

RPg

Retired Professionals Group

CILIP SPECIAL
INTEREST
GROUP

No.93 February 2021



Post-Lib

RPG Committee 2021

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David Byrne

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info.rpg@cilip.org.uk

Now more than ever we want to make sure we stay in touch. If you haven't already, you can sign up to receive email alerts from RPG at <https://lnkd.in/d4DQCqe>? Or, if you would like help, please contact David Byrne on **07850 791002**.

For changes in membership circumstances contact **membership@cilip.org.uk**

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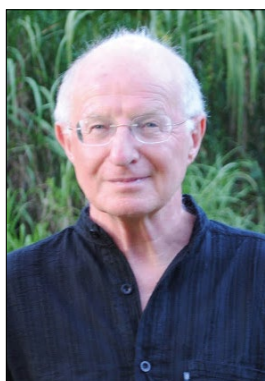
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Ian Orton

A note from the Chair

Without wishing to take away any of the horrific consequences of Covid-19 as hopefully most of us will have had the jab by the time you read this we can look to the future!

We held the AGM by Zoom on 10 November 2020 and it seemed to go well with a better attendance than we would normally get and what seemed to be a great atmosphere; several people had very interesting backcloths to their Zoom screens giving the meeting a very exotic feel! The Group also had a virtual stand at the CILIP Conference and once you got the hang of meeting electronically it seemed to work well.

Working with others has been the main theme of the committee meetings over the last few months both to ensure that RPG survives and grows as a special interest group in the future. As part of this process, we are linking to the regional networks to provide shared visits, workshops and hopefully when the good times return social events. RPG committee members are working with individual regions but if anyone would like to be a link to the RPG representing individual regions you are very welcome.

Our request for a new Secretary has been answered and Vincent McDonald who has a lot of public library experience and was the secretary of the Publicity and Public Relations Group has agreed to become our new Secretary and can I thank Sian for acting as both Secretary and Vice Chair.

We still need a Marketing and Communications Officer to tie together and promote our increasing partnership work – if you would like to know a little more about this exciting opportunity please drop me a line.

The attraction of partnership working is partly to do with money. PRG needs about £1,000 a year to produce two online editions and one hard copy of Post-Lib a year plus one face to face committee meeting (when the good times return).

CILIP's finances are challenging at present so our annual capitation support is not guaranteed – to help ensure we continue to provide Post Lib, the annual lunch and meetings etc we need to attract some funding ourselves. Opportu-

nities are in place with Riviera Travel commission, who already work with the U3A to offer travel opportunities at special rates for RPG members and a percentage of the holiday costs will come to PRG. We are also exploring a 50:50 Club to raise funds against a monthly price draw. We need to be ready!

Please let me have your views on anything to do with our group I can be reached

chair.rpg@cilip.org.uk PL



Christiana Ikeogu

Welcome to the 93rd edition of CILIP RPG's *Post-Lib*

Welcome to the 93rd issue of the *Post-Lib*. What can we call the period we are in now – a winter of discontent or one with a wake-up call to re-order our lives, and accept the new normal? While trying to put this magazine together, I wondered as well as prayed that each member is patiently hanging on to dear life as the vaccine distribution in the UK brings solace.

I am highly motivated and hope you are by the forward movement of the Chair and Committee members. I am particularly indebted to David Byrne whose 'thumbprint' is present on most of the articles. As you can see, the SIG is actively striding into new technology and partnership activities, making us more relevant than we have ever been in the CILIP organisation. It is still up to individuals to make the most of the energy being generated and enrich their paths while tackling other common human problems. You will surely agree with me after

reading Sian King's review on the Knowledge Management workshop she attended this January. Please share with colleagues how you are dealing with life challenges. This is also the platform to talk about those books you had been putting aside for the rainy day. My gratitude to Sian and Charmaine for helping me out with proofreading and corrections.

Articles for the next issue are very much appreciated in a word document before 24 May. You can also reach the editor via email on **christieikeogu@gmail.com** or phone **07957726215**, if you have any enquiry relating to the *Post-Lib*.

Please note that neither the editor nor RPG Committee members are responsible for articles in the magazine.

