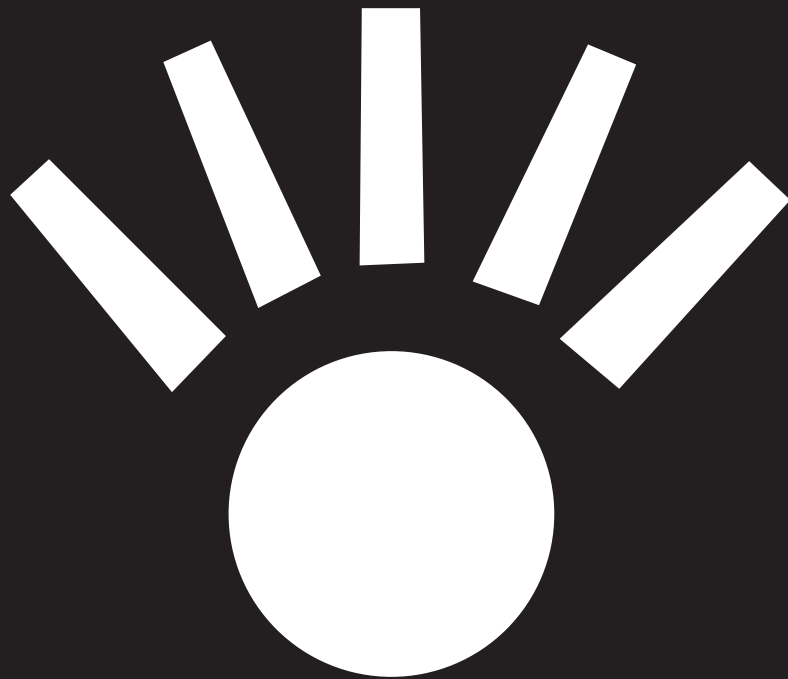


# Opening Ours: Inspiring libraries to open access for all



**Inspire**

THE INSPIRE EVALUATION REPORT

OPENING OURS:  
INSPIRING LIBRARIES TO OPEN ACCESS FOR ALL

SALLY CURRY



This report:

OPENING OURS: INSPIRING LIBRARIES TO OPEN ACCESS FOR ALL

was produced for the Inspire Programme by Sally Curry, Inspire National Partnerships Manager, on behalf of Inspire, The British Library, Museums Libraries and Archives Partnership, SCONUL (The Society of College, National and University Libraries) and the Society of Chief Librarians (SCL)

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## Finding Inspiration

Today, I have flown  
with the buzzards, the kestrels,  
the pigeons and the crows.  
Flown across counties,  
Flown across centuries.

I have wound up stone stairs  
to a timbered hall.  
Held in my hands Bede's  
guide to grammar and poetry,  
Felt the brush of a mind  
from a thousand and more years ago.

I have seen all the known world  
mapped out,  
And caught a glimpse of Judgement Day.

I have read of Private Henry -  
Royal Scots Fusiliers,  
Shrapnel wound in his forearm.  
5th November 1914,  
At the start of another  
of Europe's dark crimson harvests.

I have watched knowledge and ideas  
fly onto a screen.  
Expressions and discoveries  
from across the globe,  
Barely hours old,  
Set free and passed on -  
Unchained with the press of a key.

Sparks of ideas, of knowledge,  
Of passion -  
To land, if you're lucky,  
On dry kindling,  
Lighting a new, bright flame.

So open the door.  
Let in the air.  
Breathe life into these sleeping words.  
Wake them up.  
Let them whisper.  
Let them declaim.  
Let them shout.  
Let them inspire!

Michael Mable  
November 15th 2006

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I would also like to thank the staff in Inspire's partner organisations with particular mention of SCONUL (Society of College, National and University Libraries), the Society of Chief Librarians (SCL), the MLA Partnership staff throughout the country and especially, The British Library for awarding Inspire the additional funding that allowed us to create one of the essential components of Inspire, the Findit! website, and to carry out the Evaluation of the Inspire Programme.

