



Tots 'n' Tales event, Sure Start, Lowestoft

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Professionals

In this edition read about the national and international partnerships and contacts made in the region. Looking forward to summer? Interested in trying something new to read while relaxing on holiday? See p.3.

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

Working in Partnership with Sure Start – The Lowestoft Experience



Book Crawl Party, Sure Start Lowestoft

Often referred to in the media as the government's flagship programme, Sure Start was established as a centrally funded initiative for areas of severe disadvantage with a remit to 'improve the health and well being of families and children before and from birth so that children are able to flourish when they go to school'.

Between 1999 and 2004, £1032 million was invested in establishing local programmes throughout the country. These programmes work with families who have children aged 0-4, aiming to break the cycle of poverty and social exclusion by offering intensive input through family support, nurturing advice and guidance, health provision and early learning.

North Lowestoft, Suffolk was selected as a Sure Start area in 2000. Initial discussions were held with the local community to clarify areas of concern and amongst a long list were some that impacted on the library service: families didn't use Lowestoft Library despite the quality of services provided, playgroups were unaware of their entitlements and there was no accessible Toy Library in the town. Parents agreed that they would like a dedicated Sure Start Librarian.

The Sure Start Community Librarian post was initially a fixed term post for 3 years from April 2002. I was fortunate to take on the post at a time when Lowestoft Library was undergoing a

total re-furbishment project and related change in ways of working for staff that included the introduction of self-service technology. Integral to a Sure Start agenda is the involvement of parents in the development of services and my first task was to consult with families on everything from furnishings, timings for activities and consequent parking for buggies to nappy bins. Without this the service would not have worked – if you don't provide the families with what they want they vote with their feet!

So what do we offer? A wide range of early learning opportunities for families. We have a Toy Library open 7 days a week. We run a programme of weekly activities that includes music, play, rhymes for babies and support for parents with babies aged 0-1. Monthly activities include Surf Sunday (themed IT and crafts) that is open to older siblings too and Tots 'n' Tales – a Book Group for toddlers. Annually we take part in the Bookstart Book Crawl and hold Tot Art – an art exhibition of toddler's work that transforms the library into gallery space. This year we are launching Techno Tots (IT for parents and toddlers) and Tot Toons (animation for toddlers) with funding from a local councillor. Working in partnership with our Learning Centre we provide a range of IT courses for parents. Outside the library I am involved with a variety of community groups: playgroups, antenatal clinics, working with Sure Start staff.

Forming partnerships is vital to the success of the project – we benefit from the expertise of other professionals and are able to input to a much wider range of existing early learning services. Being so visible within the community we are more likely to be approached by organisations to support their initiatives. It's a useful way of training up our staff too.

What have we achieved? Approximately 60 families a week access our activity sessions and 50 toys a month are borrowed from the Toy Library. There has been a large increase in library membership by children aged 0-5.

Currently we have 328 Sure Start children using us regularly, 153 joined last year which is a rise of 88% from 2004. We have also witnessed a marked increase of library use by the multi-cultural community. The Parental Satisfaction Survey, November 2005 (conducted by the Programme) showed that 100% of respondents (26) believed that our activities are making a difference to their child's life regarding: child-child interaction, child-adult interaction, learning and development. 20 parents were very satisfied with what we offer, 6 were satisfied.

What have we learned? A lot! We really didn't appreciate how few facilities existed in the town for poor families, single parents and families whose first language isn't English before Sure Start. We didn't anticipate the impact we at the library would make on vulnerable families who now drop in to see us for friendship and support. And, more than anything, we didn't realise how much we would benefit from being part of a groundbreaking initiative.



Book Crawl Party, Sure Start Lowestoft

If you would like more information about the project please contact:

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Looking forward to the summer? Interested in trying something new to read while relaxing on holiday?

We would like to know what CILIP members in the region are reading. Send us your top three favourite or recent reads and we will compile a list for a future issue. If you feel like writing a few words in support of your choices then we will include a selection.

Just to inspire you everyone from the region who submits their list will be entered into a prize draw for a £10 book token.

Lists may be sent by email or post to one of the three editors.

