



Peterborough's RNIB National Library Service Team

Focus on special libraries in the region (p. 2-5)
Interested in shaping the future of your CILIP Branch?
Read about the changes going on at national and regional level (p. 6),
and contact us with your views.
Plus a review of Umbrella 2007 and information on forthcoming events
in the region.



Have you had any interesting events in your library or introduced a new service? Do you just want to tell the region what you do? Is there a sector you are interested in knowing more about? Then get in touch with the editors of *Sunrise*. Send us an article or just let us know what you would like to read.



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cilip

Chartered Institute of
Library and Information
Professionals

See www.cilipeoe.org.uk for further information on the
Branch and forthcoming events.

RNIB National Library Service

In January 2007 the RNIB National Library Service was formed, combining the existing RNIB Library Services and the National Library for the Blind. As a result we now have sites in London, Peterborough and Stockport and librarians based at each of these. We thought it would be good to give you an insight into the role of the Library and the role of individual librarians too.

RNIB believes that people with sight problems should be able to read the same books as everyone else, at the same time and at no extra cost. As a result we provide Braille, Moon, Large Print and Audio books to our readers for both loan and sale. All librarians are involved in the process of making these books accessible and we hope the following will give you an insight into our roles:

Reader services - Tracy Pearson

The Reader Services team consists of six staff working at the Peterborough and Stockport sites. The team provides a comprehensive enquiry service for the whole of the RNIB National Library Service. Reader Services staff also assist in preparing the New Book Guide and its sister publication, Read On. Subject lists and taster lists of available books are prepared to assist readers to choose their own books and the team also advise readers of other sources of alternative format books where necessary. Our readers' ages range from young children of 4 to people over 100.

Common enquiries are for books by best selling authors, prize-winners and of course "Richard and Judy" books. Many readers are reading to support a course of study, anything from counselling to physics, or learning a foreign language. Braille Music is particularly popular with music students as well as performers. Books to support hobbies such as knitting and gardening are always popular too. People also need to obtain information on health matters, such as depression. Requests

for books in Asian languages as well as books in Polish are also increasing. Very much like a public library an enquiry can range from the mundane "have you got the Richard and Judy books?" to the more obscure enquiry, such as "have you got any books by women with heart problems who can play the piano?"

Talking Books - Isobel Shippey

How cool is this? I get paid to read books for a living - and have done for 17 years!

I'm officially known as the Librarian, Audio for the RNIB National Library Service, but a previous boss always referred to me as the book monitor! My job can basically be divided into two areas - book selection and book preparation.

I'm part of a team of librarians that meet once a month to decide which books we would like to transcribe into alternative formats. For many years this group concentrated entirely on audio books for the Talking Book Service. Now following the merger, we've expanded our remit to include Braille and Giant Print too, which means, hopefully, there is now more co-ordination within RNIB's book selection process for all formats.

Now we get on to the main focus of my job - book preparation.

Once the books arrive from Amazon, I set about the task of preparing the books for transcription into Daisy (Digital Accessible Information System). This entails me reading each book from cover to cover and preparing notes for the narrator and engineers.

These notes list any accents a character may have, what foreign languages are in the book, what part of the world it's set in, and if it requires a warning or not. If a book is written in first person narrative, then I note that character's age, gender and accent. All this information is essential for helping cast the

right narrator to a book. Together with these general notes, I also include a pronunciation list, which lists words I think will cause the narrator problems, together with their correct pronunciation. It can be quite interesting trying to find out correct pronunciations - I've been known to 'phone Thai restaurants, car dealerships and various foreign embassies to check the pronunciation of a particular word.

Once all the preparation has been done, the books are sent to the studios in Camden for recording. Our recordings are all narrated by professional actors and are unabridged - the biggest pet hate for our readers is abridged books - they hate them with an absolute passion!

Our readers are so appreciative of the Talking Book Service and we have received so many letters from them or their relatives over the years, saying what a lifeline the Service has been. One I remember in particular was from a reader's daughter who sent us a photocopy of one of her late father's diary entries, in which he said he thought the £50 he paid every year for his Talking Books was the best bargain of his life!

I've seen many changes over the years, but none as major as the merger between RNIB and the National Library for the Blind. I am very excited about the great improvements in store for our readers.

