



Beyond the Horizon: bringing the information world together

CILIP North East Conference

The Lit and Phil, Newcastle-Upon-Tyne

Monday 20th May 2019, 12:30-17:00

Full Conference Programme

12:30-13:15 Registration, lunch and networking

13:15-13:35 Introduction and David Stewart, CILIP President – Keynote talk

13:35- 13:55 Short Paper One “National Bibliographic Knowledgebase (NBK) – Community Support and Guidance” by Lee Blyth

Lee is the Discovery and Access Librarian for Northumbria University Library. He leads a team providing expertise that enables the connection between students and researchers and scholarly knowledge at Northumbria University. Complementing his library background he has experience of working in the IT and learning technologies sectors. He has a keen professional interest in emerging technologies and the fourth industrial revolution, including Education 4.0 and especially in relation to the discovery and access of scholarly knowledge.

The outline for the talk is:

The NBK will become a live service replacing both Suncat and Copac at the end of July 2019 and aims to work with all academic libraries in the UK to increase the visibility of library data by aggregating this data at a scale greater than has previously been possible. As a lead member of a community group formed by Jisc in 2018, Lee will share an update on activities to develop a community led approach to supporting the needs of libraries contributing or considering contribution to the NBK.

This will include:

- Beginning with the recent past identifying key highlights from last year’s community survey (99 institutions responded).
- Highlight the present and the early stages of forming a group of ‘expert mentors’ to support institutions in contributing and working with the NBK as we head towards the horizon of July 2019.
- Look beyond the July horizon at how the library community might contribute to the development of support and guidance for the NBK.

14:00-14:20 Short Paper Two “How non-Māori librarians go about engaging with or making sense of Māori cultural knowledge in Aotearoa New Zealand” by Kathryn Oxborrow

Kathryn has been working in and around libraries for the past twelve years. She moved from the North of England to Aotearoa New Zealand in 2010 and has been working on her PhD part time since 2014. She is investigating the way non-Māori librarians in New Zealand learn about and engage with indigenous knowledge. Kathryn is an active member of her local professional association, LIANZA. She chaired the Wellington Region committee from 2010 to 2012 and was awarded an Associateship in 2014.

The outline for the talk is:

Kathryn will share some of the learnings from her PhD research in progress, the aim of which is to build a picture of how non-Māori librarians go about engaging with or making sense of Māori cultural knowledge in Aotearoa New Zealand. Because of the special position that librarians in Aotearoa often hold in relation to Māori knowledge, it is important for non-Māori librarians to take steps to become more familiar with Māori knowledge and cultural practices.

Kathryn is using an information behaviour framework to explore this process. In this presentation she will discuss the results of interviews with twenty-five non-Māori librarians, from a variety of locations and subsectors, where they discussed their journeys of learning about and engaging with Māori knowledge, including, but not exclusive to, their experience as librarians.

While the cultural context in Aotearoa New Zealand is quite different from the UK, there are some potential implications for work in an increasingly multicultural society which Kathryn will highlight in this presentation. She hopes to provide attendees with some inspiration for heading off ‘beyond the horizon’ if they are considering international librarianship themselves.

14:25-14:30 Lightning Talk One “Proactive relationship management” by Suzie Kitchin

Suzie is an experienced liaison librarian, and has worked at Leicester, Durham, Northumbria and Sunderland universities in a range of professional roles. Suzie has a passion for meeting students and staff where they are, and helping them develop skills and confidence in their learning, teaching and research. Particular interests encompass inclusive practice, working with those with disabilities, mature students, and those balancing academic and professional practice commitments. Information literacy and relationship management are fundamental tenets of Suzie’s interests and current role, and she is keen to share good practice with others for mutual benefit.

The outline for the talk is:

Proactive relationship management by liaison librarians with academic colleagues can have benefits in many directions and beyond expected outcomes. Crucial to this is keeping an eye open for potential opportunities, acting on them in a timely manner, sustained regular contact and showing an interest in the subject. Suzie will highlight a number of collaborative initiatives with one lecturer during 2018-19:

- Changes in academic personnel resulted in modifications to embedded library support within the Fine Art programme. Taking part in a ‘walking studio session’ where students talked about their studio practice enabled Suzie to give on-the-spot advice - this included recommending a new resource to those expressing a preference for learning by audio rather than the written word.
- A library-wide initiative on reading at higher education level which included filming a discussion with the lecturer about reading practices within her programmes.

