



SLIC



**Scottish Library & Information
Council**

**Annual Review
2007-08**



Foreword from the Chair

Library services continue to play a pivotal role in Scottish society, supporting lifelong learning, research, recreation and cultural identity. In working together through SLIC library services of all kinds have made progress towards delivering sustainable and innovative services for users in the 21st century.

Following the election of a new political administration in 2007, Scottish organizations were obliged to recast plans and strategies to match a changed context. Shared services and efficiency targets remain key government priorities and SLIC has sought to encourage and support library services seeking to work collaboratively.

Other significant challenges arose in workforce development through single status implementation and as well as the consequence of single outcome agreements with local authorities and higher education. Key work packages during the past year include: development and implementation of the Public Library Quality Improvement Matrix (PLQIM), which has received global interest and acclaim; the development of a shared services model for joint library services; the establishment of working groups to update standards for school library services and further education library services; further development of the Scottish Information Environment services and brand; participation in national developments such as the National Entitlement Card, reader development programmes and the British Library's *Hidden Treasures* project with Microsoft, to mention but a few.

Christine May
Chair



Quality, Standards and Evaluation

Quality Standards for Further Education

Quality and Standards are at the heart of SLIC's work to encourage and support service development. A new working party has been set up to progress **Quality Standards for Further Education**. Under the chairmanship of Charlie Sweeney, former Manager of the JISC Regional Support Centre for South and West Scotland, membership has been drawn from across Scotland. The efficiency agenda has encouraged shared service developments, college mergers and co-location of services. This, together with revised SFC guidance on quality and an updated HMIE framework, has set the context for the project which will result in the launch of a new toolkit at the 2009 SLIC FE Conference.

School Library Standards

The implementation of *A Curriculum for Excellence* and the introduction of *How Good is Our School (HGOIS) 3* requires the guidance and measurement for school library standards to be updated. SLIC has established a working group and is working with HMIE to progress this work. Consultations will take place through Autumn 2008, with the new guidance expected to be published in Spring 2009.

Public Library Quality Improvement Matrix

The *Public Library Quality Improvement Matrix* (PLQIM) was launched in March 2007, offering a new way to assess service performance. The PLQIM, which has been endorsed by the Government, has proved popular with all 32 library services across Scotland and has been recognised globally as front-running and innovative. As well as other parts of the United Kingdom, interest has come from New Zealand, Australia, the United States and a range of European Countries. The PLQIM offers a range of resources to support staff through the evaluation process.

Since the Government announced their expectation that all library services be evaluated using the Matrix, it is being embedded as a management tool.

Following the decision of Glasgow City Council to transfer services to a cultural trust, the issue of the legislative basis for the management of library services has been the subject of significant debate and public concern.

SLIC is of the view that the action is illegal under current legislation. The matter was raised in Parliament where Linda Fabiani, Minister for Europe, External Affairs and Culture stated that "In our view, there is no legal bar to a local authority contracting out museum and gallery provision. However, there is an area of doubt over local libraries."

Cultural Quality Improvement Framework

A *Cultural Quality Improvement Framework* is currently being developed by Scottish Government and stakeholders. SLIC has been able to contribute significantly to the development of the quality assurance standards for museums and for the wider cultural grouping.

Public Library Improvement Fund

The establishment and continuation of the *Public Library Improvement Fund* is a significant signal from government of its aspirations for the public library sector in Scotland. The fund is linked to local authorities providing 'adequate' library services to their communities, evidenced through the PLQIM process and verification. Successful applicants to the fund during 2007/9 were:

Title	Organisation	Project summary	Award
Library Support for Socially Vulnerable groups in Dundee	Dundee City Council	Groups supported include migrant workers and those with a history of substance abuse.	£89,600
My Health	East Renfrewshire Council	Funding was awarded to encourage libraries to be a key partner in health information and support services.	£46,004
Libraries 4 YOUth: ECLIS Youth Inclusion Project	Edinburgh City Council	Three community libraries in Kirkliston, Ratho and Moredun working with key partners towards tackling problems of anti-social behaviour.	£100,000
Wireless E-services	Falkirk Council	Wireless e-services to widen community access to ICT skills and learning in all 7 current library buildings.	£26,923
Opening the Treasure Chest	Highland Council	Giving children 0-12 years old living anywhere in the Highlands access to a public library programme of reading for enjoyment, reading for information and developing use of the public library as a community resource.	£29,197
The ABC Project – Access for Beginners to Computing	Inverclyde Council	Enabling those with additional learning needs to access computers with the support of a local learning partnership.	£33,650
Get Clicking – Get Surfing!	Scottish Borders Council	Helping older residents in the 50+ age group to increase their use of local libraries and to encourage access to the wide variety of learning and leisure opportunities on offer.	£18,450

Title	Organisation	Project summary	Award
Welcome! Expanding Services for New Users	Shetland	Providing accessible, appropriately resourced library services for priority groups, including migrant workers and emergent readers.	£23,200
Stirling Read 2.0	Stirling	Addressing inclusion and equalities by promoting reading to disadvantaged groups.	£65,850
Services to Migrant Workers	National shared project (Dundee)	A national project for minority language provision, led by Dundee, supporting migrant workers and their families.	£17,126

The programmes from 2006/7 all proved to be successful and importantly, in a time of financial reductions, were mainstreamed into core budgets. More information on these projects is available at www.slainte.org.uk/slic/plqim/2008.htm

Innovation and Service Development

Encouraging innovation and development on library service provision is at the heart of SLIC. This not only includes supporting PLQIM projects but also development work with the National Entitlement Card, IRIScotland, shared service arrangements in John Wheatley College and the Crichton Campus.

