***CILIPS Conference 2019 – Courage, Laughter and innovation: A Resilient Profession By Hazel Cook***

When an email dropped into my inbox to saying “Congratulations” I had been funded courtesy CILIPS of the Tayside, to attend the CILIPS Scotland conference on Monday 3rd June, I was elated! It was not long before I was Dundee bound.

The conference was opened by our President Yvonne Manning, who I had met earlier at a Tayside CILIPS branch visit to newly refurbished Montrose library. Yvonne talked about the theme of the conference “Courage, Laughter and Innovation: A Resilient Profession” with humour encouraging us to have a unique conference name and introduce ourselves to the people we were sitting beside. She introduced the first keynote speaker Sue Johnstone from Glasgow Women’s Library.

Sue’s talk really reinforced resilience describing how despite having no funding and an inauspicious start in a Glasgow corner shop, they now have a unique collection containing over 20,000 donated items. It is the only accredited museum in the UK dedicated to women’s lives, histories and achievements. Whilst I knew a bit about the library having edited the Wikipedia page as part of the SLIC Wikimedian in residence project, it was really inspirational to hear how much they had grown. Not only do they have a unique collection but they put on 150 events and exhibitions a year. They moved to bigger premises in 2013. It is a museum for all and promotes equality wishing that everyone should be included, represented and visible. Their ethical gift shop also provided some distinctive gifts such as tote bag saying “Glasgow women’s Library didn’t win Art Fund Museum of the Year 2018.”

ANGUSalive are shortly launching their new mobile service with two brand new vans about to transform the mobile library service. Dr Alyson Tyler’s “Libraries on the move” report was reassuring as it highlighted the impact mobile libraries have on their communities providing a lifeline to many. Despite a reduction in fleet numbers, research has confirmed that in countries where the service has been maintained such as Finland, there is a very high rate of literacy. Mobile libraries help with social isolation, improve health and wellbeing, benefit learning and development, support families and children as well as culture and leisure. This was very reassuring for us to hear.

It was great to then hear Anne Callaghan talk about “Libraries and the campaign to end loneliness” It was interesting she used the analogy that loneliness was the equivalent to smoking 15 cigarettes a day and really impacts upon health. She spoke about how libraries can combat loneliness by appealing to introverts and readers, being close to communities and giving access to technology which might otherwise be unaffordable. The welcome they provide is extremely important but we need to be aware that some activities can be cliquey. Borders Live have live rugby with the BBC providing intergenerational viewing of matches and providing an income.

Erwin James, a columnist of the Guardian described a troubled life after his mother was killed in a car crash when he was aged 7 years. His father became an alcoholic and life became chaotic with him ending up in prison for murder and he had periods of homelessness. Eventually salvation came through books and people which gave him a new direction in life.

It was great to network over a delicious lunch of fish and chips meeting up with new people and hearing about life in their libraries and visiting the trade fair. This year this was especially useful as we are investigating RFID and self- service kiosks. Being able to see them properly and ask questions was especially helpful.

“Ambition and Opportunity” was launched at the conference 4 years ago. It was good to hear about its successes such as the 3D Printers, coding clubs, wi fi, Scottish Reading Strategy etc. Fiona Clark (Aberdeen), Andrew Olney (Glasgow Life) and Rhona Arthur (North Ayrshire) outlined the lessons learned eg the importance of getting the right partners on board is crucial and also the strategy v’s reality. With regards to the refresh we went into small groups to discuss what is missing.

My final keynote speaker was Lucy Crompton-Reid, Chief Executive of Wikimedia UK. Having participated in the Wikipedia competition organised by Wikimedian in Residence Delphine Dallison, in November and subsequently had a train the trainer session, I was already a convert to open knowledge and the benefits this has. It was interesting to hear that Wikipedia is the 5th most used website in the world. Wikimedians in residence are a way to build partnerships. Lucy spoke about how their will be changes in the next 10 years and knowledge as a service.

