**Scottish Information Literacy Community of Practice**

[**The Right Information: information skills for the 21st century**](http://scotinfolit.squarespace.com/)

**Minutes of the 10th Biannual meeting**

**6th December 2016**

**Scottish Government, Victoria Quay, Edinburgh 1.30 – 3.30pm**

**Attendees:**

Cleo Jones (Edinburgh City Libraries); Carol Hallesy (Lanarkshire NHS)

Dina Martzoukou (RGU) (speaker); Fiona Rodger (Scot Gov Digital Participation)

Lauren Thow; Bill Johnston; Beth Murphy (SCVO); Annette Thain (NES)

Sean McNamara (CILIPS); John Crawford; Jacqueline Geekie (virtual);Claire Roberts Glasgow College; Nahad Gilbert (Edin Uni); Marion Kelt GCU; Marshall Dozier (Edin Uni)

Fiona Laing; Lindsay McKrell (Stirlingshire libraries); Lesley Thomson (Scot Gov); Anna Grant (Carnegie Trust); Paul Gray (Scot Gov Library); Morag Higgison (Scot Gov Library)

Jenny Foreman (Scot Gov Library)

**Apologies**

Lauren Smith; Kirsten Urquhart; Jamie McIntyre; Rebecca Stafford; Fraser Reid; Hilary Weir; Hilary Kidd; Sheila Williams; Alan Martin; Laura Hogg; Michelle Drumm; Gillian Daly;

Sally Dyson (sending Beth Murphy) instead; Anne Louise Anglim; Joe Wilson;

Cathy Shields; Linda Hartley; Linda Sutherland; Jane Robertson; Ian McCracken; Craig Green

**Minutes of last meeting.**



These were passed without any edits. Everyone agreed that it was OK to take photos for the blog. Minutes of all previous meetings have been added to the blog.

**The Syrian New Scots Research Project**

Dina Martzoukou (RGU) presented on the Syrian New Scots Research Project. Her blog is at <https://syrian-information-literacy.blogspot.co.uk/> the project is called Lost in Translation. It aims to investigate info experiences of new Syrian Scots (this is their preferred title). It looks at what we mean by refugee. A person is only officially one once granted refugee status by the UK government. An asylum seeker is someone who has not got that status yet. There have 20k refugees in the UK over the last 5 years. Scottish task force set up. Hard to get info on how many have been placed where in Scotland, no central info. There is a Refugee integration plan, 1 yr project to deal with their basic needs. A big problem is the issue of unattended children. Check out the New Scots report. Syrian resettlement programme to ensure the rights of refugees, but also more positively, how they can contribute to Scottish society. This deals with refugees and asylum seekers. The project is now in phase 2.

Many of these people have come from camps, so they may have special needs relating to health, PTSD, disabilities and families etc. Need the skills to cope. They use smartphones a lot and mobile devices, use the GPS a lot. Helps them avoid exploitation.

The sites / apps they use are:

* WhatsApp
* Viber
* Skype
* Google maps when travelling
* Currency conversion calculators

However, it is mostly men using smartphones not women. Focus groups are arranged by gender so they are investigating.

She is working with Professor Simon Barnett on a scoping study, then leading to larger project. Explore ways of knowing to meet new Scots’ needs. Investigate how they can belong to their new society.

Phase 2 in Glasgow but may be in other areas.

Preliminary results:

* Focus groups and other informal activities
* ESOL class
* Pre Ramadan event
* Cooking class!

They get a welcome pack with info on shops, emergencies. In Aberdeenshire there is a 24 hour Arabic helpline at the mosque with translation service. They also use credit card size flash cards for communicating with GP

Whatsapp group, started with language lessons, but now has photos and support also volunteers.

Some volunteers drop out fast as a lot of intense support is needed due to PTSD etc

So what about public libraries?

Cultural differences, should police wear uniforms? New Scots have had some very bad experiences so people may be scared by uniform. Literacy? What if they can’t read at all? What do you do to get info across? How do you prioritise?