Wishing everyone a healthier outlook into the rest of 2021. **PL**

Terms of Reference for CILIP RPG Regional Reps

by David Byrne

Ad Hoc Art UK
www.adhocart.uk
T: 07850 791002

The purpose of the RPG Regional Reps is to link RPG in with CILIP Regional Committees to:

- **Help** organise visits to places of interest within the region to raise profile of CILIP and promote networking
- **Liaise** with RPG Visits Coordinator to align dates and frequency of visits
- **Invite** feedback from RPG members in the Region

- **Encourage** collaboration with the Region eg joint articles and webinars
- **Drive** CILIP / RPG recruitment in the Region
- **Develop** modest income stream for Region / RPG

Ideally, where there is a CILIP's RPG Committee member based in a Region, then that person could join the Regional Committee as an RPG rep. Otherwise an RPG member based in a Region will be recruited as the RPG Rep. **PL**

Moving Forward

People Need Technology

by David Byrne

Christmas and New Year have been just a little different this year.

Whether you managed to join a bubble or kept in touch via telephone calls and Zoom the spirit of coming together remains strong.

Thanks to technology we should all have been able to have those conversations with family. You may even have avoided the dreaded subjects of Brexit and Covid-19 although I suspect that was not the case.

I suggest that technology is one subject that needs greater scrutiny by us all as it is impacting our lives in unexpected and often hidden ways. If people understood more about how technologies interact and impact on educa-

tional, social, environmental, and economic development, there could be more opportunity to drive change for the common good and create a better world.

Is Technology the answer?

Cedric Price, the eccentric genius architect who inspired the Millennium Dome, the London Eye and the Pompidou Centre was once quoted as saying "technology is the answer, but what was the question?"

Price did not immediately assume that architecture or a specific building was the answer to any given problem. He apparently once persuaded officials in the UK to demolish one

of his buildings rather than add it to the list of protected buildings on the basis that he felt that the space might be put to a better use in the future.

In similar way the information professional responds to the user's initial explanation of his or her information need by seeking to clarify that need and then by signposting appropriate information resources.

Lockdown prompted the rapid adoption of technology out of necessity. You often now can't visit your GP's surgery. If you have a medical problem, you are expected to visit a website rather than ring a surgery receptionist. There are real dangers with this approach as the medical history taken each time the patient visits a doctor is 99 per cent of the diagnosis. GPs have lost the opportunity of spit diagnosis.

So, what is the question?

We cannot afford to ignore the disparities in access to broadband and the technology tools of the 21st century. Covid-19 has deepened the gap between the technology haves

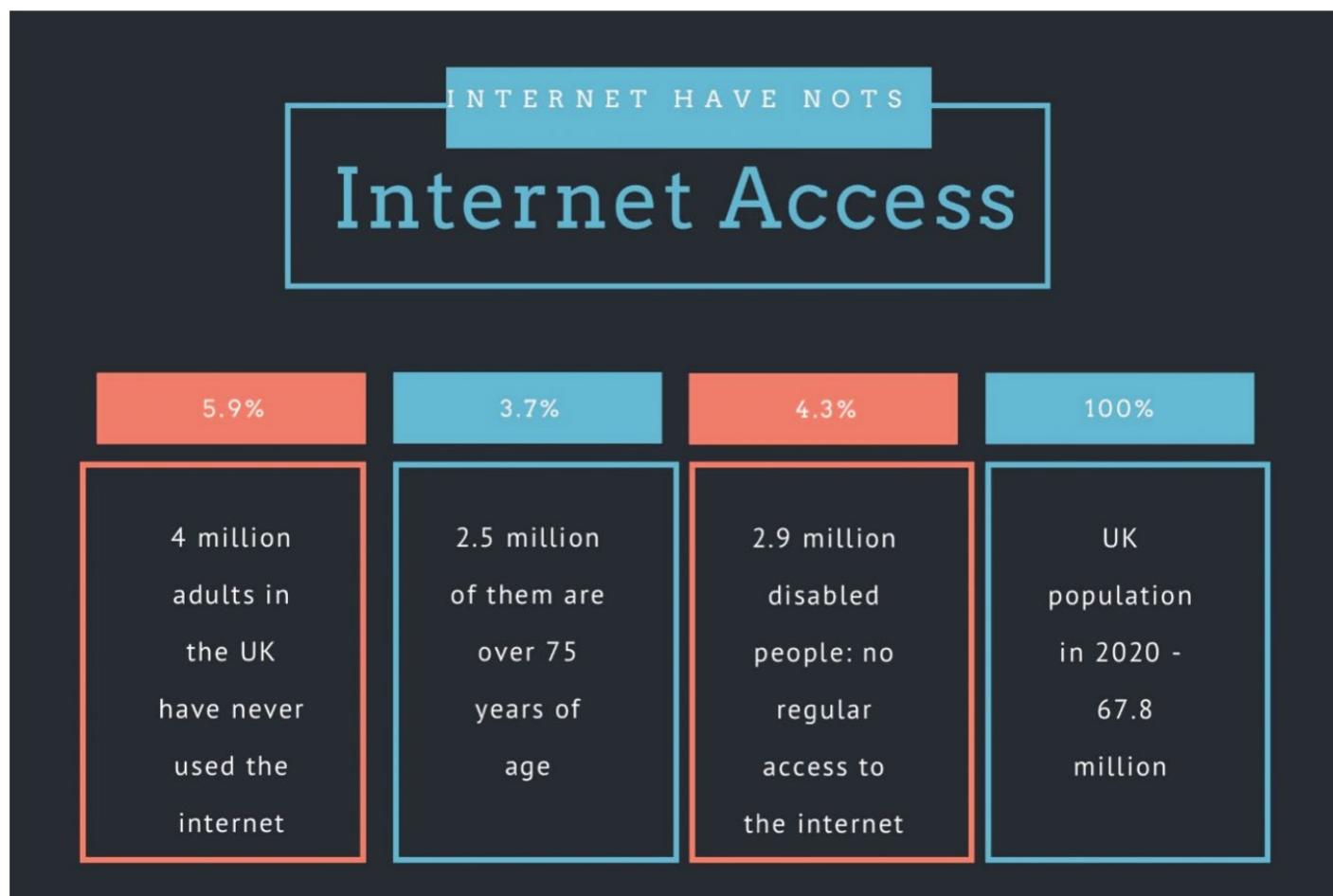
and the technology have-nots. All schools are struggling, but those in affluent areas have been able to launch distance learning.