Finally Yvonne Manning rounded off the day with her customary humour and of course a story!

Thanks Tayside CILIPs for affording me the pleasure of attending the conference!

***CILIPS Conference 2019, Dundee, 3rd- 4th June 2019***

***A tale of a day of reflection and fun in sunny Dundee!***

***By Laura Cagnazzo* – Twitter:** [**@LauraFCagnazzo**](https://twitter.com/LauraFCagnazzo)

I was very lucky to obtain one of the sponsored places offered by the CILIPS Tayside branch to attend one of the days – Tuesday 4th June - of the [CILIPS Conference 2019](https://www.cilips.org.uk/about/annual-conference-2019/). And wasn’t that fun! I truly enjoyed myself and I left the Conference venue with a big smile on my face, happy with what I learned, but, more importantly, happy for having met some inspiring, helpful and smart information professionals.

For those of you who did not manage to attend, I would recommend to check out the presentations’ slides on [Slideshare](https://www.slideshare.net/CILIPScotland/clipboards/cilips-conference-2019) and have a look at the Twitter hashtag [#CILIPS19](https://twitter.com/hashtag/CILIPS19?src=hash). Also, I am sure that there will be plenty of reports and blog posts that can give you a feel for the event. My colleagues and I are currently working on a [blog post](https://weonlystampbooks.blogspot.com/) to describe our experience at CILIPS19, so keep your eyes peeled!

I attended the CILIPS Conference for the first time in 2017, as a student, during my MSc in Library & Information Studies at the University of Strathclyde (Glasgow). However, this year I came back as a professional and that was a very different experience! Rather than feeling intimidated and slightly out of place among many knowledgeable people, this time I felt more like an integral part of the information profession army, even though I am still at the beginning of my career and I have lots to learn!

The day kick-started with some inspiring and thought-provoking reflections on innovation offered by the keynote speaker Jane Cowell, Chief Executive Officer at the Yarra Plenty Regional Library Service: I particularly appreciated her invitation to focus on WHY we do what we do rather than on WHAT we do. I also found very interesting her viewpoint on technology, which can be “sexy” and attractive, but it does not carry true innovation if it just implies doing the same things in a different way. As information professionals, we should be aiming at delivering meaningful experiences to the community, through connecting people to one another – in a time when social interactions keep decreasing and mental health issues are constantly on the rise - and connecting them to the resources which are more relevant for them. Jane’s appeal was clear: libraries need to embrace a culture of innovation and adapt to change much more quickly than they currently do. Constraints such as budget restrictions should not be used as excuses to step back and say “we cannot do that” or “that it is not going to work, we have already tried it in the past”; but should instead foster curiosity and creativity.

Of particular interest to me was the session that Dominic Tate, Head of Library Research Support at the University of Edinburgh, delivered on Open Access and Plan S, as I have recently taken on the role of Repository and Research Data Librarian at the University of the West of Scotland. Open Access (OA), as Dominic illustrated to the audience, is part of a larger phenomenon called Open Science, along with many other components, such as Open peer reviews and Open research data, just to mention a few. The two key models for OA publications are green and gold: the green model involves making the final peer-reviewed version of a journal article available in a publicly accessible repository (with the final version usually being accessible at a cost on the publisher’s website), whilst the gold one often (not always) requires the payment of a fee to make the final version of the article immediately accessible and free to read to all on the publisher’s website. Dominic highlighted the benefits of OA, which include larger exposure of researchers’ work, value for money for taxpayers (for publicly-funded research) and a way to help researchers in developing countries. To enable researchers to opt for the green model, institutions have implemented repositories for them to deposit copies of their manuscripts accepted for publication. UK institutions are, at present, collecting evidence for submission to [REF](https://www.ref.ac.uk/) (Research Excellence Framework), the national exercise that measures the quality of research carried out by UK institutions, with the aim of informing the allocation of funding for further research. Dominic also touched on [PlanS](https://www.coalition-s.org/), an initiative supported by cOAlition S, an international consortium of research funders, that is strongly pushing towards making scientific publications (resulting from the investment of public grants) OA by January 2021. There is a lots of work to do to achieve such results, but I am a big supporter of OA and I strongly believe that knowledge should not be locked behind paywalls and should be instead freely available to everyone.