Enquire: The New Dawn of Virtual Reference in English Public Libraries

The Enquire chat and email information service is delivered by English public libraries. Set up by the Museums Libraries and Archives Council (MLA), with an initial grant from the Big Lottery Fund, Enquire is one of a suite of new services being offered through the People's Network and is open to all and free at point of use. The service is managed by Co-East, a public libraries consortium in the East of England, and the software service partner is OCLC Pica, using their QuestionPoint software.

Enquire, it can be said, has some of its roots in the pilot Ask Live! in 2002, drawing on library participants staffing the Ask-A-Librarian service. This service was also managed by Co-East. Twelve volunteers from Ask-A-Librarian were able to experiment with virtual reference in a very contained trial, and provide valuable feedback. Although this trial was limited to 9 months, it allowed service procedures and processes to be developed for future use and reinforced very early on the issues surrounding virtual reference: customer service, etiquette and searching techniques. It is also reassuring to note that given that almost no public libraries in England had looked at virtual reference in 2002, the 12 authorities that took part in the Ask Live! trial, had no hesitation in signing up for the Enquire service. This is a demonstration of the value that English public libraries saw early on.

Currently, there are 97 library authorities involved in the service. As with Ask-A-Librarian, the East of England leads the way in support of new services; in the case of Enquire, with full participation by all 10 library authorities. There are currently over 500 librarians staffing the service. By allowing this many librarians access to a real time virtual reference service, Enquire also represents a valuable internal training tool.

With Enquire the same issues that came out of the Ask Live! are also emerging. For example, in the face to face reference interview there are many cues a librarian uses to determine what it

is the patron needs to know. In chat reference a lot of these cues are not present: tone of voice, appearance, age, gender. Therefore reference interview skills are even more important, especially the ability to use open and closed questions. It has been our findings that those librarians who are good at reference interviews face to face and who are good at customer service adapt easily to the chat environment. Those with poor reference and customer service skills will generally not do well in the virtual environment. There is certainly a lack of customer service training in the virtual environment in the profession. Perhaps Enquire will be a catalyst to an increased interest in service delivery in this area.

Co-East was lucky when putting together the tender to partner with OCLC Pica, as they were able to bring to the table not only an excellent, highly functional product, but a ready made international partnership for out-of-hours and difficult questions. For the out-of-hours service, questions are answered in real time by librarians in the USA and Canada, acting essentially as a reference librarians' call centre. This is a fee based partnership provided by the OCLC Pica. Through the aid of library policy pages, our American partners have done an excellent job of guiding local users, through their local catalogues to find and request books, and also to answer local authority based questions. This partnership works extremely well for Enquire and has raised the service profile internationally. The current model for Enquire is that it is free and open to all. We are seeing a steady rise in the number of questions being answered, on average around 40 questions per day.

There are also some cultural differences that become apparent when operating such an open service. It is interesting to note that although all of the partners speak English, there are some, for the most part amusing, misunderstandings that arise. Although there have not been any serious trans-Atlantic misunderstandings, these



transactions are certainly more light-hearted when the differences are made apparent.

We have also learned from speaking to other international colleagues that the sustainability of the service is closely tied with the ability to embed it within local traditional services. An added benefit of the QuestionPoint is the ability to create local services, that can run concurrently with the national service. Essex have recently launched a local homework helper service. Many authorities are looking into other options available: Councillor surgeries online, ask-an-author, etc.

The Enquire service demonstrates that UK public libraries are in the forefront of using cutting edge technology to open access to all citizens.

By Joanne John, Co-East Projects and Services Assistant

<http://www.co-east.net>
Bedfordshire, Cambridgeshire, Essex,
Hertfordshire, Luton, Norfolk, Peterborough,
Southend-on-Sea, Suffolk and Thurrock Public
Library authorities

The after hours service is staffed by librarians from the 24/7Reference group, which is now part of the OCLC suite of products



CILIP East of England Branch AGM

22nd June, 2006

10.30am - 1.00pm
followed by lunch

Morrison Room,
Cambridge University
Library

Speakers
Jonathan Douglas, MLA
and Linda Berube,
INSPIRE

Booking forms will be sent
out shortly and will also be
available on the Branch
website at
www.cllipeoe.org.uk

NHS Libraries in the East of England.

In the last issue of "Sunrise" Maurice Wakeham gave an outline of how Health Librarians in Higher Education work together. He also mentioned another Group that of ECLaKSA.