According to the latest data in the Chief Medical Officer's Annual Report, Professor Chris Whitty's 2020 report showed that poorer populations spend a greater proportion of their life in ill health and the overall gap in life expectancy between the most and least deprived areas in England is increasing and cases of dementia and mental illness are on the rise.

Low-income workers are disproportionately represented by people of colour. They are more likely to be in jobs in the service sector, often with no sick pay and no option to work from home. Well paid knowledge workers continue to receive their pay whilst many others are being made redundant.

"IT have nots"

Not everyone has access to the Internet and speed, reliability and skill levels vary greatly amongst those that do have access.



Some statistics from the Office of National Statistics on the “Internet have nots”:

- 4 million adults in the UK have never used the internet = 5.9 per cent
- 2.5 million of them are over 75 years of age = 3.7 per cent
- 2.9 million disabled people have no regular access to the internet = 4.3 per cent
- UK population in 2020 — 67.8 million

During Lockdown homeless people found that mobile phones with internet and email access were essential to get help.

One rough sleeper quoted in the Guardian: “Mobile phones are more important than sleeping bags. With universal credit, you have to logon daily. When I got my phone I was able to get back on track”.

Basic face to face training is essential for total beginners who do not have the necessary kit. Age Concern may be able to help and you can contact them by phone via their Advice Line 0800 678 1602 www.ageuk.org.uk/services/in-your-area/it-training/

See also training from the Good Things Foundation at: www.onlinecentresnetwork.org Not everyone chooses to receive all of their information electronically.

A simple example is information sent out by CILIP. Only 27 per cent of members of a typical CILIP Special Interest Group (SIG) are subscribed to receive updates, receive emails from the SIG and click on items in the emails. On average, companies see an open rate of about 20 per cent. Average click-through rate: 2.6 per cent. So, the CILIP SIG click-through rate of 27 per cent is well above average.

Who controls your information?

Cookies are text files with small pieces of data — like a username and password — and are used to identify your computer as you use a computer network. Specific cookies known as HTTP cookies were designed to be a reliable mechanism for websites to remember stateful information or to record the user's browsing activity. Be aware that some cyberattacks can hijack cookies and enable access to your browsing sessions.

Three uses for cookies:

- session management: websites remember your preferences
- Personalisation: targets adverts and search
- Tracking. Shopping sites use cookies to track items users previously viewed and suggest options

Clearing your web browser's cache, cookies, and history helps to prevent or resolve performance problems but it may also remove data such as the following:

- Saved passwords
- Address bar predictions
- Shopping cart contents, etc.

