

Summary Review 2008

Scottish Library & Information Council

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 a 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

Full version of **SLIC Annual Review** is available as a PDF at:

www.slainte.org.uk/files/pdf/slic/reportsplans/AnnualReview2008.pdf



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Quality Standards and Evaluation

A working party has been set up to progress **Quality Standards for Further Education**.

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**.

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 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. Details of successful applicants to the fund during 2007/8 can be found at: www.slainte.org.uk/slic/plqim/2008.htm

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.

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S Crook, Shetland Libraries & E Fulton, pictured with First Minister Alex Salmond, at the launch of Orkney self service terminals.

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**.

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.

Innovation and Service Development

Five applications were recommended for **SLIC Grants funding in 2007/8** totalling £40456. More details can be found at: www.slainte.org.uk/slic/innovation/archive.htm

Scottish Information Environment

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. 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.



Jenifer McFarlane, Renfrewshire Libraries and Councillor, Eileen McCartin at launch of Turning the Pages 2.0, Arbuthnott manuscript at Scottish Parliament.



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.

www.scotlandsinformation.com

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

Engagement with members and stakeholders has been conducted through a range of events, meetings training and conferences such as the Twin Cities study tour and Conference to Helsinki, Finland and Tallinn, Estonia, the second FE Conference, the annual *Innovation and Development Showcase* and *Electric Connections*.

Coordination, collaboration and cooperation

SLIC continues to support the Scottish Confederation of University and Research Libraries (SCURL) and 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. SLIC membership entitles organisations to two free day's consultancy annually, and each year we provide additional services to a small number of members.

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. 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.

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.

Information Literacy has been an area of concern for SLIC for a number of years. In 2007, Chambers published a small guide entitled *Finding Things Out*. The material for this was drawn from SLIC's work in developing qualifications and e-learning resources for information literacy support.

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.

SLIC Board Members

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