Before groups the project team ask them to draw their info needs. Women worried about families and separation from other family members, to different countries etc. Want to be reunited

Mosque provided phones, had also pcs. Dongles and Wi-Fi access from day 1 so they can communicate with their families back home. Not useful, only the Wi-Fi is well used. They already had their own phones. Technical help with mobiles was the most needed, especially updating software and stuff like that.

Didn't know much about Scotland, also differences between rural and city areas. Also need a common language, think of the different words we use for “doctor”

How to regulate the use of whatsapp group, different need...

Transport in rural areas is huge issue, e.g. getting to a place which sells halal food

They are worried about how they are perceived by society. They do appreciate the help they get. Want to learn English, but afraid it will take too long. It helps with confidence, health and getting job. Scotland is their home, they want to be Scots now.

So libraries? nobody had been! On arrival, they felt they were not fit to be seen in public, they wanted to hide away. If in rural area, services are centralised. Older people need different kind of learning, not standard classes. Services tended to be ad hoc, reactive. Can libraries help?

SLIC, Pamela Tulloch keen to offer support. There is the “Promoting social wellbeing” report - the bullet points cover all the needs of these people. We need to have better Arabic resources available in public libraries, most in polish. There are usually no Arabic speakers in the library, need hubs to offer support.

Ideas;

* Single library card for Syrian new Scots
* Set up community hub with volunteering opportunities for Syrians, this would help their language skills in a practical setting and help them fit in to the community
* Providing health info in accessible or pictorial formats - comic books?
* Develop health and digital literacy, offer additional classes. They may need to use hospitals a lot, wanted repeat prescriptions but you need email address (not in all health areas, you don’t in Renfrewshire!). They don’t use email.
* Offering source material in Arabic, language volunteers in public libraries
* Early years and family programmes, the kids pick up English fast
* Create friendly welcoming third place for them.

Project funded by CILIP Info Lit group.

Cleo said that they have early years work based round the Bookbug project in Edinburgh. Not all Syrians speak Arabic, some speak Kurdish! Cleo will follow this up with Dina.

New Scots who have been here longer mentor the newer arrivals and promote events. Families are dispersed in small groups through communities, so it is harder for them to come together and share info. Again transport is a problem. Need to find out what they want.

**Digital and information literacy symposium - report from Cleo**

<http://scottishlibraries.org/>

This was arranged with Gillian at SLIC and the Digital Participation Team in Scottish Government. It was a well-attended event with 92 people! They had bad techie problems but still a good day. Feedback arrived today but they have had no chance to read it. Provisionally we will do it next year - so what would we like to suggest to them? Send ideas to Cleo or Jenny please.

We may want to open it out to UK rather than all Scottish projects and speakers. What about Dina's project? We have to be sensitive and not swamp new Scots with help, but we could raise community awareness without swamping the actual people. Need to have more mentions of COP, this got lost in the shuffle this year.

Craig Green from Kelvin College was going to talk about CILIP PSKB (professional knowledge and skills). He sent apologies so we will talk about this at the next meeting.

**CILIP Information Literacy Group, report by phone by Jacqueline Geekie**

Jacqueline is an Aberdeenshire libraries information literacy librarian who went to LILAC on bursary and joined info lit group. They were looking at the business plan and updating it at the last meeting. They take part in the Teen Tech project, Maggie Philbin is CEO. It is about getting secondary school kids involved with technology. IL group sponsored info lit award for teen tech, they look at projects with good IL, sources etc. The best get an award from the group.

They work with the Tinder foundation (England only, boo! Hiss!) It is now called The Good Things Foundation. They deal with Digital literacy, encouraging people to use tech. London and Leeds events, public and he library staff learn from each other.

The new Advocacy and Outreach officer is Stephane Goldstein, he is developing an action plan. They aim to involve Union Learn which does what it says on the tin, helps union members with education and IL. Bursaries for 2 research projects COP group submitted one 10k grant.

Logathathon (??), this is part of LILAC – you submit game ideas, competing for £500 development money, Andy Walsh won it, Jane Secker and Chris Morrison got second. LILAC had over 300 bods, 4 places sponsored by the ILG and 2 student places also sponsored.