See note on how to clear your cookies at: <https://kb.iu.edu/d/ahic>

The Privacy Collective are pursuing a £8.9bn legal action against Oracle and Salesforce linked to the use of millions of people's data without their consent. Clicking on “accept all” before accessing a recipe could cost you your privacy. Here's how this misuse of your data works:

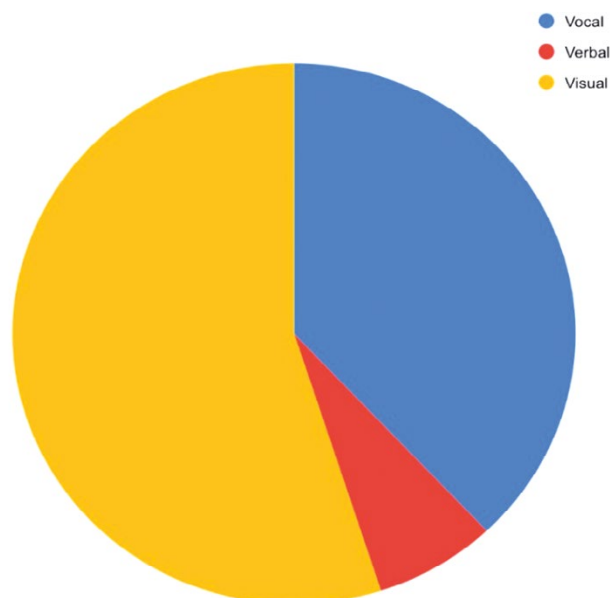
- Cookies sometimes talk to each other, “syncing” data to create detailed profiles.
- Recipe site visits can feed into decisions about life insurance, prices for flights or gym premiums targeting you.

The Privacy Collective believe that tracking cookies selling your data to the highest bidder for marketing purposes abuse the General Data Protection Regulation (GDPR) and violate your privacy.

Technology and People

Technology means nothing without getting the right processes in place and the right people involved and correctly trained.

Mehrabian developed a communication model, in which he demonstrated that only seven per cent of what we communicate consists of the literal content of the message (Verbal). The use of one's voice, such as tone, intonation and volume, take up 38 per cent (Vocal) and as much as 55 per cent of communication consists of body language (Visual).



Many organisations try to address technology before considering processes or people. It is important to get a balance between people,

process and technology. People need to understand what is expected of them and how they can be successful. The communication model above shows the importance of recognising the diversity of learning styles when looking to make use of technology.

A few final comments on Privacy and Control

- We all have information we would want to keep private. Privacy is about control over our personal information. Lack of privacy can produce a “filter bubble”, discrimination and manipulation by advertisers.
- According to the US Judiciary Committee Chair Google, Amazon, Facebook and Apple have too much power.
- We have become the product. Google isn’t a search company anymore: it has become a tracking company. **PL**

Everything you always wanted to know about Knowledge Management ... (but were afraid to ask)

by Sian King

January 2021

The relatively new field of knowledge management has received much coverage in our professional journals of late and remains something of a mystery to me. So, I was instantly drawn to register for this virtual workshop organised by two of CILIP’s Special Interest Groups (RPG and KIMG) on 2 and 4 December 2020. It was led by Dion Lindsay, Managing Director of Real Knowledge Management (DLC Ltd.) so he should know!

This was a well structured session, with provocative questions, clear explanations and regular breakout groups enabling discussion. The 23 participants were mostly drawn from those working in the private sector in large organisations. The key message that came through to me was that knowledge management was about trying to capture, record and

spread that particular sort of knowledge in the workplace that is not normally recorded, but that is used constantly to make decisions and carry out everyday professional tasks. Often built up by experience over many years of working in a particular area, it is a hugely beneficial asset to any organisation, and needs to be actively shared especially to new entrants.

This all sounds like common sense to me, but I began to realise, from the discussions, that many problem-solvers, especially in large private firms, hang on to this sort of knowledge, as it gives them superiority and power. Enter the professional Knowledge Manager, a post becoming increasingly common in these sorts of organisations, who are waking up to the overall benefits of employing a person with the skills to facilitate the sharing of their knowl-

edge, information and data amongst all its employees. The Knowledge Manager might be responsible for organising all sorts of practical activities to try to achieve this with the ultimate intention of improving decision-making and general performance. Examples that were given included knowledge-sharing games, knowledge cafes, creating skills databases and communities of practice.

