schools in the UK.

Enquiries for all bookings to:
Maria Riccobono
maria.riccobono.iic@esteri.it
Tel: 0207-3964425
For the second year, it was a real privilege for us to host the Eurotoolbox; the only school in Scotland! Library lessons (English and German classes) centred round the collection... We discussed home languages, the fact that our brains are designed to speak more than one language... We also discussed images; encouraged pupils to interpret the picture books in their own way – and saw whether their ideas matched what the stories were about! ...

Direct result of Eurotoolbox with an S2 class today (13 year olds) – the Polish girls who lack confidence with their own language WANT me to buy a couple of books for the school library, and are DEFINITELY coming to the Language Café tonight. Score!

Susan Appleby
Susan Appleby, Network Librarian, High Life Highland, Inverness Royal Academy

I have just opened them and the books look amazing. Thank you so much for putting them together. They are just the kind of material I am looking for as I have started a collection called Children’s Classics in other languages.

Janet Craig, Librarian, Downside, Stratton on the Fosse, Radstock, Bath

Thank you for sending the Euro Toolbox. The books arrived yesterday and look wonderful... the display almost certainly stimulated the curiosity of the KS3 and KS4 students who saw it, and the collection made the basis of an assembly for KS3 (native speakers reading extracts from three of the books) which we had some positive feedback about...

Isobel Ramsden, Assistant Librarian, Channing School, The Bank, Highgate, London

The EUROTOOLBOX is a joint project of:
A one day seminar organised by EUROLIS, the consortium of Librarians of European Cultural Institutes in London and CILIP ILIG. What do young people expect from public libraries in the 21st century? What range of services are offered by libraries in different European countries? How can librarians help teenagers find the right path to a fulfilling life and successful career? The seminar is aimed at librarians, but is also intended for teachers, writers, illustrators, publishers and all professionals and volunteers whose aim is to inspire young people to engage with libraries and see them as an exciting environment which can enhance their chances in life? The seminar will have the format of a presentations, Q & A forum and a workshop where leading experts, from the main European countries (UK, France, Germany, Italy, Portugal, Poland and Spain), will share their experience and ideas with the audience. Venue: Italian Cultural Institute, 39 Belgrave Square London SW1X 8NX Date: Friday, December 6th, 9.30am – 16.30 Fee: £30 (concessions £20) including lunch and drinks.

Save the Date: Friday 6th December for the Eurolis seminar. The subject is attracting young people into the library and we are having speakers from all over Europe. The day takes the form of lectures, breakout sessions and workshops.
How did you get into libraries in the first place?

Like many of us, entirely by accident. I graduated with a degree in Russian and no idea of what I wanted to do, but some idea that I didn’t want to work in the private sector or to teach. To tide me over while I made up my mind I got a job in my local public library, and a very supportive manager encouraged me to move on almost immediately to the role of library assistant at Birkbeck, University of London. That gave me the opportunity to qualify while working part time, with my fees waived. It was a different era and I was very lucky.

Where does your interest in the international library and information sector stem from?

From the beginning my interests were always international, in every way. My degree in Russian led to my first professional job, at Chatham House Library, where I was able to add a little more knowledge to my interest in other countries, and make lifelong friends. From there I moved to the School of Slavonic and East European Studies Library, now part of University College London (UCL), which was an international community with an international library staff, and was dependent on publications from outside the United Kingdom. Chairing the Council for Slavonic and East European Library and Information Services (COSEELIS) gave me the opportunity to meet librarians and vendors from across the world. Working at UCL also led to an international project producing content for Europeana, and the chance to help set up UCL’s overseas campus in Qatar.

What is your favourite experience of visiting or working with libraries internationally?
I have travelled with my job in Europe, the United States of America and the Gulf, but one early trip will always stand out. In April 1991, in the last days of the Soviet Union, I took part in a remarkable study tour of 11 British librarians to Moscow and Siberia.

We were funded by the British Council and our hosts were the Foreign Literature Library in Moscow and the State Scientific Library in Novosibirsk. It was at the height of glasnost and we were able to witness the breath-taking speed at which Soviet libraries and the publishing industry were changing.

Our hosts were also wonderfully hospitable – every library set out a spread of home baked cakes for us – and we were the first foreign delegation ever to visit the beautiful and formerly closed city of Tomsk. The whole trip was a privilege and those of us who went still talk about it all these years later.

What do you think libraries internationally should be doing more?

I think that library staff in the UK in all sectors should be able to set aside just a little time each week to research and reflect on the work of colleagues across the world and to share what they learn.

That might involve professional reading or interacting on social networks. The pressure of everyday work can make us too parochial and Eurocentric, but information no longer respects national borders and the decolonisation movement will challenge our practices. We need to be ready to lead the changes that are coming.

What do you enjoy doing outside of libraries?

Having recently taken early retirement I am able to spend more time walking, cooking, and learning how to look after my garden one plant at a time. Having more time also enables me to think and write more about my professional interests, and to enjoy making new professional contacts through CILIP ILIG. Somehow I still don’t have enough time to do everything I want to do.
DATES FOR YOUR DIARY
CILIP ILIG INFORMALS AND MEETINGS

CILIP ILIG Informals at CLIP HQ

Wednesday 11 September
6pm - 7.45pm
Kathryn Oxborrow

Non-Indigenous Librarians and Indigenous Knowledge in Aotearoa New Zealand

Please come along to our September 2019 informal and hear a fascinating talk by Kathryn Oxborrow, a PhD student at Victoria University of Wellington, Aotearoa New Zealand. She has been investigating how non-Maori librarians in Aotearoa New Zealand learn about and engage with Maori knowledge, talking with twenty-five librarians about their journeys.


Wednesday 13 November
6 – 7.45pm
Stevie Russell

Title to be confirmed – save the date!

Informals are friendly and informative gatherings aimed at anyone who has an interest in the international library and information scene. Generally there is no charge and allow plenty of time for networking and free refreshments.

OTHER EVENTS

IFLA World Library and Information Congress 2019
24-30 August 2019

The International Federation of Library Associations and Institutions 85th Annual General Conference and Assembly – Athens, Greece.

More information: https://2019.ifla.org