They will be running a one week residential course, Pedagogy for Librarians. You need to be a member of the ILG to attend.

The put on webinars mainly LILAC related, Emma Coonan (editor of JIL) did one on publications. Training and teachmeets sponsored too. Copyright colloquium also sponsored this summer.

IL definition needs updating. We need to include the idea of digital literacies to make it more relevant to more sectors. Jacqueline is representing public libraries in the group. They need case studies to help.

They are looking at a new logo and branding at the moment. ILG is happy to help promote IL....

CILIP annual conference Manchester 5/6 July will contain:

* Future trends strand
* Workshops second strand
* Teaching IL fourth strand

Cleo asked when there would be a decision on bids for project funding. The answer was in the New Year.

The IL CoP have a bursary proposal submitted with Morgan Harvey. Ian McCracken met Morgan at Geoff Walton's conference. The proposal is called "Looking at the information needs of Scotland's teenagers". Cleo has approximately 3 schools in the frame, so lots of students to study and head teachers are willing. We want over 100 teens. The aim is to set a baseline by setting tasks and see how they do and how they do it. We want to look at variations of skill level in different areas of deprivation. If we have a baseline we can look at other aspects....

The autumn gathering gave up loads of useful info and contacts.

**Report on the ECIL conference in Prague – John Crawford, Marion Kelt and Bill Johnston** [**http://ecil2016.ilconf.org/**](http://ecil2016.ilconf.org/)

The one thing we agreed on is that it is like the curates egg - good in parts! The keynote, Tara Brabazon got two thumbs up and a big thumbs down from John! There were lots of different strands, so you took your choice. There was quite a lot of theory, some pretty solid but presented in deadly ways, others more engaging. The abstracts are on the web site, Marion will send a link to her presentation and put it on the blog. But if you can’t wait, here is the link <http://edshare.gcu.ac.uk/id/document/12080> !

Loreine Roy ( from Uni of Texas in Austin and former ALA president) has a form for international study grant! 50,000 dollars up for grabs! Bill will also add conference notes to our blog. Bill also attended the Unconference at the start on Sunday.

Bill was also at the UNESCO conference in Riga. It had a Media and info lit theme which is well regarded by Latvian government. Government people sat in on presentations and took part. Saw MIL as a good counter to other countries using propaganda e.g from Russia.

**IL Strategy/advocacy working party update**

We have a draft, which went to SLIC. They think SLIC can support something officially but not call it a strategy. They asked if we could look at how IL ties in with the “Ambition and Opportunity” report and run in parallel to it. We can use same headings, will tie in well. It is not what we anticipated but it is working out well. Report focuses on public libraries, but we can widen it out.

At the Autumn Gathering we asked for case studies and ideas, and are in the process of collating this material. We are whittling through stuff, then following it up. Hope to have 2 case studies for each of the 5 aims we looked at and at least one with evidence and links in it. We are including practical examples. Contributors work to a template.

The Timescale? It has taken longer than anticipated. There is a need a final meeting to get it together for SLIC. We are aiming to have this meeting in January 2017.

It will be circulated round the group after showing this draft to SLIC. The aim is to have a final version by March 2017.

There is something on Wikimedians from several sectors. We need good images, so if anyone has some, can they send them in.

Sean said that if SLIC does not use all the case studies, CILIPS can use them on website. Some examples:

* Lauren has done one from Portobello High School’s IL project on WW1. It is based on roll or honour of the school and carried out in partnership with Radio Scotland. It included an interdisciplinary week based on WW1, so food did ration books and recipes, PE did training, History did cardboard trenches etc. They got a grant to go to Gallipoli. Heritage lottery fund were involved, but worked with other bodies like museums public libraries.
* Lindsay’s project is called “IT and Me”.



This was carried out in Stirling and Clackmannanshire and was funded by SLIC. There is a Digital inclusion officer also too. The idea was to upskill staff in digital literacy, especially in working with mobiles and social media, also Paypal, comparison sites, job match sites. One man libraries are struggling to meet demand so this team can help out. Based on the interests of the groups e.g. Knitting. They also recruit and train volunteers, Stirling have investing in volunteer status.