Dion backed up his talk with a small amount of theory from the gurus of this discipline thus providing the means for participants to explore further on their own. He focussed on the practical aspects of actually being a KM professional and the final discussions demonstrated that the task of encouraging collaboration and behavioural change can be very challenging and sometimes needs incentives. Above all, Knowledge Managers themselves

should be equipped with the skills gained from this growing area of specialisation within the Information Profession that has now been fully recognised through CILIP's new qualification of KM Chartership.

What did I gain? I do now understand what KM is, and realise that, at least at the moment, it is primarily confined to large private organisations. Having spent a career in the academic public-sector context, it did not seem so relevant perhaps because the culture of learning and knowledge-sharing is already widespread. Having said that, I could be persuaded that it would also have its uses in all sorts of working environments where experienced professionals are reluctant to share their particular skills. Given that this was such a short (and cheap!) session, I felt I gained a very worthwhile insight into this new area. **PL**

People

Vincent McDonald: RPG's New Secretary

My first job in libraries was in the Neasden branch of the London Borough of Brent, in 1969, I think. I then studied Librarianship at Ealing Technical College. Brent gave me an additional grant to help me through college, and gave me employment in the holidays, on condition I went back to them for a year after.

Later, I went to Buckinghamshire, Woburn Sands branch, and bought my first home with my new wife. I then worked in Kempston in Bedfordshire, before moving to Suffolk, first as a Divisional Librarian for the Sudbury Division, then Area Manager for West Suffolk. I was in that job for 13 years, before a departmental reorganisation did away with areas, and I moved to work in county council headquarters in Ipswich.

One of my duties was publicity and public relations. I became interested in this and did a Diploma. Then, in 2006, three departments were merged, my job was cut, and I was made redundant.



Vincent McDonald.

Two years before that I had been widowed, my two sons were grown and living away from home, so I applied for VSO. From 2008-10 I lived in India, working for an NGO that helped people with HIV and AIDS, who were often badly treated. I came home for a year, but my curiosity took me away again with VSO, to Ghana, to work in a country town trying to raise funds for worthy causes.

On return home in 2012 my desire to live for long spells abroad was spent, and I had family and grandchildren I wanted to see more of. I developed a portfolio of voluntary roles, including Secretary of the Publicity and Public Relations Group of CILIP, which I did for three years. Now I have some time to spare, those voluntary roles having for various reasons come to an end, I am glad of the opportunity to help as Secretary of the Retired. **PL**

CILIP RPG Donations from Riviera Travel – phone number updated

by David Byrne

Your CILIP RPG team have big plans for 2021 and beyond, working across CILIP and focussing on networking, collaboration, and professional development.

To finance our range of activities we plan to make it easy for you to help us raise the funding required.

Looking forward to when we will all be able to book holidays we have agreed with Riviera Travel that for any holidays booked directly with them by an individual they will kindly donate to CILIP their normal fee that would otherwise be paid to a travel agent. There would be no extra cost to the person booking the holiday and the donation from Riviera Travel to CILIP would represent 10 per cent of the cost of the holiday:

Example: Cost of the holiday. £4000
Donation from Riviera Travel to CILIP (currently 10 per cent) £400

Riviera Travel offers a wide range of escorted tours, river cruises and yacht cruises both in the UK and abroad. They have a great

reputation for quality of service and are rated as *Which?* magazine's highly coveted 'Travel Brand of the Year'.

Any payment would not be made until after the holiday has been paid in full and the holiday has taken place. If any CILIP member that has booked and paid for a holiday in this way wishes to nominate CILIP as their charity to receive payment they should notify Riviera Travel accordingly. Once this has taken place, Riviera Travel will contact the CILIP RPG Treasurer informing them of the amount that will be donated. The option to nominate CILIP as the charity to receive donations from Riviera Travel is not only available to all CILIP members, but also to anyone else wishing to support CILIP.

Call the Riviera Travel Specialists today on **01283 248 304** for huge extra savings on your Riviera Tour & Cruise. Remember to mention CILIP when booking your holiday.