Cataloguing - Kathy Teague and Laura Unwin

The Cataloguing team consists of 2.5 staff, split between the Peterborough and Stockport sites. We maintain the bibliographic catalogues for the RNIB sale and loan collections. We provide cataloguing services and bibliographic support to all LMS users. We work with a wide range of books, from children's to adults', including fiction, non-fiction, textbooks, instruction manuals, music manuscripts, maps and books in foreign languages. In addition, we also provide bibliographic data to all RNIB book-related services.

At present we maintain two library management systems, ExLibris's "Aleph" and Infor's "Advance". We face the challenge of integrating them into the new library service.

We work closely with other organisations to uphold international cataloguing standards to allow data exchange. As part of a joint initiative with other organisations that produce alternative format materials, in an attempt to minimise duplication, we catalogue RNIB titles onto a national database, which may be accessed by members of the public as well as partner organisations such as Calibre Audio Library and Torch Trust for the blind.

As technology progresses we are being presented with new opportunities to adapt, develop and change our cataloguing practices to accommodate new, developing alternative format materials such as multimedia books. Despite its reputation of being somewhat dull, cataloguing has never been so exciting!

We hope this has given you a glimpse into the world of the RNIB National Library Service. If anyone would like more information then please contact us at: cservices@rnib.org.uk. It may be that we can help you in your library with your service to blind and partially sighted people.

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Cataloguing & Classification - a Tale of Two Libraries

Defence Estates, (DE), is the part of the Ministry of Defence, (MOD), which has responsibility for the management of construction and estate management on all land owned or leased by the MOD. I work for the Operations International Directorate in the United States Forces Division, which is responsible for the management of MOD land used by the United States Visiting Forces, (USVF). I manage a small technical Information Centre which contains publications relating specifically to our area of business.

In September 2004, I started an MA / MSc Library & Information Studies Degree at City University, London. The course is accredited by CILIP. It soon became clear that cataloguing and classification would not be covered in any depth. Fourteen out of the fifteen institutions currently running CILIP-accredited courses do not offer a dedicated module on cataloguing and classification (as of July 2006).

According to City, my only options were to change to University College, London or to undertake City's Independent Study module. I discussed this problem with Mr Patrick Ryan, (Head of Profession for MOD Librarians), and he very kindly agreed to my working in the MOD Main Building Library for one day a week for three months, which my own line management were happy to accommodate. I duly arrived at Main Building at the start of January 2006 in order to gain some practical cataloguing and classification experience.

The idea for my Independent Study research report was to compare and contrast the Dewey Decimal Classification, (DDC), used in Main Building and the Universal Decimal Classification, (UDC), used in the 2 DE information centres. In order to do this, however, the staff in Main Building felt that I also needed to do some cataloguing. This allowed me to broaden the scope of my

research report to compare the Unicorn library management system and MARC 21 used in Main Building, and BiblioTech PRO and natural language used in the two DE libraries.

When the main MOD library moved into Main Building from its previous home in Great Scotland Yard, the decision was taken to move from UDC to DDC at the same time. As a result of this decision, a number of items were re-classified in what appeared to be an incorrect way. The specific task which I was given to do was to sort out the classification of the IT-related stock, (Class 000 in DDC, class 0 in UDC). The first problem which I encountered was not the actual classification but the re-shelving of these items.

For example, books on MS Excel should be classified in DDC as 005.54, (Spreadsheets), and in certain cases – of which this is one – DDC allows for a suffix to be added identifying the specific application so the classification number should be 005.54EXC. After this number comes a space and then the first three characters of the author's name, e.g. 005.54EXC BAR. However, these books were being shelved as if EXC was the author suffix. This violates the principle of increased concreteness.

Books on spreadsheets in general should come before books on specific spreadsheet applications but a book on MS Excel would invariably be re-shelved between author suffixes EXB and EXD, irrespective of whether that put them among the books on general spreadsheets. Although I flagged this issue up at the time and actually drafted an office instruction on it, I do not know whether anything was subsequently done about this. I learnt that a lack of understanding of the scheme in use can negate accurate classification.

The next problem that I encountered was that

there were some instances where two specific applications of the same type shared the same first three characters, (e.g. Fortran and Forth and Word and Word Perfect). The decision had been taken that the first three characters would be used for the application instance as well as the author suffix, but it clearly makes no sense since books on these applications could be muddled up on the shelves depending on the actual author suffix. I proposed that alternate characters be used here.