SLIC Grants 2007/8

Five applications were recommended for funding in 2007/8 totalling £40456

John Wheatley College – *Keyword and educational descriptions training*

University of Strathclyde – *Forensic readiness for local libraries in Scotland (FRILLS)*

Forth Valley College – *Learn at your library*

North Lanarkshire Libraries – *Second life in libraries*

One member declined the offer of funding for their project
Towards a model of inclusive library practice.

SLIC Web 2.0 Services

SLIC as an organisation recognises the challenges of delivering services and meeting the growing user expectation of innovative technologies. The SLIC Information Team has worked hard to introduce Web 2.0 technologies to improve and expand upon member services on SLAINTE. As an organisation we recognise the challenges of meeting user demand for social networking tools. However, a considerable number of member organisations face restrictions in the use of Flickr, YouTube and SlideShare for example. This is a significant challenge and SLIC continues to lobby and advocate for this to change.

Scottish Information Environment

Lobbying and advocating for a national information strategy for Scotland has been a key objective for SLIC. In the last 10 years SLIC has consistently advocated the need for a strategic national approach to creating and accessing information in the digital age. With a lack of a steady funding stream or clear policy direction in this area progress has been slower than SLIC would have wished.

Digital Access Scotland

Digital Access Scotland: Archives Libraries and Museums Working Together was launched last Spring by Linda Fabiani, MSP, Minister for Europe, External Affairs and Culture.

The new forum supersedes the previous cross domain group, COSMIC, and is backed by key strategic stakeholders, including: Museums Galleries Scotland; Scottish Council on Archives; SLIC; and the National Collections (Historic Scotland, National Archives of Scotland, National Galleries of Scotland, National Library of Scotland, the National Museums of Scotland and Royal Commission on Ancient and Historic Monuments).

The forum aims to support and facilitate development of a Scottish digital information environment and provides an interface with the UK-wide

JISC Strategic Content Alliance and the European Digital Library.

Engaging with national developments of shared services and infrastructure is a natural fit with a number of SLIC strategic priorities.

For the past three years SLIC has been working with the Improvement Service, local authorities and library management systems to ensure public library service membership is a key function of the National Entitlement Card. Pilots have eventually been completed and it is hoped that 16 local authorities will be able to offer this service the end of 2008, with the rest following in 2009. In the last year discussions of how the card could be used in other library sectors has been muted and is currently being explored in terms of GLOW and tertiary education.

scotlandsinformation.com

For many years, SLIC has been involved in creating and maintaining services to open up the wealth of information resources available in Scotland's cultural institutions. This work has now been developed and will be consolidated under the umbrella of scotlandsinformation.com, which will offer a map-based entry point to the collections of Scottish archives, museums and libraries. This work has been undertaken in collaboration with the Centre for Digital Library Research (CDLR) and will form part of the Scottish Government's One Scotland portal, which aims to provide a single entry point to public services and information. The Information Team has also taken over the maintenance of the world recognised BUBL service which will fit into this landscape.

Co-ordination, Collaboration & Co-operation

In times of efficiency, effectiveness and shared services SLIC's longstanding work in this area is proving invaluable in promoting library services as a value-for-money service and key contributor to national, regional and local objectives and aspirations. SLIC continues to support the Scottish Confederation of University and Research Libraries (SCURL) by providing funding, with the National Library of Scotland, for the SCURL Service Development Manager. Senior staff of both organisations are ex-officio members of the Business Committee, enabling closer working in particular in relation to the UK Research Reserve (UKRR) and the Scottish Higher Education Digital Library project. In early 2008, NLS, SCURL and SLIC commenced work on a shared policy approach to UKRR and a distributed collections policy framework to ensure that Scotland's current and future research needs are secure. SLIC has a close working relationship with the

Scottish Funding Council, JISC and their RSCs in Scotland to support and promote library and information services in tertiary education. Learning spaces, shared services and quality are key issues which SLIC has been actively supporting through presentations, research and consultancy services. Joint programmes, approaches and training are providing added value for library services and the annual SLIC FE conference brings stakeholders together to explore library to explore library innovations within Scotland's colleges. SLIC membership entitles organisations to 2 free day's consultancy annually, and each year we provide additional services to a small number of members. This year we provided consultancy to the University of the West of Scotland, University of Glasgow, and Dumfries and Galloway College as they developed their shared library service at the Crichton Campus in Dumfries.