The presentation entitled “The kids are alright: courage, laughter and innovation in the School Library” was an excellent opportunity for me to gain an insight of the role played by school libraries in improving kids’ mental health. Shelagh Toonen, awarded Scotland’s Library and Information Professional 2018, shared with the audience how the prize has given her the opportunity of advocating for school libraries. In order to protect young people, it is essential that we provide them with a safe, low-stress space, where they have the chance of interacting with their peers; and libraries can be that space, a non-judgemental space where young people develop skills such as leadership, critical literacy and strengthen their own confidence.

Kirsty Lingstadt from the University of Edinburgh, highlighted, in her keynote speech, some of the benefits and the challenges of digital collections. Along with illustrating some of the initiatives taken by her institution, which relate to the areas of makerspaces and digital scholarship, Kirsty stressed the importance of considering the users’ needs as a drive to shape and improve any service offered by the library. Digital can often be complicated and overwhelming, thus it is essential to reflect on how users want to relate to digital collections and how to make discovery and access to such collections a joyful experience.

I was also interested in finding out how major institutions such as the University of Glasgow and the National Library of Scotland are using social media. During this session I learned that different media require a different tone, even when referring to the same content, and that a certain amount of planning is required to ensure that the relevant information is published at the right time (which may be during the Library closing hours). A nice touch of personality is beneficial, since it is not just about marketing, but it is about engaging the public and promoting the library services and collections. At the same time, it is important to demonstrate that the library is aware of what is happening beyond its boundaries and is participating into the wider conversation.

The brilliant talk by Daryl McKinley closed the Conference on a high, refreshing and uplifting note. If you wonder what an experiment with polo mints, threads and coasters has to do with a conference on librarianship… well, I am sorry to say that you should have been there to understand! Or you may want to get in touch with the [Tree of Knowledge](https://treeof.com/) to find out more! What I can say is that Daryl made us all laugh heartily, giving us, at the same time, an opportunity to reflect on how we are facing everyday life. Key takeaway for me: helping others is the true way to happiness.

I think the CILIPS crew did a great job assembling such a variety of experts. There was something for everyone’s taste and plenty of chances for catching up with old acquaintances as well as making new connections. Can I also make a comment on the CILIPS President, Yvonne Manning? I hope you’ll allow it, as she is one of the funniest, most entertaining and most approachable professionals I have ever met! I really hope I will be able to attend the Conference next year too!

***CILIPS Annual Conference 2019 - By Linda Hazle***

I was lucky enough to receive funding for both days of the CILIPS annual conference 2019, day one from my workplace and day two from CILIPS Tayside Branch. This was a great opportunity to go back to the conference for a second year having enjoyed my first conference experience in 2018. The theme of the conference for this year was “Courage, laughter and innovation – a resilient profession”.

**Day 1**

Day one started with a welcome from CILIPS President Yvonne Manning who got the conference off to a good start with an enthusiastic and warm welcome, setting the scene for the next two days.

The first keynote by Sue John, Enterprise Development Manager at Glasgow Women’s Library gave us an overview of the Glasgow Women’s Library, I was particularly interested in this as although I had heard of the library I have never visited. We learned of the growth and evolution of the service since it was first established and how access to the library and services have never been in more demand, from both “around the corner and across the world”.

The first parallel session I attended was on health literacy, I decided to go to this session as it is an area which I don’t know a lot about and was interested to hear of the project currently taking place to tackle issues around health literacy. During the workshop we were asked to write with our non-dominant hand to illustrate how excruciating it can be for someone who is being given information about their health but are not sure what it means, how to process it or where to turn to next.

