

focus

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Editorial

Writing this editorial for each issue usually presents an opportunity to comment on an event or occasion in the global information community. Sometimes this is with sadness or concern over a situation which has impacted on a country's community, such as we have recently heard of in hurricane battered Haiti and the earthquakes in central Italy, or with the news of the death of a respected colleague in the library community, as we learnt recently with the passing of Alan Hopkinson. But at other times it provides an opportunity to celebrate the success of the achievements of a particular individual or organisation in the library and information community.

This issue of *Focus* reflects on how the passing of one distinguished internationally focussed librarian has resulted in providing an incentive for other global professionals to learn and study their specialism through a grant to visit the United Kingdom. The Anthony Thompson Award has achieved this over a period of some 33 years since a legacy was provided from the first IFLA Secretary General's estate after his death in 1979. CILIP ILIG has been charged with the duty of making this award and our Treasurer, Kathleen Ladizesky has provided an overview of this Award (and others provided by ILIG) and its winners since the first one in 1983. It also carries contributions from past Award winners to demonstrate how winning the Award has contributed to their career development. The ILIG Committee hopes this will inspire others to apply when the Award is offered again in the future.

This issue is packed with other articles including John Pateman's second part of his thought provoking "Marx Meets Maslow" from Canada (Part 1 appeared in the July 2016 issue of *Focus*); the role of the Practitioner- Researcher by Fiona Blackburn from Australia and my own account of a visit to the internationally significant Library, Art and Archives institution in Kew Gardens, London.

I hope you enjoy reading this issue and as ever welcome your contributions to the next issue which will be a 50th anniversary publication for *Focus* since its first publication in 1967.

John Lake, Editor

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The Anthony Thompson and the ILIG International Awards: a review of achievements

by Kathleen Ladizesky*

The value of work of librarians in developing countries is recognised in the Anthony Thompson Award and also in the International Library and Information Group (ILIG) Award when it was offered in the past. CILIP ILIG currently administers the Anthony Thompson Awards on behalf of the Chartered Institute of Library and Information Professionals (CILIP) and also organised the annual ILIG Award during its seven-year life span. The ILIG International Award has since been replaced by an International Bursary in 2016. This article is an overview of the past recipients of the awards made and is followed by contributions from some of the winners of the awards to demonstrate the value to them and to encourage applications in future years.

The Anthony Thompson Award

Anthony Thompson, an erudite librarian and academic, was the International Federation of Library Associations and Institutions' (IFLA) first permanent Secretary-General. He was also a member of the committee of the Library Association's International & Comparative Library Group (ICLG now CILIP ILIG) in the 1970's. On his death in 1979 he left a bequest to the Library Association (now CILIP), of £4,000 to bring young librarians from

developing countries to the United Kingdom to study international and comparative librarianship. With an additional £1,000 donated by the International and Comparative Library Group (now CILIP ILIG) the funds are held in Trust by CILIP with CILIP ILIG being the main collaborator in the selection process and programming the study tour for awardees.

Awards are made around every three years using interest generated on the funds held by CILIP. Organisation of these awards has always been a key element of CILIP ILIG's work and in recent years the group has been in a position to contribute additional funding.

Many members of the CILIP ILIG Committee have given generously of their time and support to the Anthony Thompson Awards. Particular acknowledgment should go to Gill Harris, a past chair of CILIP ILIG, for her input over many years.

Anthony Thompson Awardees

Applications for the award are invited from librarians who have not previously been to the United Kingdom (UK) and who have a good command of written and spoken English. In order to achieve a good distribution of awards worldwide, a preferred geographical area is indicated each

*Kathleen Ladizesky is a treasurer of CILIP ILIG

time an award is made. Between 1983 and 2016 eleven people have benefited from the Anthony Thompson Award with awardees from African countries, South America, the Caribbean, India, Nepal, Fiji, the former Yugoslavia and Kazakhstan.

The visits of the first four awardees were scantily reported and there is little in *Focus* on the first winner in 1983, **Katherine Matsika** of the **University of Harare, Zimbabwe** however an article did appear in the Library Association Record. Next came **Biserka Dunda** from the **National Library of Zagreb, Yugoslavia** in 1987 who submitted an article for *Focus* on 'Coordination of Document Supply in Croatia'. In 1990, a full programme for **Piedad Ortiz Herera** from **Bogota, Columbia**, arranged by the British Council, concentrated on public library services for the disadvantaged. Her accommodation was arranged using the group's Host Directory which has been most useful for many of the award visitors. A report by **Martin Walker** on 'Furthering International Development' talked about the visit in 1993 of **Mrs. Sudha Saxana** of **Jaipur, Rajasthan** which had been the most successful one up until that time.

Since then visits have blossomed and reporting of visits has been well covered in *Focus*. It is interesting to take a look at some of the varied expectations and outcomes of the awardees on their visits to the UK, as

given in published reports.

1995
Imeri Waibuca - College of Advanced Education, Fiji

'I firmly believe that I achieved all that was stipulated in my project proposal in the areas of user education, automation, strategic planning, staff training and general library operations. In fact I was most fortunate to have learnt a lot more...I commend the late Mr. Anthony Thompson for providing these opportunities for developing countries' librarians ...The Award has definitely given me a greater sense of professionalism and a lifetime opportunity of visiting your great country.'

2000
Maira Tungatarova - National Youth Library, Republic of Kazakhstan

"After my visit to England I shall be talking to my colleagues in Kazakhstan about the English library system and share the information I gathered during the study tour with them. I plan to devote myself to implementing two projects:

- 1) Building bridges to the future*
- 2) Library for innovative education*

The National Youth Library where I work is a methodological hub for Kazakhstan and could contribute to tackling these issues. My study tour of England made me realise that the main aspect of modern information culture is the concept of the world as a single information space."

2003

Danville Fourie - Mitchell's Plain Library, South Africa

"The AT Award opened doors and new opportunities for me personally and in my professional life...Links have been set up between our library and Sandwell Library. Both libraries have the problem that the older generation do not want to use the computer facilities...Change at the libraries in England and in our libraries in Cape Town is essential. We are now competing with external factors...Librarians should not be scared to change...It is up to me to create change in other librarians as well, and convince those that are still undecided that librarians are the agents of real change."

2006

Marsha Stewart - Hospital Librarian, Jamaica

"The future is something that provides motivation for this librarian. The study tour has injected new life into my endeavours. Although, because of lack of resources and now a hitch within the hospital, some of the desires and visions outlined in my objectives have been thrown off course, the vision is being kept in focus and will be maintained so as to ensure that the health-care system with which I am associated with will reap the desired fruits. The investment made by ILIG (i.e. the AT Award) into the development of libraries at an international level is an excellent venture. The exposure and lessons learnt are priceless."

2008

Raj Kumar Gandharba - Programme Coordinator for Community Learning Centres, Nepal.

"After winning the Anthony Thompson Award 2008, I was very delighted to make my visit to the UK for three weeks in 2008 and the Award provided an opportunity to have exposure in related fields. My work includes promoting community learning centers and information services for the rights of Dalits in rural areas of Nepal. During my stay in the UK, I participated in conferences and visited learning centers, libraries, archives, and rights promoting agencies. We shared the experiences with each other and explored new ideas, I was also able to visit other very beautiful places which made me mentally fresh. In this piece of writing, I have briefly described my learning in the UK how the people of Nepal can benefit from the cross-cultural experience."

2010

James Massally - Librarian Annie Walsh Memorial School, Sierra Leone

"My main objective, is to acquire the requisite skills and techniques with regards the implementation of the advancement of information and communication in schools and public libraries in a developed country as England. I am also interested in enriching my knowledge on reader development as the reading culture is lacking among young people in Sierra Leone."

“Furthermore, my expectation is that the visit would increase the level of networking with other able bodied institutions, department of children, school libraries and Associations, as well as National Associations, not only during but even long after the visit that would in turn help to open up opportunities for our own children and young adult institutions in my country.”

2013

Unfortunately after selecting a nominee for the Award it was not possible for the visit to the UK to take place.

2016

Avis Holder – Librarian Project Manager (Digitisation) Library and Archiving Unit, Office of the Parliament of Trinidad and Tobago

“The general aim for the study visit is to explore the digitization process, trends and best practices that are used at libraries across the United Kingdom. As the Librarian/ Project Manager at the Office of the Parliament of Trinidad and Tobago, I am charged with the task to digitize our Hansard collection from 1900-1992. The project seeks to increase access to Trinidad and Tobago’s highly requested Hansards by parliamentarians, legal professionals, researchers, students and everyday citizens. As such, the knowledge acquired from the visit, will increase my competencies and skills in the field of digitization and experience acquired would allow me to apply the best practices and trends learnt to my

current project.”

Visit Objectives

- Explore digitization best practices and current trends.
- Advance my knowledge on the creation of access paths to electronic resources and how libraries increase citizen’s access to their collection.
- Learn to develop strategies for maintaining and conserving document’s integrity.
- Increase my understanding of copyright and ethical issues surrounding the creation and distribution of electronic resources.

Planned Approach and Content

The study visit will take me to four organizations where I will engage in discussions, interviews and hands on training.