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SLIC is building up a knowledge base in a range of sectors on shared services and can provide independent advice on issues, barriers and problem resolution.

SLIC has a track record of supporting relevant collaborative procurement for library services. This area is complex, and consequently it is difficult to get agreement for pan-Scotland resources. This year SLIC worked with JISC Collections to re-procure electronic resources for public libraries and to develop a SLIC license for electronic subscriptions in public libraries

SLIC continues to be involved in sharing experience and information with the UK Joint Forum, whose membership includes all UK museums, libraries and archives strategic bodies.

Consultations and responses to Government

2007/8 has been a busy year for consultations and responses to policy direction. SLIC's responses included: the Culture Bill; Skills for Scotland; Comprehensive Spending Review; Shared Services; Scots Language; Gowers Review of Copyright; and the European Digital Library.

Workforce development

SLIC helps to ensure that members are able to support and develop their staff to deliver services fit for the 21st century.

Its joint working with CILIPS enables effective development of service needs, along with support and CPD for individual staff.

Building relationships with the Scottish Qualifications Authority (SQA) and Lifelong Learning UK (LLUK) has allowed us to ensure that more suitable

The Forum is supported by governments in the four countries, and a proposal to create a post to support a UK marketing and advocacy strategy for libraries is being progressed on behalf of the Forum by SLIC.

SLIC has also been working with the British Library through representation on the Advisory Council and on specific projects such as Newsplan, Coalition for Research and Hidden Treasures, the British Library's UK competition in collaboration with Microsoft and public libraries to uncover and digitize unique library resources. Renfrewshire Council was the winner for its Arbutnott Missal.

www.bl.uk/ttp2/hiddentreasures.html

qualifications are in place in Scotland and that the National Occupational Standards will reflect library practice.

SLIC assisted LLUK in its wide consultation of Scotland and has been heavily involved with the consultants developing them, as well as the LLUK's constituency panel. SLIC is working with LLUK to establish frameworks for their implementation.

Quality Standards for Further Education

Information Literacy has been an area of concern for SLIC for a number of years. A number of programmes for delivery in libraries have been developed and supported with central government funding, which have been supported through SQA in their qualification portfolio. In 2007, Chambers published a small guide entitled *Finding Things Out*. Rhona Arthur, Assistant Director, is one of the co-authors. The material for this was drawn from SLIC's work in developing qualifications and e-learning resources for information literacy support. SLIC retains

intellectual property on this material and will generate a small amount of income from its publication. The British Library and University College London's *Google Generation* report published in January 2007 further highlighted SLIC's concerns.

SLIC continues to lobby and advocate for the need for information literacy to be improved through programmes in schools, colleges, universities and public libraries. However, it also requires members to ensure that information literacy becomes a priority for development within their services.

Sectoral priorities

SLIC staff deal with an extensive range of enquiries from members on generic library and information development issues and more specific ones of sectoral interest. For example, for schools, *A Curriculum for Excellence* and the development of *How Good is Our School 3* have required monitoring, discussion and response through the Heads of School Library Services. For universities, open access publishing and IRIScotland, CASS, UKRR and library learning spaces have required monitoring, discussion and response

through the Heads of School Library Services. For universities, open access publishing and IRIScotland, CASS, UKRR and library learning spaces have required attention. SLIC has worked with the Scottish Health Information Network (SHINE) to ensure the health sector is appropriately represented on the Board. A single subscription which covers all boards through SHINE has been agreed and Lynne Easton, as Co-Chair of SHINE, has become a member of SLIC Board.

Events

Engagement with members and stakeholders has been conducted through a range of events, meetings training and conferences.

Early in May 2007 SLIC, CILIPS and a group of senior librarians from across the sectors participated in the Twin Cities study tour and Conference to Helsinki, Finland and Tallinn, Estonia to see library design and practice and to establish links for future collaboration.

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★ Events

The second FE Conference took place in Clydebank College in November 2007, attracting over 70 delegates.

The annual *Innovation and Development Showcase* highlighted best practice from the Scottish library and information world and featured funded initiatives with cross sectoral lessons to share. 60 delegates attended the event to learn more about topics ranging from e-portfolios in the health service to developing cross-sectoral library services.

Jointly with the Scottish Museums Council and Scottish Council on Archives, SLIC ran *Electric Connections*, which brings together the different sectors to establish good working practices for digital access programmes at a delivery level. The day was a great success, bringing together people from a number of institutions and showcasing exciting projects. There were good

opportunities for networking, at registration and during lunch, but what was particularly inspiring was the number of organisations that are already working together on projects and the scope for future collaboration

SLIC has been able to continue supporting the National Reader Development Network in public libraries, through working with CILIPS and receiving funding from the Scottish Arts Council for a reading promotion linked to the Highland Year of Culture.

Staff gave presentations in a number of conferences about development and projects in Scotland, including: the Public Library Authority Conference; School Library Conference; Joint Use Libraries International Conference; IFLA; Irish Library Assistants Conference; Learning and Space Conference; and the Scottish Learning Festival.

★ SLIC Board Members

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