The third problem that I encountered was that books had been classified purely on the basis of what was on the cover or the contents page. While this is, generally, appropriate, it can lead to some interesting classifications for books on IT when the information available does not actually state what it is that the application does. I felt that it was more appropriate, given the clientele of the Main Building Library, to classify accurately than to classify according to general rules. This may not be appropriate in all cases.

The time I spent at Main Building was extremely useful in many respects. It gave me the experience of cataloguing and classification that would have otherwise been missing from my qualification, it gave me experience of MARC 21 and of another library management system. The research report covered all of these areas and is relevant to my work because the whole of MOD is gradually moving towards a common IT infrastructure and a reduced number of systems. The research report mark was 71%.

My experience in Main Building, which is already on the common IT infrastructure, will inform the work that DE needs to do in order to become part of the same infrastructure. This includes the selection of a new library management system and I am on the working group charged with this task. Working in the Main Building Library also gave me valuable insights into the way other libraries work and the dynamics that govern them. My only regret is that I had to do cataloguing and

classification as an Independent Study option.

The research would not have been possible without the generous assistance of the staff at the MOD Main Library. The continuing support of my colleagues at both DE in Sutton Coldfield & DE USF in Waterbeach has also been invaluable. Grateful thanks go to Mr P Ryan, (Head of Profession), Ms A Drewett, Ms L Scott, Mr M Dunne & Ms T Okemadu of MOD Main Library and to Mr P Morton, (Divisional Director), Mr P Blake & Mr M Harrey of DE USF. Copies of the research report are available from myself.

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Update on CILIP matters

CILIP is changing and so is the Branch!

Many of you will be aware of the changes to CILIP's structure that are now well underway for implementation in the next couple of years. These are not just something that is happening at HQ, but will represent a fundamental challenge and opportunity for every member and every constituent part of CILIP. *Update* and the website are keeping us abreast of the plans and their implementation and this article aims to focus on what it will mean for Branches and this Branch in particular.

First of all here is a quick overview of the reason for the changes from my perspective.

- **ADVOCACY** - It is absolutely clear that there needs to be a concerted focus on advocacy for the profession and for libraries and information services of every kind. This has always been an underlying principle for CILIP, but its structure had become too unwieldy to make that happen effectively. The organisation needs to be light on its feet at every level – so that it can be the clear voice for the profession.
- **MEMBERS** - This is a member organisation and it needs to ensure that it is organised in a way that enables members to have a voice and be the voice of the profession. CILIP's structure must enable members to take part and be involved as much (or as little) as we want. Taking an active part no longer means being "on the committee". It can and should mean taking part in on-line discussions; seeking and offering help and support to each other (the number of people who have come forward to be mentors or Assessment panel members for Certification and Revalidation candidates demonstrates that members want to be involved in different ways); being able to organise an event because you have that expertise or want to do something very locally and much more....

- **VALUE FOR MONEY** - Members want value for money from their organisation, and CILIP's unwieldy structure was becoming expensive – it needed to streamline.
- **CHARITABLE STATUS** – Last but not least CILIP's structure, whereby all 50 plus Councillors were Trustees of the charity, no longer meets the requirements of the Charity Commission and it needed to change.

From January 2008 we will have begun the move to put the new structure in place:

- a small Council of Trustees elected by everyone to manage the business of CILIP;
- a Policy Forum of representatives from every Branch and Special Interest Group, that will be able to meet in different parts of the country and engage in debate and form policy;
- a clearer role for the President;
- and most importantly for us, Branches and Groups that will continue to be a fundamental cornerstone of our organisation, but will also be prepared to change to become more responsive and "light on the feet" to meet the needs of their members.

Much is being made of the fact that Branches and Groups will eventually stand or fall by their ability to attract Members. Eventually we will be able to choose to belong to two free elements that could be any mixture of Branches and Groups. This is being phased in between now and 2010. This brings a healthy market approach to the activity and viability of Branches and Groups and should concentrate their minds to ensure that they are relevant and responsive vehicles for their members. But the most important challenge to any Branch or Group is to ensure that it meets the need of its members and embodies the principles that underpin these major changes to CILIP as a whole.

For example is the Branch organised to enable that all important advocacy to happen at local level? Does it provide the network and the tools to enable communication between members? Can its members engage flexibly to suit their needs, skills and time available?