British Library - British Newspaper Archive / The International Dunhuang Project / Endangered Archives Programme (3 days)

- Exploring the best practices, trends and issues when digitizing rare materials.
- How the library identifies “endangered” materials and preservations techniques used maintain these documents. (British Library Endangered Archives)
- Understanding the process of using crowdsourcing for the completion of projects.

CILIP ILIG International Award

For some years CILIP ILIG hosted a much younger award which grew from an idea of Hazel Dakers when she was

Chair of CILIP ILIG and established by the CILIP ILIG committee in 2005. This annual Award was aimed to be made to a person, group or committee for work in countries outside the UK which had made a real difference to a community through library and information services.

Awardees

The nominee should recently have been working overseas in the library and information sector and the Award recognised an initiative that was either current or had been completed within the last year. Precedence was given to those who had not already received recognition for their work. Any person or group, except members of the current and immediate past ILIG Committees, was eligible. They could be of any nationality and need not be professionally trained librarians. Any CILIP member could make a nomination. There was a cash prize of £100, plus one year's free subscription to *Focus*.

Speaking about the award Hazel Dakers said that ILIG is a focus for librarians with an interest in professional activity overseas and where necessary, for help in the development of Library and Information Science services overseas. Throughout the life of the award ILIG tried to shine a light on exceptional people whose work had not been recognised before.

Awards were given to librarians from Africa, Malaysia, Sri Lanka, Barbados

and to an American (United States) for her work in Africa. They reflected wide ranging improvements in services, including work with university students, prisoners, uneducated people in rural areas, street children and for improvements to electronic access.

A synopsis of contributions of awardees is given below.

2006

Mrs Khan Quay Kin, Head of Information Services, University of Nottingham Malaysia Campus, in Kuala Lumpur for improving the facilities available for the students. She was able to receive the prize in person at the CILIP ILIG AGM.

2007

Mrs Jan Lewis, who had worked for the previous six years as a **volunteer prison librarian in Glendairy Prison, Barbados**, won the award. She was nominated by former colleagues at the University of Glamorgan, where she worked before moving to Barbados. Jan received the award in person at the CILIP Umbrella Conference. She so touched the hearts of Umbrella delegates that a special collection was made to support her prison library at the plenary session.

2008

Gray Nyali, Director of the Malawi National Library Service (MNLS), Malawi was nominated by Beth Murphy of Book Aid International (BAI). As Gray was unable to attend the CILIP ILIG AGM Beth also

presented him with the award, making this the first time it was presented in the home country of the winner.

In his fight against illiteracy in Malawi, Gray's work includes a long-standing partnership between BAI and the MNLS, as well as co-ordination of outreach projects in rural areas connecting communities through small local library centres.

2009

The CILIP Umbrella Conference was once again the venue for announcing the winner who was **Dr. Ruwan Gamage, Senior Assistant Librarian at the University of Moratuwa, Sri Lanka**. The award was made for his development of the Sri Lanka Library Friends discussion group. When he began this group, it was originally a discussion forum to share ideas, solve practical problems, a notice board for announcements of vacancies, products and services etc. However its purpose expanded from the discussion forum model and developed with a much wider audience. Dr. Gamage holds a PhD in Library Science from University of Wuhan, China in 2008.

2010

Two recipients were announced at the ILIG informal held at CILIP offices in Ridgmount Street, London on Wednesday 7 July, both for their work in Africa.

i) Vimbai Hungwe was the **President of the Association**

for Health Information and Libraries in Africa (AHILA), and Senior Programme Officer at the Information Technology Outreach Centre for Africa (ITOCA). Vimbai had a distinguished career in the roles he filled at the University of Zimbabwe Medical School Library, Zimtrade (Zimbabwe's export promotion body) and the Ministry of Agriculture's Central Library and Africa University Library. He was also involved in supplying agricultural information to Zimbabwe's Agricultural Research Centres.

Vimbai died tragically in a road accident in Pretoria. He was a vital, leading champion for health information in Africa.

ii) Jane Kinney Meyers was a **librarian from the United States of America (USA)** who had been involved with libraries and information for international development in Malawi, Zambia and other African countries. In Malawi she developed a network of research libraries for the Ministry of Agriculture. Later in Zambia she established a reading programme, raised funds, and created an informal library for street children. This led to building of full-service, public-access libraries for street children, orphans and other vulnerable children and youths.

In Lubuto, Jane was involved in the first Lubuto Library project, which opened in 2007. Using a grant from the eFL.net Public Library Innovation

Programme, funded by the Gates Foundation, a second library was constructed. These libraries aimed to create early reading programmes through the One Laptop per Child (OLPC) Zambian Language Literacy Programming project, which then would be made available on laptops in the libraries and via the Lubuto.org website to inspire similar work in other African countries and languages.

2011

No Award was made

2012

Hosea Tokwe was selected from a strong field of nominations. The judging panel was struck by the commitment and contribution that Hosea, **Chief Library Assistant at Midlands State University**, has made in the establishment of the Matenda School Library in Zvishavane, Zimbabwe.

Since 2012 no ILIG Award has been made although several appeals were made for nominations. It was decided to cease providing these awards in 2015 and provide a bursary for ILIG members to attend international conferences instead.

The first bursary was made to Susan Appleby, Schools Library Service in Inverness to attend the German Library Conference in Leipzig in 2016. (see report in the July 2016 Issue 47 Number 2 of *Focus* – Ed.)

Future applications for this bursary will be welcomed in 2017 via the ILIGlist, *Focus* and through social media channels (see editorial page for addresses)

Conclusion

Both awards aimed at recognising international library development work but were different in that the Anthony Thompson Award is an educational award to demonstrate how things are done in the UK while the ILIG International Award was given to draw attention to work already accomplished or ongoing in developing countries.

The Anthony Thompson Award demands a lot of organisation with help at one time provided by the British Council. Dealing with projects which were already in progress the ILIG International Award was relatively easy to administer but the level of the Award had ceased to become appealing it seemed.

The Anthony Thompson Award - Reflections from Past Winners

Kathy Matsika (Ms) The First Winner in 1983

As the first recipient of the Anthony Thompson Award in 1983, I was very fortunate to get the excellent mentorship of an eminent British librarian, a leading UK professional and famous in Commonwealth Library circles and often referred to as 'Mr COMLA', as he was the first President of the Commonwealth Library Association (COMLA), Mr K C Harrison. I look back with pride at what I managed to learn in a short time from his nurturing. He showed me the ropes and took me through my 'first steps' in modern academic librarianship. I had just graduated from library school and he prepared a programme that introduced me to all aspects important for an aspiring young librarian who was ambitious, and clearly looking for opportunities to establish herself as a successful leader in academic Libraries. He had the knowledge and patience necessary for the task. For a first timer like me, London was intimidating and truly foreign but Ken managed to ease my fears, as he understood the kind of environment I was coming from. He prepared a rich programme that gently introduced me to the world of modern academic librarianship.

The proposal I submitted in applying for the Award requested an opportunity to visit academic libraries, especially education libraries, with the hope that the visit would open my eyes and launch my career in academic librarianship. Indeed it



was an eye opener and it changed my career forever. The prepared programme led me to all corners of the United Kingdom where I met the most inspiring professionals who selflessly shared their experiences and dreams about the libraries of the future. I visited some of the best libraries of that time. I went to the West Coast and spent time at Aberystwyth in Wales where I heard

a lot about Anthony Thompson and his great contribution to librarianship. I spent some quality time at the famous School of Librarianship at Aberystwyth, which is well known for training many successful library leaders in Africa. In the North, I went up to Dundee College of Education and also visited the Midlands, Birmingham libraries and the British Lending Library at Boston Spa (now British Library, Boston Spa ed.) in Yorkshire.

Looking back, I have great memories of my winding train journey through the plains of Wales to the remote destination of Aberystwyth and I like to compare the journey to the fast trains to Birmingham and to Scotland, to Dundee, which were equally enjoyable. My knowledge of the United Kingdom was greatly enriched and so was my understanding of modern academic libraries in the United Kingdom. I had not been exposed to technology in libraries and this visit was to introduce me to library automation and what was to be expected in future academic libraries.

I met and spoke to big people of the profession who had been carefully selected by my mentor and programme co-ordinator, Ken Harrison. They included University Library Directors, Programme Managers and professionals at all levels in the academic libraries. I remember vividly my visit to 7 Ridgmount Street, London, with a heavy assignment to meet with high ranking Library Association officials and professionals at their offices; I

remember the merry making at the reception held in my honour and the many big people that came, some of whom I was to meet later in my career.

I travelled the length and breadth of Inner and Outer London, armed with notes and directions provided by Ken. I loved that experience as a first timer in London, getting lost and catching the wrong underground heading in the opposite direction of where I was supposed to be going. In contrast the serene drive from the historic city of York to Boston Spa and visits to historic sites in York made the visit memorable. I was overly impressed by the well-organised support for research as provided by the British Lending Library. I found this truly amazing. The British Library in London was also an awesome experience.