- Co-delivery of a seminar on students' reading practices, and how this translates into their academic work.
- How all the above contributed towards support for a major stock review.

14:35-14:55 Short Paper Three "Upcycling LibGuides: making subject information pretty" by Emily Dott

Emily has worked in academic and skills support within HE for six years. Interests lie in technology enhanced learning, information literacy, active learning and making things look pretty.

The outline for the talk is:

Newcastle University Liaison team is approaching the end of a two-year project to improve the usability and appeal of subject information provided online. LibGuides have been in use at the University since 2012 and despite a core template, had become over complicated and inconsistent. The project aimed to exploit the technology we have, to improve the customer experience.

The project focused on usability, by decluttering information and attempting to think less as librarians, and more from the customer perspective. Core to this was dividing information into Subject and Resource Guides, to make specialist information types more findable.

A parallel project has developed the Library's online skills support. A Learning Technologist was recruited, who has created OER videos to 'advertise' key information literacy skills, and signpost to more detailed information, packaged into three themed Skills Guides. A highly successful guide has been developed for dissertation and research projects which includes an openly accessible search planner.

Usability testing with staff and students has informed the development of the guides which have been through several iterations during the project. Early indication suggests that usage has increased, and the Liaison Team have further embraced the guides as a core element of IL teaching and subject advice.

15:00-15:20 Short Paper Four "Establishing a new relationship for curriculum co-design and delivery" by Harriet Davidson

Harriet Davidson is an Academic Liaison Librarian (Skills) at University of Sunderland. After starting a career in HR she refocussed her direction and moved into public libraries before taking up a role in academic libraries almost 5 years ago. She has a focus on library and academic skills development and leads the Study Skills team at the University of Sunderland.

The outline for the talk is:

This paper will share how we are working in partnership with academic colleagues across all university faculties to co-design and deliver curriculum content on a module within an innovative Integrated Foundation Programme (IFP). This IFP provides students with a more supported transition into HE with the skills and subject knowledge needed to progress to an honours degree.

The opportunity to take a central role in the development of this new programme can be attributed to recognition of our Study Skills leadership. This leadership has arisen from the establishment of a new Study Skills Team within the Library and our subsequent new approach to skills provision through a Study Skills Model and cross-subject shared skills delivery.

Harriet will explore how the Library worked in partnership with academic and Careers Service colleagues to create the content and curriculum for the 'Succeeding at University and Beyond' module. Content includes Critical Writing, Finding and Evaluating Information and Advanced Digital Skills. One highly significant development was that Library staff were for the first time, creating content with the intention that it would be delivered by academic colleagues. This was a sea-change from our traditional model where content is usually developed and delivered by library staff.

15:20-15:35 Break

15:35-15:40 Lightning Talk Two "Health literacy: it affects us all, all of the time and we can do something about it!" by Claire Masterman and Joanne Naughton

Joanne Naughton has worked in NHS Libraries for almost 20 years and in 2016 moved to work in Health Education England as the Development Manager for North East NHS Libraries. She is also part of the national Knowledge for Healthcare Patients and Public Workstream where she first developed an interest in health literacy. Claire Masterman started her career in public libraries as a Library Assistant in the early 1990's, moving into the healthcare sector as a Psychiatric Librarian at Winterton Hospital, Sedgefield and has been employed as Librarian at Darlington Memorial Hospital since 1998. Both are now accredited as trainers in health literacy awareness by the Community Health and Learning Foundation.

The outline for the talk is:

43% of adults do not have adequate literacy skills to routinely understand health information.

- 61% of adults do not have adequate numeracy skills to routinely understand health information.*

Health literacy skills affect all of us in our daily lives and our ability to make informed decisions about our own health and well-being. We would like to highlight some of the key issues at stake and to offer a personal invite to all library and knowledge services staff in the North East to attend our health literacy awareness training during 2019. Health literacy impacts on all of us and on the health and care system. Let's take a new, partnership approach to tackling low health literacy in the North East.