I then went to a parallel session on ‘Leveraging libraries. Community, open access and Wikimedia’ where I learned about the #1lib1ref campaign, the value of Wikipedia being a gateway to further information and about Wikidata. These are all areas I had heard about but not in any depth, so it was interesting to hear about this from a library perspective, something for me to look at in more depth after the conference too.

The second keynote of the day was by Erwin James who talked about ‘Hope, opportunity and redemption: what books bring to our prisons’. Erwin was captivating in his account of childhood and time leading up to prison. He talked about how books could serve to get people through and how positive and negative influences stick with children and can go on to define them. With encouragement and courage, we can redefine how we live our lives.

Next was on to another parallel session, this was on text and data mining skills for Scotland, in the short session both speakers managed to get across a wealth of information on the subject. Before attending I had heard the term data mining but didn’t know any detail, it was interesting to hear about the workshops held with researchers at the National Library of Scotland and of tools which can be used to interrogate broader research areas than any of us could feasibly do manually.

The final keynote of the day was on ‘Creating a more tolerant, informed and democratic society’ where we heard about Wikimedia, Wikimedian’s in residence and Wikidata from another viewpoint. I was interested to hear of the role Wikimedia plays in combating fake news, Wikimedian’s being about partnership and also about opportunities for Wikipedia editing events and contribution to the platform.

**Day 2**

Day two started with the CILIPS annual general meeting then a welcome from CILIPS President Yvonne Manning. Like the welcome on day one, Yvonne set the scene for the day whilst summarising day one. I particularly like that Yvonne draws on children’s literature and poetry to highlight and engage the audience.

There was a change to the running order of the keynotes for the day, so we started by hearing from Jane Cowell on ‘Innovation: it’s a state of mind’. Jane provided a very fascinating account of library services in Australia. We heard about how innovation needs to add additional value to the users of the library and that innovation also needs a culture to support it, staff curiosity and ideas are to be encouraged.

For the first parallel session I attended ‘Open access, Plan S and new models for academic publishing’, this area is very relevant to my day job and was interesting to listen to an overview of the work done by the University of Edinburgh. Dominic Tate highlighted complexities in the current landscape and how these areas are moving forward. Also highlighted were open monographs and benefits such as a wider impact than print equivalent as it opens the work to a wider audience.

The next session I attended was on GDPR where David Smith took us through an overview and a useful reflection of where we are with embedding GDPR in our library and information service one year on from first introduction.

Following lunch was a keynote on exploring digital making and scholarship to enable innovation in research libraries where Kirsty Lingstadt from University of Edinburgh talked about engagement with collections being important and different ways to engage with knowledge and content. Kirsty gave an overview of emerging areas such as digital making and makerspaces, digital scholarship and virtual research environments.

The last parallel session of the day I attended was on ‘Scotland’s academic and national libraries and their engagement with social media’ where Louise Annan (University of Glasgow) and Stewart Hardy (National Library of Scotland) presented their social media approaches. My top areas to take away from this were that high engagement is all about conversation, you need to listen to what people are saying about you and use of threads and media can surprise and engage your audience in new ways.

The change in keynotes meant we had a surprise waiting for us in the final keynote of the conference, there was talk throughout the day from attendees as to who it might be. When we arrived in the room, we were intrigued to find at the end of each row a coaster, a packet of Polo mints and some thread. We were then introduced to Daryl McKinley from Tree of Knowledge who presented a session to challenge our mindsets, there was lots of interaction and in keeping with the conference theme, lots of laughter. I won’t give away the activity with the props mentioned earlier and only say that Daryl showed us that our minds are made up of conscious, unconscious and subconscious. It was a great way to end the conference on a fun and interactive session with lots of laughter and challenges to our thought process.