Riviera Travel: **www.rivieratravel.co.uk**

Please email us with any questions at: **chair.rpg@cilip.org.uk**. **PL**

RPG Column – The first in a series of regular columns from CILIP's RPG.

by Ian Orton and David Byrne

A recent joint RPG / K&IM Group workshop reinforced the message that technology needs greater scrutiny by us all as it is impacting our lives in unexpected and often hidden ways. If

people understood more about how technologies interact and impact on educational, social, environmental and economic development, there could be greater opportunity to drive

change for the common good and create a better world. The fear of technology now is not so much how to manage a keyboard, but that data is not always secure and can one risk it?

We have been looking at what other lessons we have learned during 2020 and here is our top five:

1. Be prepared – accept new realities

A report into Exercise Cygnus, the 2016 UK government war-game of how the UK would respond to a flu pandemic, was eventually published in October 2020. The report warned that the UK was not prepared for a pandemic and that there was danger of a crisis in care homes! Exercise Cygnus simulated an outbreak of fictitious “swan flu” and recruited 950 ministers, officials and civil servants to role-play how the machinery of government would cope with the pressures of a major outbreak of a novel disease.

See background on Exercise Cygnus on Wikipedia: https://en.wikipedia.org/wiki/Exercise_Cygnus

In May 2020 the CILIP one day conference “KM in a time of crisis – lesson learnt from Covid-19” brought together speakers from healthcare, finance, law and more to share their experience of how knowledge management (KM) best practice has helped shape organisations’ response to the Covid-19 crisis.

The lessons learned process is a key part of KM where new learning is identified through a review of specific activity and is then included in best practice guidance. A popular tool for capturing guidance, process and documentation in the commercial sector is the playbook. The playbook ensures the quality of processes and consistency of approach so that members of a team avoid reinventing the wheel and wasting time tracking down relevant experts and knowledge.

One of the painful lessons learned from the failure to publish and act on the Exercise Cygnus findings is that in every walk of life we must accept new realities. Fight with reality; reality wins.

2. Look Ahead: Be bold, Get Creative –

even during the pandemic and perhaps as a result of the changes forced on us the world has been bursting with creativity. The chal-



David Byrne.



Ian Orton.

lenge is that we often do not take that creativity into the workplace to make full use of our imagination, inventiveness and individuality. If a Christmas quiz on Zoom can unite the family then it can certainly be used to unlock creativity in the workplace!

There has been much discussion about guaranteeing equal access for everyone to a rich cultural education and the opportunity to live a creative life.

During 2020 RPG worked with Creative Groups UK and the K&IM Group to run a workshop exploring the language and structure of creativity skills in the workplace.

The Creative Groups UK toolkit includes activities that can be used as part of team meetings, training events or workshops to help unlock creativity in the workplace. See more on Creative Groups UK at: www.creativegroups.uk

3. Look Out For Each Other – Covid-19 has forced the world of work to change and continues to blur the divide between home and work. The challenge of reduced social interaction and the reliance on online interactions and web conferencing can create real exhaustion. “Zoom fatigue” has shown that virtual interactions can be hard work. We make use of non-verbal cues in face-to-face conversations and online conversations can be challenging. We can end up not concentrating on any one activity and multi-tasking. What psychologists call “continuous partial attention” can be exhausting.

Dr Adrian James, the president of the Royal

College of Psychiatrists, said a combination Covid-19, its social consequences and the economic fallout were having a profound effect on mental health that would continue long after the epidemic comes under control. The Mental Health First Aid (MHFA) campaign is looking to support mental health in the workplace and beyond. When working from home you may find that wearing outdoor shoes gets you into a work mode quicker than wearing your slippers!

More thought needs to go into the support of mental health in the workplace particularly when working from home.

You can develop your skills to support mental health using the evidence-based training programmes developed by the MHFA campaign:

<https://mhfaengland.org/individuals/>

Small incremental changes can have a big impact on both your own well-being and that of those around you. Social media and the news channels are repetitive and often negative in tone. It may pay to ration your exposure to online discussion and try contacting people direct by telephone whenever possible. Try giving people the benefit of the doubt.

If you are struggling a bit at home or work you can become a bit invisible as it is easy to withdraw into yourself. The simple question “are you ok?” acknowledges that you can “see” someone.

4. There is always a silver lining –

“You have to do everything you can, you have to work your hardest, and if you do stay positive, you have a shot at a silver lining.”