ECLaKSA is the East of England Library and Knowledge Services Alliance and brings together the NHS libraries in the six counties of Norfolk, Suffolk, Cambridgeshire, Essex, Bedfordshire and Hertfordshire. We are an Alliance because there is no one grouping that is in overall charge we have just come together for the mutual benefit of our users and staff. The Chair of the Alliance is rotated amongst us but we all participate in any joint work.

We meet four times a year to discuss staff development, issues effecting the health and social care sector and progress projects that we are working on co-operatively.

Though the Alliance has only been in existence for four years we have achieved a tremendous amount. We have created a union list of journals and developed a system whereby each library can search the collective holdings and once the library is selected it generates an automatic email message to request a photocopy. On the back of this success we are now trying to procure a Library Management system that will cover all the libraries. We are also running a project funded by Skills for Care entitled 'Access to information in NHS libraries for social care staff'.

The members have also set up a number of Special Interest Groups, open to all library staff, and covering a range of issues such as CPD, Mental Health, Public Health, etc. These Groups either meet at various locations or conduct their business via email. They also take an active part in their specialist areas of interest. The Mental Health SIG have set up a current awareness service, the CPD Group have arranged training for Helicon Accreditation and the information skills trainers have arranged courses on learning and teaching.

We have also held two successful Conferences; one on eLearning in 2003 and the most recent one "Pathways to Health", a joint venture with East of England Museums Libraries and Archives Council.

Our main aim is to encourage and foster networking not only across counties in the East of England but also nationally, as we represent the interests of the East of England on national health and social care bodies.

So there you have it, yet another group of librarians actively working in the East of England.

Christine Coley
General Manager: Library and Knowledge Services,
Basildon and Thurrock University Hospital NHS Foundation Trust.



TOWN AND GOWN

A chance meeting at the Jockey Club in Newmarket enabled a Cambridge college to publicise its anniversary celebrations with a display in the heart of the city. It was truly a conjunction of Town and Gown when the Central Library, celebrating its 150th anniversary this year, provided space for New Hall (a women's college of Cambridge University) to publicise its 50th. Lynda Martin of Cambridgeshire Libraries made the offer to Alison Wilson, New Hall's Librarian, when they talked at the East of England Museums, Libraries and Archives Council Partnership Day.

The centrepiece of the exhibition was the story of New Hall told through its archives on three 2-metre high panels. The first ten years were illustrated by photos of the original house in Silver Street, the first sixteen students who lived there and the press cuttings on the new foundation for women. Then came the buildings on Huntingdon Road, opened by the Queen Mother, the achievement of college status symbolised by the Charter, and the elevation of the President, Dame Rosemary Murray, to the post of Vice-Chancellor of the University. The



Charter of New Hall



New Hall Librarian viewing the exhibition

third panel showed the new building and renovation, enhanced by a growing collection of works by women artists, which has characterised the period from the mid-nineties to the present. In addition there were eye-catching boards showing photographs of the Dome and Library, both Grade 2* listed, and soundbites from students. "You feel extremely empowered in New Hall" said one. The loan of two showcases offered the chance to exhibit additional archives and some New Hall publications, notably New Hall lives: the Silver Street years, a recently published collection of autobiographical memoirs from the students of 1954-1964 that caught the attention of many people interested in Cambridge local history.

The exhibition achieved extra publicity (and free balloons!) by linking with the National Archive Awareness Campaign, which this year has the theme 'Beginnings'. There was no way of counting the number of visitors, but its prominent position on the lending floor of the Library for two weeks gave hundreds of people a glimpse of New Hall past and present. We would like to thank Lynda Martin and Ian Douglas of Cambridgeshire Libraries and Information Service for making it possible.

Alison Wilson



CAMBRIDGE LIBRARY GROUP POST – TSUNAMI RECONSTRUCTION PROJECT



Sudhrama School Megalle Galle

At IFLA's World Library and Information Congress I attended a Plenary given by the National Librarian of Sri Lanka. My interest in the Tsunami was, at this stage, mainly academic, as research and lectures about the cause and effects of the Tsunami have been key features in the Earth Sciences Department this year. The plenary was different; we heard stories of disaster and courage, and lives altered and changed forever. If I had to point to a single story or example that sparked in me a desire to help, it would have to be this one:

One of the University librarians in Sri Lanka lost his daughter in the Tsunami. His village also lost their public library. The librarian has turned his daughter's room into a makeshift children's library in order to provide books for the children who are still alive in his village.