Throughout the two days there were opportunities to network and engage with others as well as time to visit the exhibitors. There were competition entries to encourage engagement with exhibitors and a first for me there was also people bingo to encourage conference attendees to find others who met set points on the bingo sheet. The networking was a valuable element to the conference, and I liked the fact that organisers had put in place some competitions as well as opportunities in the schedule to facilitate this.

To summarise some of the main themes I picked up on throughout the conference and will be reflecting on as I return to work and my own personal and professional development are:

* Have the courage to do something different
* Innovation is about a culture of curiosity, encouragement and courage to take risks on ideas, they may fail, but each one teaches us a lesson and directs us towards a future idea which will be innovative
* The services we provide can change lives, they make a lasting impact
* Innovation and adaptation should be at the core of what we do
* Library and information services are about creating meaningful experiences
* Constraints drive innovation, they challenge us to focus and be creative
* We will always be busy, it is about focusing on and making time for what is important to us and those who use our services
* In times of challenge, there are many examples of how people are working in a resilient way with courage, laughter and innovation to drive libraries forward and meet changing needs in physical and digital spaces

Thank you CILIPS Tayside for giving me this opportunity!

Linda Hazle, Library & Learning Centre, University of Dundee.

***CILIPS Conference Feedback from Charlotte Kelham***

I was lucky enough to attend the CILIPS conference in Dundee in June 2019. The theme was “Courage, laughter and innovation – A resilient profession”, but could have been “Food for thought”. It was a great opportunity to learn more of the role of libraries in pursuing social justice, and empowering both communities and individuals.

The first keynote session was a passionate and lively speech from Sue John about Glasgow’s Women’s Library - **Women on the shelf: Bravery and the making of a Women’s Library**. Glasgow Women’s library is a place for the “easy to ignore”. (Traditionally known as the “hard to reach”, but by looking at it from another angle it is possible to address it). It was set up in 1991, to challenge Glasgow’s white male history and culture, and to address the purging of women from the archives. It is not just about Glasgow, and is not just for women – it prides itself on being for everyone, and being collaborative, inclusive and diverse. Sue John spoke of how the library has grown from being a tiny collection of books to become a museum, archive, community hub and library.

The second keynote speaker was Erwin James, Editor in Chief of Inside Time and Guardian Columnist and contributor, who spoke of how books and stories – particularly *The Lion the witch and the wardrobe*- had given him hope and comfort through a difficult childhood and later incarceration, leading to the opportunity to do an English degree whilst in prison, and being in the position he is in now.

The third keynote speaker was **Lucy Crompton-Reid, Chief Executive of Wikimedia UK, who spoke of access to information and knowledge being a human right, and how Wikimedia fights the spread of misinformation and fake news. I was very glad to have attended the breakout session on Leveraging Libraries: community open access and Wikimediaearlier in the day, as this was the first time I had really come across Wikipedia and Wikimedia in collaboration with the information profession. She also told us about the work Wikimedia has done to promote minority languages, and to begin to tackle gender and inequality issues. I was particularly taken with the “Lady in red” project, which aims to address the dearth of Wikipedia pages about women – the broken links appear in red. This tied in very well with the first keynote session.**

**Diversity and Inclusivity in the Profession** made me aware of something I have seen but never really thought about – namely the lack of diversity across the Information Profession. Heena Karavadra’s session drew upon the Equalities Act 2010, and discussed the nine protected characteristics (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation) which should lead to equality and inclusivity for all, but sadly, in reality, does not. She invited us to consider situations where people are treated differently by their colleagues. I was forced to confront my own unconscious bias, and consider what small steps I might take to address the situation, to encourage diversity in the profession, and how I might challenge prejudices.

**Shelf Help: a school librarian on the power of stories to support wellbeing** was run by Pamela McLean from East Dunbartonshire school libraries. She discussed how school libraries are a safe space, and how the scheme supported mental health and social wellbeing by showing pupils through shared reading and writing that they are not alone. It gave me plenty of ideas to take back to my own library.