This quote from the award-winning Silver Linings Playbook film focuses on finding something positive in a gloomy situation. Easier said than done if you are living with chronic pain or home / work problems every day. Nevertheless, take a mental break from the vicious Covid-19 news cycle and find some enjoyment in those small silver linings that continue to flourish.

- Enjoy nature which has flourished in the absence of traffic and become important for getting exercise and inspiration;
- Use the extra time generated by isolation to be more creative;
- Keep in touch with friends, family and colleagues;

Don't forget those letters and postcards in the post create small moments of wonder. Family and friends know that a letter or postcard takes more time than an e mail. Time is a precious commodity and using it wisely can enhance relationships;

- Offering to help others can make a great difference to our own outlook.

5. Be an optimist – Is your glass half-empty



or half-full? We all have our ups and downs but having an optimistic outlook on life can have a significant positive effect on the quality of your life including your mental and physical well-being. Optimism is also infectious – people generally like the more positive individual!

They call stress the silent killer. Becoming more aware and adopting an optimistic outlook can help you to manage stress, whatever your age or health and have a positive impact with colleagues. All you need is a little patience and mindfulness.

See the 10 Stress Busters from the NHS:

<https://tinyurl.com/10stressbusters>

The effects of positive thinking for both your body and mind

- Increased life span;
- Lower rates of depression;
- Improved immune system;
- Better psychological and physical well-being;
- Reduced risk of death from cardiovascular disease;
- Better coping strategy to deal with and hardship or time of stress.

Looking forward

Holidays and travelling to meet friends and family again are just some of the things people are looking forward to when life returns to some sort of normality. The start of the Covid vaccination programme gives hope that this return to something like normal could be in the near future.

CILIP RPG have agreed with Riviera Travel that for any holidays booked directly with them they will donate to CILIP their normal fee that would otherwise be paid to a travel agent. There would be no extra cost to the person booking the holiday. Remember to mention CILIP when calling Riviera.

See Riviera Travel: **www.rivieratravel.co.uk** – phone **01283 248 304**.

RPG is keen to engage with a broad range of members including those who are retired or semi-retired as well as those on career breaks, part timers and portfolio careerists. Although RPG attracts a lot of members aged 50 and over there is no lower age limit to becoming a member of RPG.

As a CILIP member, you are able to join any regional network, devolved nation or special interest group (including RPG) via your socialLink Profile keeping you in the loop about what's going on around the country and in your areas of interest.

There is no extra charge to join extra groups. See the list of groups that you can join (including RPG) at: **<https://tinyurl.com/Cilipgroups>** (login to CILIP website required).

You can also review what updates you receive from CILIP (and include RPG to the updates list) at: **<https://tinyurl.com/Cilipupdates>**

See more about RPG at: **<https://tinyurl.com/CILIPRPG>** – email us with feedback and questions at: **chair.rpg@cilip.org.uk** **PL**

Part of this article was originally published in the CILIP's Information Professional.

Contribute

If you would like to contribute articles and pictures for the next edition, or future editions, of *Post-Lib* please contact the editor at **christieikeogu@gmail.com** or phone **07957 726 215**.



Living the Lockdown Life

A review of the conversational webinar: All you want to know about social media, but were afraid to ask, held on 23 October 2020

Review by David Byrne

Helene Russell

Blog – <https://knowledge4lawyers.com/>

Twitter – @heleneadby

LinkedIn – www.linkedin.com/in/helenerussell/

Stephen Phillips, Vice-Chair of CILIP K&IM SIG

Twitter – @sjp23480

LinkedIn – <http://linkedin.com/in/stephen-phillips-infopro>



In the second event on behalf of CILIP KIM, RPG and U3A, Dion Lindsay, introduced Helene Russell, Chair of the K&IM SIG, to give us a beginner's/intermediate's run through of three of the largest social media platforms: Twitter, LinkedIn and Facebook.

Helene gave us some fascinating insights into the history and scale of the three systems:

- Founded in 2006 and with over 330 million active users, Twitter has still to turn a profit. Eighty per cent of small and medium size enterprises use Twitter for customer service.
- 706 million people are registered on

LinkedIn and the average number of connections is 500-900. Thursday is the best day to post, although we didn't discuss why!

- There are 49 million posts to Facebook every 15 minutes, by over one billion users, 31 per cent of users are senior citizens. It is the third most visited website after Google and YouTube.