After my hectic four week visit to UK academic libraries in 1983, I felt empowered and challenged to go back home and apply what I had seen and learnt. Obviously, it had an impact on the impressionable young librarian that I was then. It was clear that there were opportunities and I could grow in my chosen career and so I did.

Career in Brief

I. 1983-1986. Librarian-in-charge of the Education Library at the University of Zimbabwe Library.

With Funding from Delta Corporation, Zimbabwe, the Education Library was transformed and modernised into the Delta Resource Centre equipped with modern equipment - computers,

microform readers, photocopiers and other electronic gadgets as I had seen in the United Kingdom.

2.1987–1992. Head, Reader Services Librarian

In 1987, I was promoted to a management position of Sub-Librarian and Head of Readers Services Librarian in charge of key units such as the circulation desk, reserve collection, in the reference section, inter-library loans, photocopying services and services for the growing number of visually-impaired students.

3. 1992–1995. Senior Librarian and Head at the Jagger Reference and Information Centre, University of Cape Town Libraries, South Africa.

Looking for greater challenges and opportunities, I moved to the University of Cape Town Libraries, South Africa. This was to be a turning point in my career as it broadened my views of African librarianship and provided an opportunity to be at the cutting edge of technology in academic libraries. My academic librarian profile changed for the better as I got seriously involved with technology in the libraries. Facilities were more modern in Cape Town and that provided me with the experience that I needed to reach greater heights in my career.

4. 1995–to date. University Librarian

With the experience and exposure gained in Cape Town, South Africa, I was appointed the University Librarian of the newly established National University of Science and Technology

which gave me an opportunity and space to practice what I had learnt. Despite the challenges faced, I managed to set up a library with a lot of potential for growth as a technology driven facility of the 21st Century. NUST Library is amongst the leading academic libraries in Zimbabwe with all the traits of a modern academic Library and caters for close to eight thousand undergraduates and graduate students based all over the country through its robust remote access facility in the Library.

5. 2001–2003. Inaugural chair of ZULC

In 2001, academic libraries in Zimbabwe were faced with serious challenges as the country experienced economic hardships. University libraries organised themselves into a consortium as an alternate way of sharing resources. The consortium was lucky to get international partners willing to fund and work with the university libraries to alleviate the problems. Through this partnership Zimbabwe Libraries began accessing electronic journals for their growing university populations.

The Zimbabwe University Libraries Consortium (ZULC) was formed in 2001 and grew rapidly to be one of the best-managed consortiums on the continent. I was the inaugural Chair and contributed to the success of ZULC in its early stages and continue to be part of the leadership of the ZULC. It was a stable and a vibrant Consortium in Africa with very strong partnerships with international organisations such

as the Oxford based International Availability of Scientific Publications (INASP) and the Dutch registered Electronic Information for Libraries (EILF).

6. International Librarianship

The Anthony Thompson Award set my foundation for success in librarianship. Not only did it open my horizons but it also firmly demonstrated that library professionals can work across geographical borders. There is no doubt that it was a confidence booster at a critical stage of my professional development and I have been involved in international librarianship ever since.

American Women for International Understanding-Travelling Scholarship 1997

Apart from spending four years of my professional life in Africa's best academic library at the University of Cape Town, South Africa, I also won another travelling scholarship from a California based organisation- the American Women for International Understanding (AWIU).

The Scholarship enabled me to tour academic libraries in California, Chicago and Michigan as well as meet and address members of the organisation in the states visited. I particularly treasured the chance to visit the University of California, Los Angeles (UCLA) and the several of California State University Libraries in Los Angeles, Santa Barbara and San Francisco where I got an opportunity to learn the latest in library technology.

Equally enjoyable were the visits to universities in Chicago, Michigan and Minnesota.

International Federation of Library Associations and Institutions (IFLA)

I have served in several IFLA Committees (Copyright and Legal Matters) and currently I am serving as a Secretary to the IFLA Africa Section Standing Committee. Through these committees of IFLA I have fulfilled my wish to be professionally relevant and offer my services across international borders.

Electronic Information for Libraries (ELFL)

EIFL is an organisation that works with librarians in partner countries (developing countries) to enable access to knowledge for education, learning, research and sustainable community development.

I served as a member of the Advisory Board (2011- 2015) and continue to serve since 2006 as a Country Co-ordinator for EIFL, and EIFL-IP, a programme that focuses on intellectual property and access to information. As Co-ordinator I drive the EIFL programmes through Zimbabwe University Libraries Consortium (ZULC). EIFL Programmes – Intellectual Property, Access, Free and Open Software Projects, Public Library Initiative Programme.

The famous EIFL- IP Programme enabled me to participate at WIPO

meetings in Geneva Switzerland, allowing me to interact and lobby WIPO Member Countries for changes in the copyright treaties. Improved exceptions and limitations in international copyright treaties would change the operations of libraries in the developing countries, where copyright laws are in most cases very rigid or non-existent at all.

Chair - Gender and Media Diversity Centre, Advisory Board (GMDC)

Since 2010, I have been Chair of the Gender and Media Diversity Centre at Gender Links, a regional organisation based in Johannesburg, South Africa dealing with gender issues in the SADC Region. It works with institutions of higher learning where they focus on the training media and journalism personnel.

Notes for contributors to *Focus*

Articles for publication in *Focus* are always welcome. *Focus* is not peer-reviewed, and articles are primarily intended to keep readers (who are professionals from a variety of different types of library and information services) informed about what is going on in the international library and information world, to introduce new ideas and programmes, report on activities and experiences, etc., rather than be 'academic treatises'.

Articles are normally between 1,500 and 2,000 words, though can be a little longer if necessary. The inclusion of references and URLs/links to further information is valuable, as are relevant photos (640 × 480 at 300dpi), if appropriate.

Focus is published in March, July and November.

Copy deadline is normally the end of January, May and September, respectively.

Please e-mail material for consideration to the editor at ilifocus@cilip.org.uk

Articles should normally not have been previously published,
or be under consideration elsewhere.

The Anthony Thompson Award - Reflections from Past Winners

Danville Fourie – Winner in 2003



On a sunny day in July 2003, I met Prof. Tony Olden at Heathrow International Airport in London. After the night flight from Cape Town, I was tired but excited to meet the people that until now, I only knew through email conversations. Tony Olden took me through the streets of London on two red buses. After what felt like five

minutes, we reached our destination, his apartment, which would be my base for three weeks.

Very different to South Africa, Tony gave me a map of the London Underground, we bought a monthly ticket at a small café, and the itinerary for my three week stay. In South

Africa, we would have provided a car or somebody with a car to take the guest to all his/her appointments. In retrospect though this was the best treatment for anyone new to London. One learns on the spot, and one learns fast. I had to conquer, I had to become a citizen, not a tourist, and survive this new experience; and I did, with flying colours... I think.

Visiting the then new and exciting CILIP offices, libraries, museums, information hubs; sailing on a river and up the locks in Reading (initially I thought I will be reading something!!); learning about the internet in Oxford; talking to library science students in London; driving through the street where the Beatles lived; visiting the Black country; walking through English countryside near Wales; and attending the CILIP conference; were all highlights of my tour, and it set the professional scene for the next phase in my life.

I went back to my library in Mitchell's Plain, Cape Town. I had so many ideas. I had a fresh approach to public libraries, the librarians' work ethics and our library patrons. I had a new perspective. The programmes that I talked about at the ILIG evening grew tremendously. The technology that I was exposed to in the UK, I wanted it in my library. My colleagues and I worked with the Shuttleworth Foundation and the Mitchell's Plain Library was one of the first in the city to have had internet access. I became more involved with the South

African Library Association (LIASA) and served as the branch treasurer for another term. I attended all the conferences and workshop that LIASA and the Western Cape Branch offered.

In July 2004, a year after the Anthony Thompson Award, I spread my professional wings and accepted a position as a high school librarian in Fredericksburg, Virginia, United States of America (USA). I settled into my new high tech. position easily. The entire process from leaving my position as senior librarian at a public librarian and becoming a high school librarian in the USA was not as stressful as I thought it would be. I think my three weeks in England the year before gave me courage to apply internationally and passing the interviews via online technology. I thought I had conquered England, I could do the same in Virginia, USA. The fear that one has for the unknown was completely gone.

I was instrumental in moving the entire school library to the new James Monroe High School building a year later, establishing a great academic programme where high school students recommended books for the library as well as going with me to the book stores to purchase new novels appropriate for them. The Lunch-in-the-Library programme was very successful and I got all the shy introverts to talk freely about their love of books and reading. In that reading programme I also had athletes who would not read a book in front of their peers, but would freely talk

during the school lunch in the library. The library programme grew so much that the school principal used the library as an incentive to go to during the school's academic advisory sessions. My library became the heart of the school.

Professionally I enrolled in a Masters degree course at the Virginia Commonwealth University in Richmond, Virginia. I opted to study an education degree and not the Masters in Librarianship. The reasons for this decision being that the Bachelors degree that I completed at the University of the Western Cape matched the Masters programme in the USA. I did not want to repeat the same degree. I do regret this sometimes. In many instances library jobs require a MLIS that is accredited to the American Library Association. On the other hand, the Masters in Education opened so many new avenues professionally.