CILIP isn't Ridgemount Street, it is its members. In the same way, a Branch is the membership not the Committee, which is just there to enable the membership's activity to thrive. The challenge therefore for the Branch's membership and its Committee is to look to embrace the opportunities that the new CILIP organisation offers – building on what the Branch already achieves but going further.

The Branch is the opportunity to make things happen locally – these are some of the things we currently offer:

- opportunities for members from different sectors to meet and communicate and to learn and support each other
- communication and information networks for all members through Sunrise and the website
- training and development opportunities delivered locally and affordably
- support for the Certification and Revalidation process and the mentoring that is such an important aspect of this
- co-ordination of the work of the Special Interest Groups in the region
- support for individuals and groups through small grants

All of this is of value to the members who do engage and take part, but we need to go further to enable more people to make the most of being part of a local Branch. We should especially be looking at ways for people to take part in a way that suits their particular circumstances. You may not want to be on the Committee, but you might have identified a particular need for a training course that you could help deliver? Or do you think there ought to be social events in a particular area – organise them! The Branch could provide the framework, guidance and the funding – and local members could be

involved in delivering. Not only does it mean you can get involved as much or as little as you like, but the very act of putting on an event or programme is an opportunity for personal development. There is also need to be even smarter at using email and discussion lists to enable people to get in touch with each other and to explore local issues.

The beauty of the Branch is that it is local and that it brings together all the members who live or work locally. The East of England may be a large region geographically, but events, for example, can be held in all of its corners for local members with the help of local members.

These are some of my thoughts – but I hope that this will spur you on to think what you would like to see from your Branch in the future and especially how you want to take part. Do let us have your views – contact me or any of the Committee and help shape the future. Simply email us or use the on-line feedback form especially for this purpose on the website at www.cilipeoe.org.uk.

Just a last word on advocacy, which will run through every part of the organisation from President to individual member, like the proverbial stick of rock. Advocacy deserves a whole article in its own right - do look at Ian Snowley's article in April's *Update*. But in a nutshell it's about the organisation and its members being prepared to stand up and speak for the profession. If that sounds scary, it is just as important that we carry out our profession to the best of our ability. Every time we meet the needs of a customer, we are advocates for the profession and we create the advocates who will help us champion it.

Lesley Noblett
Branch Councillor

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Umbrella 2007 Conference – ‘Catalysts for change – making a difference’

Librarians from Hertfordshire County Council’s library service share their experiences of this year’s Umbrella conference, held 28th-30th June at the University of Hertfordshire’s De Havilland campus. The theme of the conference was ‘Catalysts for change – making a difference’.

Jo Smith, Hertsmere Information and Lifelong Learning Librarian, writes:

Umbrella happens every two years and it brings together experts from all branches of the librarian and information professions. There are lectures, sessions, exhibitions, social events and presentations. I wanted to broaden my knowledge of the profession and the challenges we are facing. Umbrella gave me a fantastic opportunity to do all this and help me in my current role and with chartership, all right on my doorstep.

I have never attended a conference before, but found that the pre-Umbrella handbook and the CILIP website gave me lots of information and reassurance. On the first day I was nervous and excited and determined to make the most of the opportunity. Umbrella runs a “First-timers” lunch. This was a great idea as it made you realise how many experienced staff were also first-timers. You also realised how far people had travelled, someone on my table had travelled from Rio! Lunch broke the ice and also meant for the rest of the conference you saw many friendly and familiar faces.

The sessions were split into nine strands. As there were over fifty sessions during the three days, this helped you focus your selection. I attended sessions in the Workforce Development, E-content and Information Literacy strands. Some of the sessions clearly highlighted the challenges the profession is facing. Many were inspirational and left you with an understanding of the good work being done and of the direction we need to take.

Throughout the sessions I attended, several key themes repeatedly appeared:

Advocacy – We must make sure our role and work is understood and appreciated both within the profession and within the wider community.

The digital divide – both in terms of those with access to computers but who do not have the skills to use them, and those in developing countries who do not have IT access. How can we make the digital age equally accessible?

Freedom of information – in its broadest sense. The idea that access to knowledge is a right. Our profession must defend that right and empower people to access the information.

Information literacy – Information is more readily available than ever before. We have a role in helping staff and customers access reliable information and giving them the skills to critically analyse that information, therefore allowing informed choice.