It was this story and the photograph of the little girl's room with the books surrounding her father that contributed to the inspiration of suggesting to CamBook Crawl Party, Sure Start Lowestoft that we support a library rehabilitation project in Sri Lanka. Following the decision by CLG to support a project, contact was made with Premila Gamage of the Sri Lanka Library Association who proposed the following project to rebuild a Tsunami affected Library in Sri Lanka.

SLLA Project: Rehabilitation of Ga/ Sudhrama Maha Vidyalaya (School Library)

The Sudhrama Maha Vidyalaya is a mixed school, which has classes up to General Certificate of Advanced Level in science, commerce and arts streams. The School has around 1043 students, ranging in age from 6 to 19 years old.

Project description

Since the school is situated along the coastal belt in the outer limits of Galle town about 150-200m. from the sea it has been considerably affected by the recent tsunami. Many students of this school died in the Tsunami. As the main library is not affected much, the principal is very much interested in developing the primary library. Although the library building has not been totally damaged, only needing minor repairs, the resources have been almost completely destroyed. The Project aims at developing this school library as a model library (information centre) by way of implementing the following actions:

- Refurbishing the library (minor repairs, colour wash, provide furniture, etc.
- Collection development including books, periodicals & AV materials
- Provide a computer with necessary accessories
- Training the librarian in managing the rebuilt library
- Automating the library functions and providing training in using IT

The long-term objective will be to guide and assist this library to function as a modern library using ICT.

The cost of the project will be about £3,000 with the SLLA contributing extra funds for training and support. CLG have decided that their aim is to raise as much of this money as possible by July 2006. Donations are welcome at any time in support of this cause. We are hoping that a visit by a member of CLG to the school will be possible.

Libby Tilley
Librarian, Earth Sciences Department, University of Cambridge



2006 Federation of Children's Book Groups (FCBG) Conference

So...how many of you have never been to a Conference? Well you really should go... They are such inspirational events that will enhance your perception of how and why authors write. You will meet up with other like-minded souls and be surrounded by all the free material you could imagine.

This year the FCBG Conference was in Birmingham - everything happened within the same building so it did not matter that the weekend was freezing! I was able to obtain a grant from CILIP East of England Branch (Small Grants Fund) to attend. Once registered I had a first swoop of the Publishers' room. Almost all the stands were offering proof copies of books, posters, postcards, bookmarks and several other promotional bits and pieces.

I met the rest of the Ipswich Group and we all signed up for the seminars for Saturday and I had arranged to meet up with some other Librarians from the School Librarian's Network (SLN) yahoo email list.

The Introduction by **Chris Riddell** and **Paul Stewart** was a most entertaining presentation. They talked about their "Edge Chronicle" books and how they have grown to be a series of 12! We queued to have books or papers signed, pictures drawn etc. They spent time with everyone and didn't rush away. Chris Riddell drew a picture for the Draw on Sunday. 45 minutes later we were entertained by The Two Steve's – **Steve Barlow** and **Steve Skidmore**. They conducted a game show with the audience split into "Barlow Spartans" and "Skidmore Athenians", with "The Lovely Helen" keeping the score. All good fun and had the whole room singing "See saw Margery Daw" at one point, culminating in the rendition of "Tragedy". They retired to the bar along with several others for a well-earned drink.

Saturday morning started early with another trawl of the Publishers' area, several more books available which I was unable to resist. **Wendy Cooling** started off the sessions, talking about Bookstart, how it came about and the aim and purpose of the scheme. She told how she had learned to read sitting on her father's knee reading the newspapers. She read some poems from her Bookstart compilation "With Love" which encouraged me to buy a copy.

After coffee I picked up some fantastic proof copies of picture books with wonderful illustrations. **Simon James** was the next speaker. He was excellent, humorous yet with a serious side too. He gave us a power point presentation of "Baby Brains", great fun. He spent the rest of the morning (day) signing autographs and chatting to delegates.

Frank Cottrell Boyce talked about his childhood and how his father was always behind a newspaper. He read excerpts from "Framed" – it was funny and he was entertaining, he signed autographs for everyone afterwards. We split into small groups for either a seminar with a particular author or early lunch.