But, the USA would not become my home. I left the USA in December 2011 after almost eight years for a position as an academic librarian in the United Arab Emirates (UAE). I am currently the Librarian and Independent Learning Centre Coordinator at the Naval College near Abu Dhabi. It is

a total new direction. I am learning a new culture, and have to orient myself in a country that works from Sunday to Thursday, where reading and libraries are a developing concept. Many of my students, when they enter the naval library, would be the first time ever that they enter a library. Many of the students have never read a novel. I had to rethink my approach to reach these new library users. The Naval Library used to be a dead, quiet space that was infrequently visited by officers only. Nowadays it is a buzzing place of naval cadets, using the library resources and integrating technology in their path of learning English as a second language.

I know my career is long from over. It was such a compliment when my son asked where the next country would be when we leave the UAE. For me it started with visiting the UK as the Anthony Thompson Award recipient. I would like to go back to all the wonderful institutions that I visited and see if the then new concepts like the Idea Store in Bow, London worked. I would also like to become CILIP accredited and not necessarily ALA accredited. Would I turn the clock back and relive that three weeks in England? I would answer 'Yes!', without a doubt.

The Anthony Thompson Award - Reflections from Past Winners

Raj Kumar Gandharba – Award Winner in 2008



Raj Kumar Gandharba is currently the Policy and Advocacy Advisor of Voluntary Services Organisation (VSO) International working for the Programme Development and Policy team. His focus is on Inclusive Education and Resilience. He is based in Nepal but has a global remit. He is also responsible for 'being in the know' about policy development and opportunities in Asia Pacific. He has taken this position from September 2016.

Raj's continuous drive to empower marginalised communities was globally recognised through his being awarded the Anthony Thompson Award (2008) in the UK. He remains the only Nepali to have received the international recognition associated with the Anthony Thompson Award. In addition, Raj was a finalist of the World Innovation Summit for Education (WISE) Award and his project, *'Promoting quality and inclusive Education for out of reach children in Nepal'*, was shortlisted by the Qatar Foundation in 2012. The project has since been implemented under his leadership. He is also a mentor of WISE Learners at present.

Before taking up the Policy and Advocacy Adviser role at VSO International, Raj had been the Head of Programmes and a Programme Manager for VSO Nepal since 2008. In these roles, he has worked at a policy level with key focus on leading the initiatives with VSO's government ministry partners, other government agencies, Non-Government Organisation (NGO) partners, donors, United Nations (UN) agencies and relevant networks within Nepal.

He has led education initiatives for three organisations (Executive Director of Jana Utthan Pratisthan from 2005 to 2008 – a national

NGO with the UN Economic and Social Council Status; Head teacher of Abhishek Gyan Mandir Secondary School in Kathmandu from 2003 to 2005; and English Department Chief of Kathmandu Valley College from 2003 to 2008) before joining VSO in 2008. He has an extensive background in Nepal's schools and post-secondary institutions through his twenty years of experiences in work ranging from multi-level teaching to management.

During his career, he has been deeply involved in developing policies, plans and strategies to match evolving context, better practice and national policies, specifically focusing on improving the socio-economic status and increasing the access of information and education to Dalits and other marginalised children and communities. Throughout his career, he worked alongside different donors like European Union, World Bank, DFID, World Council of Churches, UN Agencies and other international partners, and others on outreach programmes with the aim of improving the lives of marginalised groups in Nepal.

As a representative of VSO, Raj has been the President of National Campaign for Education (NCE)

Nepal (network of 286 member organisations – 2015 -2016) and has led national and international policy and advocacy initiatives for NCE Nepal. He supports capacity-building of the 286 members of NCE Nepal; has led national initiatives to review the *Education for All* goal and get common consensus on the post-2015 agenda on education to influence Sustainable Development Goal; leads to the development of Universal Periodic Review Reports and submitted them to the UN; connects national advocacy to influence regional and global agenda and debates; and leads for the other initiatives of NCE Nepal.

Raj also has experiences of editing magazines and bulletins published by social organisations and education institutions, and has written research based articles. He was the Editor-in-Chief of the 'Dalit Solidarity' from 2007 to 2013, published by Jana Utthan Pratisthan (a quarterly bulletin in English). He has also conducted research and developed research papers and presented them in national as well as international forums.

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LIBRARIES AND HUMAN RIGHTS

caring for the whole community

A one-day seminar focusing on the role of libraries as institutions at the forefront of profound changes in society.

It is organised by **EUROLIS** (the consortium of librarians from European cultural institutes in London) and the **International Library and Information Group** (ILIG) of the Chartered Institute of Library and Information Professionals (CILIP).

Leading experts from Spain, Italy, France, Portugal, Germany, the UK and the USA will present current projects and share their experiences and ideas with the audience.

The seminar will be chaired by **Martyn Wade**, Chair of the CILIP Board and IFLA FAIFE committee.

Overview of the speakers and seminar:

09:30 – 10:00 Registration – Tea and coffee

10:00 – 10:10 Introductions

Welcome: Angela Kaya, Director of Goethe Institut London

Introduction: John Lake, Vice Chair of CILIP

10:10 – 10:50 Martyn Wade, Chair of the Conference (UK) *'Librarians, Libraries, and Article 19 of the Universal Declaration of Human Rights'*

10:50 – 11:30 Barbara Schack, Libraries without borders (France) *'Information, education, culture: libraries for empowerment, libraries for dignity – the Ideas Box usecase'*

Tea and coffee break

11:45 – 12:25 Britta Schmedemann, Bremen Public Library (Germany) *'Bremen Public Library – culture on the move'*

12:25 – 13:05 Helena Topa Valentim, New University of Lisbon (Portugal) *'Languages and books in the quest for human rights'*

Lunch break

14:00 – 14:40 Paz Fernández, Library Director at the Fundación Juan March (Spain) *'The right to privacy vs the right to access information: a real-life case of the right to be forgotten'*

14:45 – 15:00 Loida Garcia-Febo, President of Information New Wave, IFLA Governing Board Member (USA) *'Diversity and Ethics: to foster dialog about inclusion and ethics in libraries'* (Presentation via Skype)

Tea and coffee break

15:15 – 15:55 Dr. Marino Sinibaldi, Journalist and writer, Director General of Rai 3 (Italy) *'Books and Liberty'*

16:00 – 16:30 Panel discussion

Friday 25 November

09:30 – 16:30

£ 60 (£50 conc., £25 Students)
including lunch at the Goethe-Institut London

<https://www.goethe.de/ins/gb/en/sta/lon.html>

Tickets are available on Eventbrite <https://www.eventbrite.co.uk/e/eurolis-seminar-2016-tickets-26818776683?aff=es2>

Marx Meets Maslow:

The Needs-Based Public Library Part 2

by John Pateman*

Thunder Bay Public Library

Most public libraries have a *Base* and *Superstructure* which contain elements of all three libraries – the *Traditional*, the *Community-Led* and the *Needs Based*. By using a balanced score card approach you can determine where your Library lies on the *Traditional - Community Led - Needs Based* spectrum. I will demonstrate this balanced scorecard approach with my own organisation, the Thunder Bay Public Library (TBPL).

The Strategy of TBPL is Needs-Based

The Strategy of TBPL was developed using an inclusive process which engaged all major stakeholder groups (board, staff, partners) and every section of the community (active users, passive users, non users). An outcome of the strategy development process was a *Community Action Panel* (CAP). This permanent but ever-changing group of local citizens ensures that the voice and needs of the community continue to be reflected in library

service planning, design, delivery and evaluation. For example, the idea for a Makerspace at TBPL came from the CAP and this was one of their very first ideas which we put into action.

TBPL has five key strategic directions – encouraging Lifelong Learning, promoting Inclusion and Diversity, supporting our Local Economy, embracing Change and Innovation and fostering Community Well-Being and Personal Growth. As well as determining the direction of TBPL, these strategic objectives are also embedded in Thunder Bay Counts, which is a city-wide initiative that requires collaboration between a wide range of institutions and community groups. All are working towards achieving the same three main outcomes:

An inclusive connected community:
An inclusive community is one where all people are honoured and included regardless of race, age, disability, gender, sexual orientation or income. A



*John Pateman is experienced as a leader in British libraries (1978-2012) and in his current role as Chief Executive Officer & Chief Librarian at Thunder Bay Public Libraries (2012-16). He has worked in public libraries for 37 years in a number of different positions ranging from Library Assistant through to Librarian, Middle Manager and Senior Manager.

Part I of this article appeared in Focus Issue 47(2) July 2016

connected community is one where all people can get the help they need, find opportunities to contribute, or simply get where they need to go.

A community free from the effects of poverty: Poverty is not just about income. Poverty is about inequality and exclusion. New Canadians, lone-parent families, youth, Aboriginal peoples, women, racialised peoples, and individuals with mental health issues and disabilities are more likely to live in poverty.

A prosperous and vibrant community: In order to be a strong community, Thunder Bay needs an economy that creates good quality jobs for its residents. A prosperous economy supports new businesses that work in various sectors and create opportunities for workers in creative ways.