Fascinating facts aside, Helene then shared some of her top tips to get the most out of these systems:

- Treat Twitter like a fast-moving river, occasionally dipping your toe rather than plunging in and getting swept away.

- LinkedIn is like Facebook for business, so focus on professional connections and conversations. Actively manage your connections according to your own strategy and don't just connect with anyone that asks.

- Choose your Facebook friends and family wisely, be selective about what you share and regularly review your security and ad settings.

If you are feeling somewhat overwhelmed by the constant stream of content from these platforms, Helene shared some recommendations for third party applications to help bring order to the chaos, including Hootsuite, Tweetdeck, Buffer, KuKu and whounfollowedme.

The format of the session enabled us to break into small groups to discuss what we had heard in the context of specific questions posed by Helene. This was a great opportunity to understand how others used these platforms and to share our stories. The groups discussed a number of interesting points:

- Most of the attendees agreed that we were probably too conservative to be controversial on these platforms or get into any kind of Tweet Storm, or the like.

- One participant suggested the use of non-personal/dummy accounts (such as one for your dog or an event) to create a safe space to experiment with the medium and make mistakes without embarrassing yourself.

- Another story told of setting up accounts based on the characters in books to improve engagement with users as well as bringing the characters to life.

- We were all mindful of our digital footprints as recruiters will use these sites to investigate and vet candidates.

- Several people were not users of these platforms and had actively decided not to sign up. We then went on to discuss the challenges of digital deprivation and resistance and the risk that these people may be disadvantaged by their lack of connectivity.

Overall, a very enjoyable webinar enriched by the discussions amongst the attendees. **PL**

More “Afraid to ask” conversational webinars are planned for 2021, so keep an eye on our events pages.



Poem: The Parcel

It arrived.

Not expected but then these things aren't
always planned.

We weren't too sure what to call it.

In fact what's the etiquette nowadays?
Does it need a name?

We looked it all up on the web and found
some useful information.

We hadn't realised that these things are
tracked and traced; monitored and carefully
scrutinised.

I don't think things will ever be the same
again.

Now that the parcel has arrived.

By David Byrne

www.adhocart.UK Ad Hoc Art UK

The Annual Lunch followed by a talk from Kate Thompson on her latest book *The Little Wartime Library*

Normally our annual lunch is held in April but because of Covid we have had to postpone three times, but I am confident that on Tuesday 21 September at the Civil Service Club our lunch will happen! To help celebrate the beginnings of getting back to normal we have invited journalist and author to talk about her latest book *The Little Wartime Library*.

Kate Thompson says she owes much to public libraries her latest book *The Little Wartime Library* is based on a real-life underground library at Bethnal Green during the Second World War and the women at the heart of a subterranean community and will be published by Hodder in the spring of 2022.

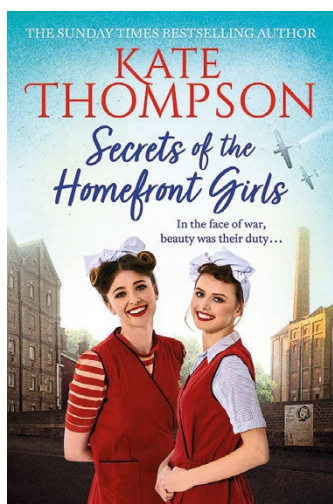
Kate commented: "World War Two reconfigured the literary landscape. The unique challenges presented to the librarian at Britain's only underground shelter library, built 80 feet underground, next to the tracks at Bethnal Green Underground has had a powerful hold on my imagination since I discovered its existence in an old photograph. I can't wait to dig deeper into the 'Read for Victory' campaign and share this little-known slice of social history. *The Little Wartime Library* has found its perfect home at Hodder & Stoughton."



Author Kate Thompson.

Thompson's other novels include *Secrets of the Homefront Girls* (Hodder, 2019), *Secrets of the Sewing Bee* (Macmillan, 2016) and *Secrets of the Singer Girls* (Pan, 2015).

The lunch will be £40 for four courses plus wine and guests are very welcome. Details from Ian Orton at ianorton5@gmail.com



Other novels by Kate Thompson.

Visits and Tours

As a result of the Covid-19 challenges, businesses are having to make last minute changes. However, our visits co-ordinator, Charmaine Bourton is keeping up with the agreed locations and will connect with individuals who have shown interest about any changes as we get closer to the dates.

For any questions, please email charmainebourton11@hotmail.co.uk