I went to hear **Kevin Brooks** as there are several girls at Ipswich High School who devour his books as soon as I buy them. He told how he started writing and went into details about his latest novel "Road of the dead". He discussed the characters in "Candy" and "Martyn Pig" and dealt with several individual questions, followed by a signing session.

After lunch **Valerie Mendes** took to the stage, talking about her books. She read lots of passages from them, but her voice was soporific and I would have preferred to have heard how she wrote them. I met **Rosie Rushton**, and we chatted for about 15 minutes. That is the big plus to these conferences the authors are quite prepared to talk to all and every delegate.

At 5pm I met up with the SLNers again, we went to the bar for a chat and all felt it had been good to put faces to names, a good networking opportunity. The pre-dinner reception with **Cressida Cowell** and her publishers could have been handled better. We were all squashed into a tiny room, where only those at the front could see and hear her – she is quite small and is quietly spoken – talking about her dragons. The celebration dinner had wine provided by **Helen Dunmore's** publishers as they were promoting "Ingo". She talked for 10 minutes about the book and how it is the beginning of a series of, perhaps, four books and how she wanted to create another world for her readers to escape to. She has succeeded – my girls are enchanted by it – so am I. The evening went on as long as we wanted, although delegates drifted away from about 11pm – some stalwarts continued in the bar for much longer.

Sunday morning came all too soon – there was a fire alarm at 2am!! We didn't have to evacuate, but it disturbed us all. The sessions started at 9 am with **Morris Gleitzmann**. He entertained us with humorous descriptions of how and where he wrote his earlier novels and how he has now achieved the accolade of a "Blue Peter badge". He gave a very moving presentation about "Once" and the Holocaust. The bookshop sold out of copies as soon as he finished talking. **Michelle Paver** was the next speaker. She told in great detail how she researched her novels, by actually going to Norway to the Arctic Circle; studying the Inuit and Sami people; how she was in the water with a killer whale and saw it drive the fish to the surface; how the seal is the perfect creature because they use every piece of the animal once it is killed. She had us all spellbound. Like the other authors she signed autographs for everyone and chatted to everyone.

We then had to vacate our rooms, and pack away all the books into the minibus. **Christine Ballit** talked and demonstrated how she illustrated texts. **Helen Pielicharty** had the delegates laughing about how she wrote

her books, illustrated with various episodes during the process. **Prue Goodwin** was next on the stage. She talked about the whole concept of Librarians and teachers, illustrated with readings from several books, including Malorie Blackman – Monster Crisp Guzzler and Margaret Mahy – Librarian and the robbers. Everybody laughed at some passages and felt emotional over others, and the session ended with the advice to read with our hearts.

There were two lunchtime seminars, I attended the second with a forum of authors **Geraldine Brennan, Rosie Rushton, Sue Limb, Kelly McKain** and **Sophie Parkin** answering questions. They talked about what books had influenced their writing – quite a fascinating insight. After lunch the raffle took place for the artwork and the collections of signed books that had been donated. The Ipswich Group were lucky, and won two collections of books and one picture. We heard about next year's Conference at Worth and were encouraged to sign up for it early. **Jacqueline Wilson** had the final session. She began by telling how people are writing to her as Children's Laureate expecting solutions to all sorts of queries. She also told about her writing and particularly her endings, which she liked to make happy ever after. She spent a very long time signing autographs and chatting to everyone.

The Conference ended about 4pm and we all drifted out of the hotel, many going to the station, where we encountered several delays. However we all had plenty of reading matter to keep us occupied. All in all a superb weekend – why don't you come to Worth next year?

June Peck
Chartered Librarian at Ipswich High School



World Library Information Congress for the International Federation of Library Associations

Oslo 2005

The IFLA conference is an annual event hosted by a different country and its national Library Association each year. It is the largest and most varied conference that I have attended, with speakers from around the world covering all aspects of librarianship.

I was fortunate in that having applied for a CILIP grant to attend this conference, that I was awarded a first-timers full grant by CILIP. The full grant was indeed just that, and covered all aspects of attending the conference from travel, to registration and accommodation and even the rather inflated food and drink costs whilst in Oslo. Earlier in the year I had expressed an interest in being nominated to join the committee for the Geography and Map Libraries Section of IFLA and this, I am sure, contributed to my application's success.