These goals are focused on those with the greatest needs (deficit needs) many of whom are library non-users, and so this strategy meets both the Marx and Maslow criteria for a *Needs Based* library.

The Staff Structure of TBPL is Traditional

TBPL currently has a rigid, fixed, hierarchical bureaucracy in which 'position power' is highly valued. Services are delivered via departments and branches which operate as independent silos with their own power structures and hierarchies. Information and power is transmitted

via fixed 'hard lines', which enable stability, consistency and clarity. The structure is judged on its ability to create and maintain these conditions as they in turn enable a comfortable working environment. There are more knowns than unknowns and every question can be answered. Power and authority is determined by your place in the hierarchy. The downside of this model is that bureaucratic hierarchies also tend to nurture complacency, inertia and stagnation. A '*Culture of comfort*' can prevent change from happening. '*Better safe than sorry*', '*Why rock the boat?*' and '*If it is not broken we do not need to fix it*' are common attitudes within bureaucratic organisations. The status quo is the 'norm' against which all proposed changes are measured. People literally '*Know their place in the organisation*' and are encouraged to stay there and '*Mind their own business*'. Everyone is an expert in their own area of work. A '*Jack (or Jill) of All Trades*' is by definition not a desirable or competent member of the workforce.

This combination of hierarchy, silos and position-based leadership makes the staff structure *Traditional* in terms of the Marx and Maslow criteria.

The TBPL Service Structure is Community Led

TBPL is taking a community led approach to service delivery by working with a wide range of agencies and community groups. Here are just two of these initiatives at Waverley Library:

Makerspace – Supported by funding from the Northern Ontario Innovation Centre, TBPL formed a partnership with *Ohmbase* - a local Maker Group who needed space in a busy downtown location. In June 2015 the TBPL Makerspace opened in the Waverley basement providing 750sq ft. of enclosed space that included the most professional and highest resolution 3D printer in Northwestern Ontario, a computer lab and several innovative programmes like public and commercial 3D printing services, science week demonstrations, and teardown Tuesdays where kids and their parents learn how to work with shop tools by taking apart old equipment. Since opening, the TBPL Makerspace has expended to include an open meeting space which hosts the Innovation Centre's 'Learn to Code' programme.

Small Business Zone – In late 2015 TBPL collaborated with the Community Economic Development Commission and the Innovation Centre to develop a proposal for a Small Business Zone at Waverley Library. Funding of \$100K was awarded by *FedNor* to develop and support the activities of the Small Business Zone, with \$50K being used to establish the Small Business Zone space and \$50K being used to develop the new businesses. The Small Business Zone will meet the needs of local businesses and these could range from simply a space to meet and look professional, to meet up with other small businesses or to access TBPL

resources. Their needs may only be a single desk for a few weeks or months, they may suddenly need a lot of space or need to book the meeting space or auditorium for a presentation or project.

Both of these initiatives demonstrate *Community-Led* leadership through participative and empowerment models of community engagement, with a focus on both deficit and higher level needs, which meet the Marx and Maslow criteria of a *Community-Led Library*.

The TBPL Systems are Traditional
TBPL Systems are *Traditional* because they are still based on rules and regulations which are designed to be disabling. I would argue, for example, that any public library which continues to charge fines has by definition a *Traditional System*, because research has shown that fines are a major deterrent to library use. At TBPL we continue to charge fines, despite knowing that they are a significant barrier to access. We also continue to operate other arbitrary rules such as fixed loan periods and loans restrictions which tend to disable and limit access. As such these Systems meet the Marx and Maslow criteria of a *Traditional Library*.

The TBPL Culture is Traditional
You will recall (see Part 1 of this article) that the *Base (Strategy, Structures, Systems)* determines (shapes) the *Superstructure (Culture)*, yet their relation is not strictly causal, because the *Superstructure* often influences

(maintains) the *Base*; the influence of the *Base*, however, predominates. In orthodox Marxism, the *Base* determines the *Superstructure* in a one-way relationship. If we look at the balanced score card for TBPL at this moment in time we will find that the *Base* is 50% *Traditional (Staff Structure and Systems)*, 25% *Community-Led (Service Structure)*, and 25% *Needs-Based (Strategy)*. Given that the *Base (Strategy, Structures, Systems)* shapes the *Superstructure (Culture)* the fact that 50% of the *Base (Strategy, Structures, Systems)* is *Traditional* determines that the *Superstructure (Culture)* is also *Traditional*. Social control and maintenance of the status quo remain the defining characteristics of the TBPL culture which meets the Marx and Maslow criteria of a *Traditional Library*.

It follows that any changes in the *Base (Strategy, Structures, Systems)* will lead to changes in the *Superstructure (Culture)* and we are already starting to see this happen at TBPL. The future TBPL staff structure will be a flexible, agile and nimble matrix in which power will be shared via a pool of individual strengths. These will be drawn from every part of the organisation. Information and power will be shared both vertically and horizontally via a complex web of 'hard' and 'dotted lines' and overlapping circles. This structure will be assessed on its ability to respond quickly to changing circumstances and to make change happen. There will be more unknowns than knowns and more questions than answers. Power and authority will be derived from

staff strengths (knowledge, skills and talents) and their understanding of community needs.

This structure will be messy, confusing and sometimes even a little chaotic. These are inevitable, intentional and desirable outcomes of this new way of working. This model will require high levels of planning, co-ordination and communication. It will create a healthy level of discomfort and innovative disruption which will prevent reversion to the status quo or the settling down into new fixed working patterns. 'The only constant is change', 'Let's rock the boat and see what happens', and 'Let's break it to see if we can make something better' will be common mindsets in this organisation. No one will know 'their place' because there will be no fixed places, just ever changing and overlapping services, projects and programmes. Generalists and 'all-rounders' will be able to add as much value as experts and specialists. These features will meet the Marx and Maslow criteria for a *Community-Led Library*.

TBPL is also starting to change its *Systems* from a *Traditional* transactional (1.0) operating model to a *Community-Led* participative (2.0) model through the implementation of Radio-Frequency Intelligent Data (RFID) self-check technology. This will shift power from the staff to the patron who can now control most of their interactions with the library. As well as giving patrons the opportunity to 'step into their own power', RFID has released

staff capacity for interaction with library users, and to develop outreach programmes to engage potential users. It is this combination of participation, empowerment and outreach which will meet the Marx and Maslow criteria of a *Community-Led Library*.

When these changes are full embedded at the TBPL balanced score card will read as follows: the Base will be 75% *Community-Led (Staff Structure, Service Structure, Systems)* and 25% *Needs-Based (Strategy)*. This should lead to a shift in the *Superstructure (Culture)* from *Traditional* to *Community-Led*. It may take some time for the changes in the Base to feed through to the *Superstructure* because cultural change can take five, ten or even fifteen years to become embedded and sustainable. But once the Base is changed it is inevitable that the *Superstructure* will start to reflect it at some point in the future. As

captain of the good ship TBPL, I can already sense that, as I turn the wheel of the library supertanker, small but discernible changes in direction are starting to happen.

Further Reading

Pateman, John *Marx Meets Maslow: Part 1*. Focus on International Library and Information Work Vol 47 Part 2 pp 65 – 74, 2016.

<http://www.cilip.org.uk/system/files/documents/focus47-220final2021.pdf>

Pateman, John & Vincent, John *Public Libraries & Social Justice*, Ashgate. 212 pp. 2010. Hardback: ISBN 978-0-7546-7714-7 £95.00 (Web edition £85.00) <http://www.ashgate.com/isbn/9780754677147>

Pateman, John & Williment, Ken *Developing Community-Led Public Libraries*, Ashgate Publishing. 256pp. 2013. ISBN: 978-1-4094-4206-6. <http://www.ashgate.com/isbn/9781409442066>

Interested in joining the ILIG committee?

contact the ILIG Chairman, Ian Stringer, for a chat about what is involved and the benefits to your career of being on a CILIP special interest group committee

email: ianmstringer@googlemail.com

Right on Kew!

A visit to the Royal Botanic Gardens Library, Art and Archives Collections in Kew Gardens

by John Lake*

I was booked to make this visit, organised by the CILIP Information Services Group, London and South East region on the day after the United Kingdom (UK) referendum on the European Union (EU) took place. There was a certain irony that on the day that the UK had decided to leave the EU and perhaps become more insular in its outlook, I was visiting one of the largest collections on botany in the world, freely accessible to all and regularly visited by people from all around the globe. Nonetheless, the sun shone down on our group and we focussed on the incredible resource we were touring and not on the immense change that our country was about to embark on. We were met and shown round by Craig Brough, Information Services Librarian, who gave generously of his time and knowledge of the collections accumulated over some 16 years.

The Early Beginnings

Until 1852 there was no formal Library at Kew although from 1846 the Treasury allowed an annual grant of £10 towards the purchase of books for students. Before that time Sir Joseph Banks, William Aiton and Sir William Hooker made their own libraries available for use.