**Research updates**

**Health literacy toolkit.**

There were a lot of comments and feedback from the group. Unfortunately Ian McCracken was not at the meeting to discuss these. The timing of launch was delayed. The NHS site referred to had moved on and changed a lot. Is toolkit too text heavy for school kids? It is based on research which is two years old. It needs more work, over focused on ALISS. Perhaps better to be more generic and it didn't mention health literacy. Important area, but need more work. This area needs opening up in Scotland especially considering the integration process. Not just health but social care. There was a suggestion that perhaps a sub group could look at the Health Literacy agenda and then perhaps bring to a later meeting. A number of people interested perhaps we should aim to have sub group before March when Sheena’s person leaves.

“Making it easy” is the Scottish Government policy on health literacy - librarians can make a good contribution here Dina said that carers are an issue too. Perhaps we should invite a suitable third sector rep too? Need an easy route for authoritative health info, especially in public libraries for enquiries. Dundee public libs did a navigator for health information - this information will be shared round the group.

John, Bill and Ian met with Stephen Buchanan from Strathclyde University - Information seeking behaviour is his area of interest. They looked at range of topics postgrads may want to do for a dissertation and suggested a Literature review of IL work in Scotland. The topics are not chosen till January so we don’t know if there are any takers yet.

Lauren Smith gave a presentation at the Autumn gathering based on her article in JIL. It was about school libraries, political info.

John is guest editing an issue of Lib and Information Research which focuses on information literacy activities in sectors other than HE. It should be out soon. Bill has an article on older peoples’ information agenda. There is an interesting piece on Welsh government employees’ information use. They also look at digital inclusion activity in Newcastle, where there are only 9 public libraries. Vol 40, No 123 (2016)

Christine Shannon is carrying out her Phd on school libraries in Northern Ireland and national information literacy projects and how they can be applied to all of Ireland. She has contacted John by email. Here is a project outline she sent:

Does Northern Ireland (NI) need a national strategy for information literacy and digital skills?

The project would aim to address 3 specific research questions:   
What is the scope of existing national strategies and frameworks for information literacy?   
What has been the impact of existing national strategies or frameworks for information literacy?   
What are the views of key stakeholders in NI regarding a NI strategy for information literacy and digital skills?

There is no overarching information literacy policy in NI, unlike in Scotland or Wales, which both have national frameworks, and critical information literacy also has a very weak presence in the NI Curriculum. We tend to focus on the tools (ICT) and not the use to which they are put or how to discriminate between information sources.  The overall aim of this project would therefore be to establish how a NI strategy for information literacy and digital skills could improve these skills in education and across society.

Existing national strategies/frameworks for information literacy would be examined both in terms of scope/content and the impact they have had. The project would focus on the following strategies/initiatives:   
National Information Literacy Framework Scotland: Skills for everyone   
Information Literacy Framework for Wales   
Work towards building a national information literacy strategy in the Republic of Ireland (The Irish Information Literacy Project)   
  
We would undertake an analysis and evaluation of existing strategies using content analysis. A priori coding will be used to examine the scope and priorities of the Scottish and Welsh frameworks and the work being done in the Republic of  
Ireland towards developing a national strategy.   
We would assess the impact of existing strategies through a review of the literature, stakeholder interviews and analysis of curricula.   
We would collect data from key stakeholders and organisations in NI through semi-structured interviews.

It is anticipated that the findings from this study would be of interest to the NI Executive and to government departments, policy-makers and educational authorities in the UK and elsewhere. They will also be of value to the information literacy and i-society research communities.

The expected outputs from the research programme are:   
A comprehensive project report, and executive summary, covering all elements of the project.    
A journal article in an open-access, peer-reviewed international journal and conference presentations.   
Presentation for members of the NI Assembly.

Next Biannual meeting will be held in June 2017, date to be arranged . Please let Cleo or Jenny know of any days you will be unavailable.

Next Working Party Meetings will be early in January 2017 and details will be emailed out.

Marion Kelt December 2016