Umbrella pulls together a huge variety of expertise in one place. The quantity and quality of the speakers allows you to develop your own professional knowledge. It also gives you the opportunity to try something new, whether that is attending a session about an aspect of your own sector you know little about, or attending a session run by a completely different branch of the profession. Everyone is welcoming, I met a lot of interesting people and you can gain real cross-sector insight.

I really enjoyed the event and feel I benefited greatly from the experience. See you there in two years time?

Carol Humphreys, Reader Development Librarian at Watford Central Library, and Chris



Jo Smith, Denise Ellis and Carol Humphreys from Hertfordshire Libraries at the Umbrella Conference

Widdows-Doughty, library assistant, have compiled these comments from those who attended:

“I have never attended a conference before, but found that the pre-Umbrella handbook and the CILIP website gave me lots of information and reassurance... I wanted to broaden my knowledge of the profession and the challenges we are facing”

“It provided an ideal opportunity to cover a range of training needs in one event, and a chance to meet colleagues from all over the country..... The networking opportunities were, for me, the most exciting aspect of my attendance”

“...to meet and exchange ideas with colleagues from other areas of the profession as well as from Hertfordshire, and to

contribute to other’s learningsharing ideas and practices.”

And final thoughts

“On returning to my library I put forward ideas generated by the conference for events and learning we will implement in the coming months.”

“It may have been my first Umbrella Conference, (and I found the Conference Helpers, there to aid the lost and confused, extremely useful) but I hope it won’t be my last. Next time I will go for more than just one day”



Cambridge Library Group Programme Autumn 2007

Wednesday 14th November
(Old Library, Pembroke College)
5.30 for 6.00pm

Bill Thompson:
Why Google is bad for you

Wednesday 12th December
(Lloyd Room, Christ's College),
5.30 for 6.00pm

Ann Keith:
The English Carol

Non members are welcome to attend for a fee of £3.
For further information, please see <http://www.lib.cam.ac.uk/maps/clgh.htm>

Information Services Group East of England Branch

Healthy Information

10.00am, 22 November 2007

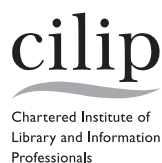
Morison Room, Cambridge University Library

Comprehensive health information for the patient can be difficult to find. This day is designed to assist the patient, the nurse, the doctor and the medical student to fulfil their different information requirements to ensure that the patient is well informed throughout their interaction with the health service.

Cost: £55.00 + VAT

For further details, please contact Kate Byford (Kate.byford@libher.suffolkcc.gov.uk)

New directions: Service delivery



Wednesday 7th November 2007
Lounge, Athenaeum, Bury St Edmunds

Our chosen topic for the ANGLES/CILIP East of England annual seminar focuses on new aspects of service delivery across the library and information sector. We are looking to cover areas such as outsourcing, collection development and consortia. There will be three keynote speakers in the morning and the afternoon focussing on more practical examples, with an opportunity to ask questions at the end of the day.

PROGRAMME

- 9.45 **Registration and coffee.**
- 10.15 **Welcome.**
- 10.20 **Overview: service development.**
Diana Edmonds, Head of Libraries, Archives and Museums Service, London Borough of Haringey.
- 11.05 **New technology and service delivery.**
Phil Bradley, Internet Consultant.
- 11.50 **Developments in consortia.**
Mary Nixon, Chair of CPD25 (the M25 Consortium).
- 12.35 **Buffet Lunch.**
- 13.10 **Introduction to the afternoon.**
- 13.15 **Is your workflow working? Alternative methods of selecting and ordering materials.**
Beverly Brittan, Bibliographic Services Manager, Library, London School of Economics and Helen Williams, Assistant Librarian, London School of Economics.
- 13.45 **The health perspective.**
Joan Hunter, Library and Knowledge Services Manager, East of England Strategic Health Authority.
- 14.15 **Partnerships and outsourcing: a public library Experience**
Rosemary Steer, Service Development Librarian, Suffolk Libraries, Archives and Information.
- 14.45 **Break.**
- 14.50 **Question and answer session.**
- 15.15 **Tea and departure.**

For further information please contact:

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More details and booking form available from website: www.cilipeoe.org.uk/bookingform2.shtml

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Copy date for next edition: 31st December 2007