In 1852 the Reverend William A. Bromfield bequeathed his herbarium and well-chosen library of about 600 volumes and accommodation was made available in Hunter House in Kew. This was added to in 1854 when George Bentham presented his library of 1,200 standard texts and in 1866 (following his death in 1865) Sir William Hooker's library and correspondence were purchased for £1,000. This was the foundation of the collections and with an annual grant of £100 from the UK Treasury from this time it grew and grew.

The Main Library

Today, the resource is a collection of some 190,000 books and journal titles, 200,000 illustrations and 7 million sheets of archival material held in three locations; the Main Library in Kew's Herbarium; the nearby Jodrell Laboratory Library; and the Millennium Seed Bank Library in Wakehurst Place, Sussex, England. The subject areas covered in the Main Library are plant taxonomy and systematics, but there are also large amounts of material on public and private gardens, botanic gardens and the history of garden design.

Material is held in the Main Library, or in separate specialised sections such as Palms, Monocots, Ferns, Grasses and Orchids and in a separate collection of economic botany literature. There

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Historic Kew

is also a collection of maps and travel literature relating to expeditions and regions of botanical importance.

Access to the Library Reading Room is open to researchers, preferably by appointment since by letting the staff know in advance, we were told that you will gain maximum benefit from the visit, but each week people do just appear at the door and ask to be let in. So a written application to visit is preferred and this can be sent via email, letter or fax and when you visit, you will be asked to show photographic ID and proof of address. Nonetheless, this amazing resource is freely open to all and is used by television and radio presenters and

experts in the field. Michael Palin, for instance, came to study for a talk he gave on Kew's second Director Sir Joseph Hooker.

The Jodrell Library

The Jodrell Library merged with the Mycology Library and both are housed in the Jodrell Laboratory in Kew. This Library holds books and periodicals on plant anatomy, genetics, biochemistry, as well as material relating to British and world non-lichenised fungi and lichens in the Mycology collections. The Jodrell Library is not open to researchers but its collections can be seen in the Main Library Reading Room, if suitable notice is given.

The Millenium Seed Bank Library

Material on seeds, plant physiology, seed storage and seed germination is held in the Millennium Seed Bank (MSB) Library at Wakehurst Place. Sadly this was not included in our tour due to a distance of some 40 miles separating the collections but I have visited this on a separate occasion and it is really fascinating to go round.

The MSB collects seeds from countries all around the world and at the latest seed count in August 2015 that stood at 36,333 plant species and 2,115,847,290 seeds in storage. Together with partners in 80 countries world-wide, they have already successfully saved seeds from over 13% of the world's wild plant species.

Their aim is to secure the safe storage of seed from 25% of the world's bankable plants by 2020 and target plants and regions most at risk from climate change and the ever-increasing impact of human activities. They also save the seeds of the world's plant life faced with the threat of extinction, and those that could be of most use in the future.

The Kew Archives

The Archives form a valuable resource on the history of the discovery, study, transfer and use of the world's plants and fungi. There are over 7 million sheets of paper in 4,600 archival collections. This is the approved place of deposit for official records under Public Records legislation, and records are available for consultation once



Millenium Seed Bank Library



Kew Archive



Kew Library



Kew Library Building



Staircase in Kew Archives

they are 30 years old. Access is via the Library Reading Room under the same conditions as the Library.

The three largest sections of the official Archives are:

Directors' Correspondence - the scientific correspondence received by senior staff from 1841 to 1928, and Sir William Hooker's incoming correspondence from before 1841 which he brought with him to Kew.

Miscellaneous Reports - bound volumes containing printed reports, correspondence and miscellaneous items, c. 1850 to 1928, relating chiefly to Kew's relations with botanic gardens and other organisations overseas, with

an emphasis on economic botany.

Record Books, Inwards Books and Outwards Books - records of living material and seeds received at and despatched from Kew, dating from 1793 until the mid-twentieth century.

The Archives also contain many collections of private papers of botanists, gardeners, and others, including Sir Joseph Banks, Richard Spruce, William Burchell, George Bentham, and Frank Kingdon-Ward. They also have a large collection of private papers of both Sir William and Sir Joseph Hooker.

Illustrations Collection
Kew's Illustrations Collection has



Illustrated Book in Kew Library

more than 200,000 prints and drawings, including original works of art in various media. It includes prints and drawings that range in date from the great masters of botanical illustration of the 18th century, such as G.D. Ehret, P.J. Redouté and the Bauer brothers, through to Thomas Duncanson, George Bond and Walter Hood Fitch in the 19th century. The holdings include a high proportion of the early originals prepared for Curtis's Botanical Magazine, together with the work of 20th century contributors such as Lilian Snelling, Stella Ross-Craig, Mary Grierson and Margaret Stones. Present-day artists represented include Christabel King, Ann Farrer and Pandora Sellars.

There are also many special collections including the work of Margaret Meen, Thomas Baines, William Roxburgh, Margaret Mee, Joseph Hooker's Indian sketches,

the Edouard Morren collection of Bromeliad paintings, and the Marianne North collection which is housed in the gallery named after her in the gardens. I visited the gallery after the tour of the Library and was amazed at the sheer variety and extraordinary colourful detail of her work. Don't miss this if you visit Kew Gardens.

The library also holds an extensive collection of portraits of individuals spanning several centuries to the current day relating to all aspects of botany and horticulture, including artists.

So our tour came to an end and we were left to stroll around Kew Gardens reflecting on what an amazing world resource was held in the UK. It reminded me all too poignantly that a shared resource of this magnitude and quality is a most valued commodity. Right on Kew!



Illustrations at Kew

The Practitioner-Researcher: on the inside, looking around

by Fiona Blackburn*

Earlier this year I listened to *The Library and Information Professional as Practitioner-Researcher?* - a webinar panel discussion hosted by Library and Information Science Research Australia (LISRA). The panelists were a professor in Library and Information Science education, a state librarian who has a Ph.D., the President of the Australian Library and Information Association (ALIA) and two practitioners: the first, a Ph.D. candidate on leave from work to complete study, the second, a librarian who conducts research on issues that arise in his workplace because of a commitment to research

as part of his professional development.

LISRA is the recipient of a 3-year Australian Research Grant to 'encourage and enable research culture and practice within Australia's library and information profession'. LISRA's partners are ALIA, the National and State Libraries of Australasia, Charles Stuart University and the University of Southern Queensland.

The panel moderator used this quote during her introduction:

'... rather than being on the outside looking in, the practitioner-researcher is someone on the inside looking around, observing and attempting to understand what's going on for the benefit of how things are working on the inside. It is the practitioner reflecting on practice, being curious about practice in a formalized way, and wanting to know more about practice in order to make that practice better.' (Wilson 2013)



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I listened to the webinar because I wanted to maintain the intellectual impetus developed during study (I completed a Master of Information Management two years ago) and to raise awareness of the topic I studied (cultural competence in libraries). I wanted to do this through avenues that *do not* entail further formal study and which will reach my fellow practitioners. Practitioner-research sounded like something that might achieve both of those aims.

Initially qualified with a Graduate Diploma in Information Management, I enrolled in the Masters course to explore whether provision of library services for, by and about Aboriginal and Torres Strait Islander people – the First Nations peoples of Australia – develops cultural competence in librarians. So I intended to undertake further study and planned to complete a minor thesis; and I unwittingly fitted the definition quoted above. In addressing my topic, I also intended to document the Australian library services for and by Aboriginal & Torres Strait Islander people that exist; and to raise the concept of cultural competence, which the Australian library sector was just beginning to consider.

It was suggested that my topic could be the subject of a Ph.D. I was flattered, although anything that is original or explores a relatively new concept probably warrants a Ph.D. In addition, Australia's Library and Information educators are concerned about the comparative lack of formal research in the sector and are motivated to encourage people to consider higher degrees. I did not for a minute contemplate undertaking a Ph.D. – or I did, but only for as many minutes as it took to decline the idea. I am subject to some of the disincentives to practitioner-research that Wilson (2013) identifies – time and resources, plus a few others. I have to work full-time (mortgages and other middle aged imperatives such as the need to build my superannuation, etc) and I

did not think I could sustain the years of full-time work and part-time study that a Ph.D. would take. Also, I recalled a Germaine Greer quip, made during a television interview in the early 1980s (I think, I was not tracking references at the time) about anyone being able to write a Ph.D. if they were sitting at the bottom of a well with enough books. That isolation did not appeal; I enjoyed the stimulation and feedback a workplace and its patrons provide. Finally, spending those years in formal research did not appeal. I had already completed a research methods course when the suggestion was made and frankly found a lot of the methodologies irritating because they were so alien to the way I had for years been thinking about my topic, and were so removed from the way my colleagues looked to solve issues.

As it turned out, I did not complete that minor thesis (for reasons of time and resources, not because I could not come to grips with research methodologies; I actually did that quite successfully). I did read enough of the literature to become well cognisant of the concept of cultural competence in its complexity, challenge and importance. What I want now is a means of discussing what I have learnt, recording my professional experience for the purposes of sharing knowledge and accessing further food for thought and practice. Could practitioner-research be a vehicle?