15:45-16:00 Short Paper Five "Chain of Custody standards" by Keith Wilson

Keith is a Construction Information Consultant, specialising in knowledge and information systems, building information modelling, expert witness, commercial appraisal and due diligence, and forensic investigation of the use of construction information. He specialises more generally in audit and risk and national and international standardization. He is currently representing BSI on the mirror committee developing ISO 22095 Chain of Custody - General terminology, models, requirements and guidance'. Keith is Vice-Chair, British Standards Society and Treasurer, IFAN - the International Federation of Standards Users - based in Geneva.

The outline for the talk is:

Chain of Custody standards. Keith has been working on a BSI committee developing an international umbrella standard for chains of custody data tracking. A sector-specific suite of standards will follow with a new standard, BS EN ISO 22095 likely to be published in December 2019. This is interesting from an information and knowledge point of view. Keith is particularly interested in how it can be used to help identify and prevent modern slavery and child trafficking.

16:05-16:10 Lightning Talk Three “Taking self-assessment to the next level: developing an online skills checker” by Anne Archer

Anne is a chartered Librarian who has spent the majority of her working career in North East public libraries in a variety of varying roles including working as a children’s librarian, music librarian, business librarian and health and wellbeing librarian. She made the jump to HE 3 years ago and now work as part of the Library Liaison team at Newcastle University. Currently her research interests include information literacy, dissertation support, blended learning, library staff development and education outreach to sixth formers.

The outline for the talk is:

In 2018, the liaison team were asked to transfer a face-to-face, information literacy skills module for post-graduate students into a blended learning module.

As part of this process they created an online skills checker, which allows students to self-assess their own IL skills. This then creates a unique learning journey through the module, with students encouraged to focus on parts of the module where they had scored low on the skills checker. Students use the self-assessment tool again at the end of the module to identify their progress and create future learning goals.

The skills checker is a vast improvement on the paper copy of Vitae Research Development Framework, which was previously provided to students for self-assessment, but was not tailored to the module, nor designed for interactivity. Since its development, the widget has been well received by students, as well as other Library staff and academics who want to re-purpose it for other modules and programmes. We believe this unique creation, not only has internal ramifications but could also be reused in external settings as well.

During this session Anne will explore what this innovative skills checker is, how it came about and what the future holds.

16:15-16:35 Short Paper Six “Assessing Information risk” by Natalie Gudgeon

Natalie has been at Valuation Office Agency (VOA) for just over 2 years, joining from Department of Health as was, where she spent 12 years. She has tested the water in both the FE and HE sectors prior to this.

Her main passion is to make the stuff we information managers talk about and implement, accessible to everyone else. Information management has such wide-spread benefits, no matter how complex it is behind the scenes it should be simple and practical for the end user.

The outline for the talk is:

In common with other organisations, GDPR has brought information management into stronger focus for VOA. By piloting a new role, Data & Information Support Officer (DISO), embedded within the business to understand information management issues and work alongside the teams to educate staff. The aim being to provide evidence and gain support to extend the pilot from the Executive Committee to address non-compliance.

A key project for the DISO was assessing the risk of data stored in shared-drives (main storage of Agency information). Working with analytical colleagues we designed a shared-drives analysis programme using a statistically viable sample of files from the drive to model the levels of

compliance across the drive as a whole. Results were provided as RAG ratings to simply and clearly demonstrate the issues.

Quantifying that 14% were red RAG rated and additionally 57% were amber, provided convincing evidence that there were issues present. Approval was given to make one drive with wide access permissions read-only prior to removal of non-compliant material.

The Executive Committee considered this a real win and agreed to the recruitment of four further DISOs in 2019/20 to continue the analysis programme on the remaining drives and motivate further culture change.

16:40-16:55 Lightning Talk Four “Chartership for Knowledge Management” by Keith Wilson

Keith is signed up to mentor first cohort applicants for the new Knowledge Management Chartership and will provide an update on this new development in CILIP Professional Registration.

17:00 Close