What does an IFLA conference look like? Well, pretty much like any other conference on the face of it. Keynote speakers, plenary presentations, and discussion group sessions, plenty of papers delivered on all aspects of professional librarianship and of course business meetings. I should add that the social networking at all the receptions put on was an essential element of the conference. The receptions were also an opportunity to sample some of the culture of the country and were much needed when eating and drinking out in Oslo is so expensive!

At the conference itself I was elected onto the committee for the Map and Geography Libraries section. This is a relatively small and somewhat inactive group but there was a fresh injection of enthusiasm, I felt, as there were a number of new committee members. At the conference each section is responsible for setting up sessions related to their particular focus. The

sessions specifically organised by the Map and Geography Library section were jointly presented with the Genealogy and Local History Section and were, I felt, interesting, relevant and current. It was helpful to get a feel for the type of projects that are taking place internationally.

Specifically I enjoyed a paper by Patrick McGlamery (University of Connecticut, Storrs, USA) who described an interesting collaborative map digitisation project between several major Libraries for all Austrian-Hungarian maps in order to ensure that users had digital access to all the collections via one portal. The project is moving into its second phase.

Of particular interest to me, because the map content was East Anglian, was the presentation by Stephen Young (Family History Library, Salt Lake City) on the English jurisdictions mapping project based on the 1850 UK county maps and the 1851 census. The project demonstrated that in a relatively few years technology has moved on very quickly and the need for constant updating of skills and knowledge is essential. The practical session on Geographic Information Systems (GIS) for Librarians run at the University of Oslo was, I thought, a bonus.

In my application for the first-timers grant I described three benefits that I felt I would gain from attending the 2005 IFLA conference – contribution (my own), networking and reflection and I feel that in all three aspects the conference provided opportunities.

Despite being a first-timer I felt that I was able to contribute to the Map and Geography Libraries section by getting involved in discussions and decisions during the business meetings and by planning to contribute to the more regular newsletters that the group will be issuing. I fully intend to continue to contribute via email and where possible by attending the IFLA conferences (definitely the 2007 Durban conference).

We were advised that IFLA was a place for making contacts and for networking and I am

very glad that I took the advice of previous CILIP first timers of making sure that I had business cards printed to take with me. The most profitable contacts made were those where I was with colleagues in discussion sessions; notably, the New Professionals, and Quality Issues Discussion Groups, the Emerald Lunch that I was pleased to be able to attend, and the poster sessions in the Exhibition Hall. However, contacts were made in other diverse places – I have the promise of the latest Geological Survey publication from Oman coming to the Library as a result of a brief conversation with a neighbour during the Opening Ceremony! There were a number of receptions which were well-planned and afforded opportunities to check in with the other first timers, and spend time with other UK delegates. The CILIP reception was well worth attending – not just any old reception as we were entertained by a magician!

Conferences are one of my ways of 'kicking the leaves' i.e. setting time aside just to think! Time at work is at a premium and rarely uninterrupted, so I look forward to conferences in order to reflect and think more objectively and strategically about goals and vision for my own role and library. I generally find that a bit of distance and space from the actual workplace helps to refine and clarify issues. This conference was no exception and the sessions and contributors resulted in my bringing home a long 'wish' list of ideas and thoughts. One particular session on webpage quality was especially useful as we were in the process of overhauling our webpage at work. We used the notes that I took to assess the quality of the webpage and found that we were on the right

track in nearly every respect, much to the delight of the Deputy Librarian who was doing all the technical work for it. A Plenary session on the effect of the Tsunami on Sri Lankan libraries inspired a colleague and I to make a recommendation to the Cambridge Library Group committee to hold a reception/talk in aid of supporting this cause – this event has just taken place.

To sum up: I enjoyed the variety provided by all aspects of the IFLA conference. I think that one of things that struck me most was the effort that people went to, to be there and to represent their country or Association. The most lasting memories will be of the unexpected contacts made, the realisation of the difficulties other nations face, for example in the face of the Tsunami, or the understanding that comes from attending a session that has 'hit-the-nail-on-the-head' - most of all to realise that many of us are in the same boat, facing the same day-to-day challenges.

One of the last sessions I attended was a Plenary by Linn Ullman, a famous author in Norway – not a session to take any notes in, but just an opportunity to be absorbed by hearing about another person's experiences; someone who loves books and reading – not a bad way to end a librarianship conference!

Elizabeth Tilley
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November 2005

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