The version of practitioner-research that the panel seemed to accept

was one of a working librarian who also undertakes formal research, i.e. someone who straddles both employment and academia, with neither world being much modified. Responses to this scenario include the practitioner taking leave from work (as did the Ph.D. candidate, who stressed the strain of combined work and study) or by the practitioner sacrificing his social life (candidly acknowledged by the second practitioner panelist as a choice he makes). Other panelists suggested the possibility of collaborations between practitioners and academic researchers. Such collaborations would be valuable for academics; it would give them access to experience and knowledge developed in practice. It would also be valuable for practitioners, enabling them to develop research skills. The notion that combining the two modes – work and research as each is currently conceived – in one person is not sustainable might be inferred from the suggestion of collaboration. Sacrificing your social life and/or accepting a reduced income, even for a relatively short period, are not sustainable compromises either.

McCrystal (2000, cited in Wilson 2013) argues that practitioner-research is not a distinct category of research and should use existing research methodologies to be credible. Lisa Given, the academic LISRA panelist noted that dedicated research time, sabbaticals, formal recognition and funding for applied research are all features of practitioner-research elsewhere. These features are

essentially time out from work to conduct research, rather than a distinct practitioner-research methodology. Unfortunately they are also not prominent features of Australian LIS. It is possible to infer from the 'time-out' nature of support for librarian practitioner-research elsewhere, the experience of the LISRA practitioner panelists and the suggestions for collaboration, that a practitioner-research methodology needs to evolve if practitioner-researchers are both to develop and to survive.

So what might practitioner-research look like? Could its process be more reflective of practitioner experience, which would imply quite a different balance between that experience and the methodologies developed in the academy (and therefore suited to the academic environment)? Could literature review requirements be modified, from consideration of all material relating to a topic to consideration of only material contributing to the practitioner's explication and understanding of their topic? This approach does not preclude material contrary to the practitioner's focus; that material could well serve to crystallise the practitioner's thinking. It would instead minimise the need to summarise and discuss a volume of material, in pursuit of a comprehensive literature review simply for the sake of a comprehensive literature review. The product of research might be differently structured, again to mimic the researcher's practice experience: the data – the researcher's experience

or investigations – might be introduced first, followed by a description of those key concepts in the literature which were useful to the researcher's investigation, then discussion of findings and conclusions. This is clearly a qualitative process, although its methods might be quantitative. Its trustworthiness might rely upon the rigour of the relation between data or experience and literature to suggest credibility, establish transferability through the logic in the trajectory of data to conclusions, and establish dependability through the authenticity with which the data is described and conclusions reached.

Recently I read an article based on autoethnographical method (McIntyre 2016). Autoethnography is a form of research in which an author uses self-reflection and autobiographical writing to record personal experience as it relates to and reveals wider cultural political and social meanings and understandings. A method originating in the arts, McIntyre applied it to a digital archiving project. Practitioners who have been participating and observing in an environment long enough to have formed questions about their practice in that context but who have limited time or skills for academic research might find this a useful method of writing their experiences. This could allow them to reflect on it and read in a targeted way to infer conclusions about the broader context. It does have a problem, not mentioned in the few articles I have read about it (Ellis et al

2011, Mendez 2013, Pace 2012) - being autobiographical it lacks anonymity and is therefore potentially difficult to peer-review. As the author will be revealing her- or himself to an entire readership, if the article is published, it might be worth reconsidering the importance of anonymity in peer-review. I have read only three articles about autoethnography (Ellis et al 2011, Mendez 2013, Pace 2012) and one article that uses it (Wilson 2013). None of that sample mentions anonymity and peer-reviewing as an issue, so how much is it really a problem?

The LISRA panelists all agreed that engagement in research would be beneficial for practitioners, and practitioners' particular perspectives would be valuable for the sector. They agreed that their own research had been very rewarding and that practitioners need to be encouraged to conduct research. If however, practitioner-research is '*the practitioner reflecting on practice, being curious about practice in a formalized way, and wanting to know more about practice in order to make that practice better*', as Wilson (2013) suggests, then methods devised from '*the outside looking in*' are maybe not the best ones for practitioner-researchers who are '*on the inside looking around, observing and attempting to understand what's going on for the benefit of how things are working on the inside*'. It probably follows that practitioner-researchers will have to develop a suitable methodology themselves. If their perspective is

intrinsic to the value of their potential contribution, however, then practice experience might be the place to start devising it.

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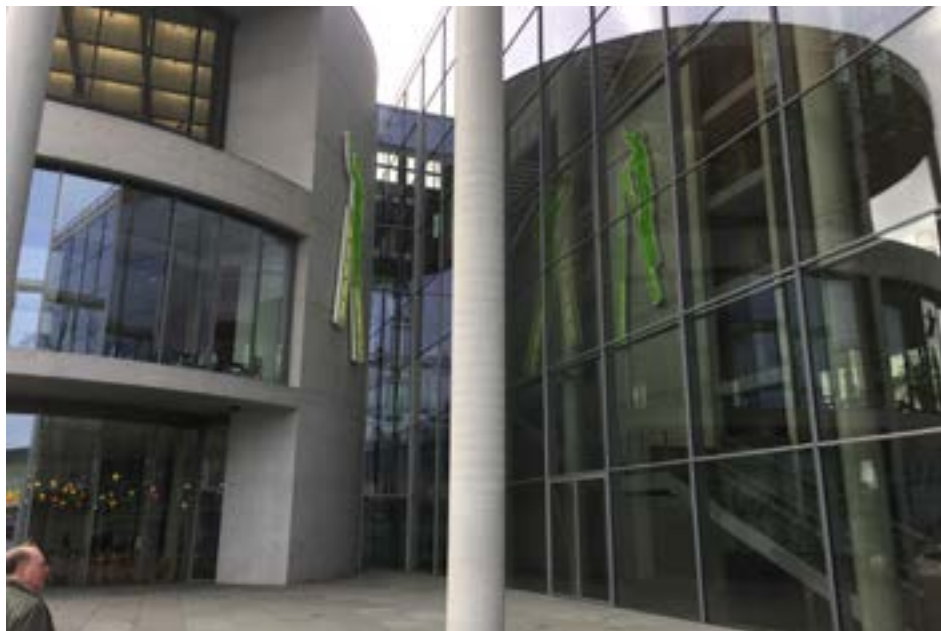
The Anthony Thompson Award and a Visit to the British Library, Boston Spa

The British Library at Boston Spa West Yorkshire was one of the highlights of Avis Holder's Anthony Thompson Award winning tour of the United Kingdom in July this year. Avis is going to do a full report of her tour in the next issue of *Focus*. It was supposed to be in this issue but her baby decided otherwise and she is now the proud mum of a new baby boy. So in the last couple of weeks writing a report rather took a back seat. Mum and baby are doing OK and we hope to hear from her soon.

I organised her visit to Boston Spa and found they were very easy to

work with and we had an excellent and most informative tour. Booking is very easy, but car registration number and ID is required.

Avis will no doubt write about what she learnt but for me there were a few highlights. The sheer size of the place is mind bending. In the secure store where the air is low oxygen, low temperature and low humidity, the shelves are 24 metres high. That's at least ten times the height of your front room. Books are brought out by crane(!) and conveyor belt. But as a librarian, the biggest surprise was that the books are not shelved in any order. New books are merely shelved in the nearest slot to the door, but the system records the location.



Reichstag Library

Books can be retrieved from anywhere, speedily, but they are always returned to the nearest vacant slot to save energy. In this way eventually the more used books are to be found nearest the door.

Periodicals are put in order and there is a vast cover of UK and foreign material. The staff was able to retrieve copies of Trinidadian newspapers for Avis, both online and in hard copy.

The map section is immense and covers many overseas places. Finally the digitisation room was a dream for Avis but I'll leave her to describe that.

Many thanks to Andy Appleyard and his very friendly team for making our

visit so successful and enjoyable
Ian Stringer, Chair of CILIP ILIG

CILIP Berlin Library Tour October 2016

Just as we went to press the members of the CILIP Berlin Libraries tour returned home after an adventurous four days. A full report will follow in the next issue. Meanwhile here are a few photos to whet your appetite.

CILIP ILIG at the CILIP Conference in Brighton

This year's CILIP Conference took place in my home city of Brighton and Hove and it was a pleasure to attend, present the CILIP ILIG Stand with the help of Alice Tyler and Anna



CILIP Berlin Library Tour Study Group at the Reichstag Building



Reichstag Library Interior



Stadbibliotek



Stadbibliotek Interior

Jablkowska and meet so many CILIP members enjoying a refreshing and lively Conference. The CILIP ILIG stand (pictured) was a great opportunity to network and talk with people from Trinidad and Tobago, West Indies, Malta, New Zealand, Australia and of course the UK and we engaged lots of people to enter into our prize library photo competition.

There were six lucky prize winners including runners up Hilary Kemp, Allie Cingi, Katie Barnard, Geraldine Houlihan and Helen Pridham who won a year's free membership to CILIP ILIG. The competition was won by Fiona Platten from the Bank of England Library, who received a £20 Amazon voucher and a years free membership to CILIP ILIG. These prizes were announced at the closing ceremony by CILIP Board Trustee - John Dolan.

CILIP ILIG also helped arrange a successful launch event of the Euroolis



Nick Poole, CILIP Chief Executive, opening the CILIP Conference

Eurotoolbox 2016 (see photos and website <https://eurolis.wordpress.com/eurotoolbox-2016/>) at Brighton Jubilee Library and we were honoured to have Martyn Wade (Chair of the CILIP Board) provide a short presentation of appreciation for the collection.



Eurotoolbox Collection Launch at Brighton Library



John Lake at the CILIP ILIG Stand

Committee Profile – Susan Appleby

My path into Librarianship began as a school library assistant. I'd toyed for years with going into teaching, but soon discovered that a school library was the best of both worlds; reader development, information skills and the buzz of working with teenagers all came together, and I loved it.

With four children still at home, I decided to do it the hard way, and embarked on a part-time Distance Learning Diploma in Library and Information Studies at Robert Gordon University. Happily, a professional position came my way at Nairn Academy just before the course finished, and I was able to use that as my field work prep for an MSc. In the end, though, I focused on Chartership, and this was awarded in 2006. It meant the MSc never did get done, but at the time I thought that the professional qualification was more important. As an aside (having just discovered my study notes in the attic), I wonder whether looking at the Impact of SI library and information skills in the curriculum would have helped in some small way to stem the tide of school librarians disappearing in the wake of funding cuts.

My lifelong interest in Global Citizenship and ethical issues found a focus at school; I joint-led a partnership with a school in South Africa's Eastern Cape, helped them set up their school library, and took a group of our pupils to visit them. Their little children had never seen picture books before – it was a thrill to see them so excited,



and to be able to leave books for the classrooms as well as the library itself.

In 2011 our jobs changed as Highland Council moved its librarians over to a new organisation, High Life Highland. Now we were all Network Librarians; this meant an opportunity to move to a new school and to take on public library duties as well. Since then I and my job-share partner have been based at Inverness Royal Academy, and feed into management projects at the main City Library in Inverness. I have a specific remit for the prison library, which is currently being set up from scratch.

My interests still lie predominantly with language, literacy and human rights, and I have recently been able to

negotiate responsibility for multilingual and multicultural outreach in Inverness and across Highland. This is in its early days, but there is huge potential, even in Highland – we support over 60 languages in our schools! One of the delights of attending the German Library Congress in Leipzig in March this year was discovering some of the multilingual libraries already in existence across Germany and in Vienna. My hope is to forge links

with these and similar libraries, such as the multilingual library in Newcastle, run by the Kittiwake Trust.

For the second year running our school and city library are hosting the Eurotoolbox exhibition and I hope this will become an annual fixture. I am very keen to encourage our ESL pupils and multicultural communities to carry on reading in their home languages – this is part of their identity and heritage! In fact, my current study, MSc in Applied Linguistics, I hope to focus my research on this issue.

My remit includes support for the small but growing refugee community; I look forward to attending the seminar on *'Libraries and human rights – caring for the whole community'* in London on Friday 25th November to learn more.

I was very happy to join the ILIG committee recently to serve in some way on a national level. Of all people, librarians can be instrumental in bringing communities together, and I feel strongly that each of us has a part to play, not just on our own patch, but more widely across our local, regional, national and even international communities.



Eurotoolbox Collection

News From Around the World

Australia



Steam into Sydney

After many years of planning the IFLA Public Libraries Section are delighted to invite you to join them from 14 - 17 March 2017 in Sydney, Australia for the IFLA Public Libraries Section mid-term meeting steam into Sydney.

Join with colleagues from around the world as they explore STEAM (science, technology, engineering, arts, and mathematics) programs in public libraries. There will be an opportunity to:

- Be part of a stimulating two day conference showcasing international STEAM programmes and thinking
- Visit some of Sydney's exciting new libraries
- Influence the direction of the Public Libraries Section
- Explore one of the world's most beautiful cities
- We can also promise that you'll have fun and look forward to welcoming you to the land 'Down Under'.

Marian Morgan-Bindon, Chair IFLA Public Libraries Section

Jan Richards, Secretary/Information Co-ordinator IFLA Public Libraries Section

<https://steamintosydney.wordpress.com/>

Malawi

Graduate seeks help in rebuilding library in Malawi

A graduate of the School of Business and Economics, Felix Majawa was appointed University Librarian at Mzuzu University, Malawi in August 2015. Following a devastating fire in late 2015 the library was tragically destroyed. Felix is looking for help to refill the shelves of the library.

Should you wish to support Felix in his endeavour, you can get in touch at fmajawa@yahoo.com.



Mzuzu University Library

South Africa

Libraries and Peace: Some current activities

Following on from his article in Focus earlier this year (Vol. 47 No 1 March 2016), Peter Lor has developed a blog on this subject, which was presented as a poster at this year's World Library and Information Congress in Columbus, United States of America.

<https://pjl原因.files.wordpress.com/2016/07/libraries-and-peace-some-current-activities1.pdf>

United Kingdom

Going the distance: Travelling Librarian award for Sunderland University librarian

The 2016 Travelling Librarian Award from CILIP and the English Speaking Union (ESU) has been awarded to Leanne Young, Sunderland University's dedicated distance services librarian, whose role also supports the



information skills of Sunderland's tourism, hospitality and events students.

The Travelling Librarian Award is a fully funded opportunity to learn from international institutions and counterparts. Leanne will travel to the United States of America (USA) in November to explore innovative distance learning initiatives and practices at six higher education

libraries, from Arizona to San Francisco.

Leanne said:

"At Sunderland we're on a constant drive to improve our services to our students. Teaching information skills is a huge priority but one method doesn't fit all. In the UK distance students are usually supported by subject librarians rather than dedicated distance study librarians, so this is my opportunity to learn from other librarians in a similar role."

Nick Poole, CILIP Chief Executive said: *"This is a clear example of the value of international relationships in CPD and librarianship practice. We are very keen to see the outcomes of Leanne's exploration into the ever evolving ways that librarianship can best support distance learners in their research, study skills and information literacy."*

Melanie Aplin, Head of International Programmes and Cultural Exchange at the English Speaking Union said: *"English is a tool for communication that brings people together, fostering international and cultural understanding. The ESU provides numerous opportunities for young people, through to professional development, to help them realise their potential by giving them the skills and confidence in communication to articulate their ideas and share them with others. Leanne's research is a perfect example of how professionals from across the globe can exchange ideas and learn from one another, ensuring best practice within their fields of expertise. It will be fantastic to see how Leanne can apply her research upon her return to the UK"*.

Leanne will share her experience in real time via her blog Travelling Librarian 2016 <http://travellinglibrarian2016.tumblr.com/> and on twitter <https://twitter.com/tallforahobbit>, and formally via a report in Focus in March 2017 and presentations to the United Kingdom (UK) professional community on her return.

The joint award is made under CILIP's international policy to help members develop their professional lives by sharing expertise with overseas colleagues and the ESU's work to strengthen international understanding through a variety of cultural and educational programmes.

About the ESU

ESU: The English-Speaking Union is a unique education charity and membership organisation. For nearly 100 years, the ESU has empowered people of different languages and cultures, building skills and confidence in communication to help them realise their potential. The ESU helps tens of thousands of people each year articulate their ideas and share them with others. www.esu.org

Library World Records is a fascinating reference book first published in 2004 after research work began on the book in 2002. The book was further extensively updated in a second edition in December 2009. Library World Records provides over 500 intriguing and comprehensive facts about ancient and modern books, manuscript, librarians and libraries around the world.

A much bigger brand new 3rd edition of *Library World Records* is now available for pre-order. The new 3rd edition will be published in January 2017.

Highlights of the 3rd Edition:
ISBN (13 numbers) 978-1-4766-6777-5.
Over 470 pages, 156 new photographs.
Includes a detailed bibliography and a 48-page comprehensive index.
Paperback (alkaline) edition, 7 x 10 inches.

- During research work for the first and second editions of *Library World Records*, the author sent out e-mails to several Internet-based bulletin boards for librarians around the world, asking for a vote on the most fascinating library buildings in the world they had visited or seen at home or abroad. The results of votes were published in the first and second edition of *Library World Records* and provided some surprises. He is pleased to include a list of brand new nominations and winners for the 3rd edition of the book.
- Although the book is aimed at librarians and the general public, the 3rd edition will now include extensive lists of sources and further reading, making the 3rd edition invaluable to researchers, students and academics doing projects and dissertations.

<http://www.lwrw.org>

DATES FOR YOUR DIARY

ILIG INFORMALS AND MEETINGS

ILIG Committee Meeting

Thursday 24 November 2016, 13.30–17.00

CILIP, 7 Ridgmount Street, London, WC1E 7AE

CILIP ILIG members are very welcome as observers, please notify the

Secretary Anna Jablkowska email: ilig@cilip.org.uk

Eurolis/CILIP ILIG Seminar

Friday 25 November 2016, 09.30 - 16.30

Libraries and Human Rights

Goethe Institut, 50 Princes Gate

Exhibition Road, London SW7 2PH

Save this date

Full details in this issue

Keep up to date with CILIP ILIG via its web pages at www.cilip.org.uk/ilig