Inspire has also benefited enormously from the assistance provided by James Grimster of Orangeleaf Systems in developing the Cornucopia database on behalf of Inspire and Robert Barnes of BDI Design who designed the marketing materials for Findit! and for several of the regional Inspire groups.

Finally, the work could not have been as successful as it is without the support of the many, many librarians from all parts of the country who have given their time, energy and enthusiasm to Inspire and to creating new library collaborative groups and enabling pre-existing library groups to embrace the idea of managed access through the Inspire Programme. I would like to thank them all and wish them every success in continuing this important task of bringing libraries together to enhance the support libraries and librarians can provide for learning in its widest sense throughout our community.

**Sally Curry**

December 2006



## Executive Summary and Recommendations

### Summary

Inspire is a national<sup>1</sup> library access programme which has opened up the wealth of information across the nation's libraries to learners of all kinds. By working together, across sectors, libraries have enriched the experience of learners and, by supporting learning, have strengthened the contribution that libraries can make to their communities.

The Inspire Programme was built on the experience gained by Inspire's pilot projects carried out in the North West of England and in the West Midlands in 2004 and also on LLiL (Libraries and Learners in London) which, in many ways, inspired Inspire.

The Kitemark Criteria provided overall consistency within the scheme whilst allowing for variations to suit regional and local needs.

In its 25 month funded period, 404 library organisations registered with Inspire and since then libraries have continued to join. This equates to well over 3000 Inspire libraries throughout England as well as an expanding group in Northern Ireland.

One of Inspire's most visible successes has been the creation of the Findit! website.

Findit! has created the first single point of access to the resources of such a wide range of libraries. This resource discovery tool promotes the great wealth of collections and information which, until now, has been largely hidden in our libraries. Through Findit!, Inspire has effectively created a distributed national library that is available to everyone.

Inspire has achieved all its major objectives and in many areas far more than was anticipated. Through its leadership and support:

- Existing networks of successful access partnerships have been extended and new ones added to create a single national access route to information, irrespective of geography or political boundaries
- Through this library collaboration, learners can access the most appropriate learning materials irrespective of their learner status or the location of the materials
- These developments also give libraries the chance to provide greater opportunities and access for socially excluded individuals and groups
- Many Inspire libraries have already contributed to Findit! providing a guide for learners to libraries with collections and materials relevant to their needs. Others are in the process of doing so
- The combination of these developments sets the pace for fulfilling key aspects of the Museum Libraries and Archives Council's *Framework for the Future 2013* vision:
  - Any member of a public library can also access materials held in Higher Education (HE) and Further Education (FE) libraries
  - Anyone seeking opportunities for learning and training can be guided to a course through a public library
- Participation in Inspire also supports the development of the library and information workforce by raising awareness of access agreements and collections in other sectors and by enhancing opportunities for joint staff training and the exchange of professional experience
- Over the last two years, awareness of Inspire, of access issues and of collections in other libraries has been greatly increased within the library community and the access issue has been noticeably raised up the national library agenda.

<sup>1</sup> Inspire was funded to work with libraries in England and therefore did so but libraries in Scotland, Wales and especially in Northern Ireland have become involved.

<sup>2</sup> <http://www.londonlibraries.org/servlets/llil/home/>

Following the intense activity undertaken during 2004-2006, the Inspire libraries are now set to continue to build on the foundations already established during these two years. The Inspire Steering Group will lead the ongoing development of the Inspire open access movement and, for library users, the ability to use the best information resources for their needs, regardless of where they are located, will become as normal as selecting the shop best able to provide the goods they wish to buy.

## Recommendations

### Inspire

- In the light of the demonstrable value of Inspire to learners and the ongoing demand for participation amongst libraries not yet registered, SCL and SCOUNL should continue to support the Inspire library access programme and secure the reduced level of funding to sustain it.
- In particular, funding needs to be found to maintain and develop the Findit! website. This is an essential resource to enable learners to find appropriate collections to meet their needs. Collection descriptions are still being added from libraries around the country and the database is being further enhanced with addition of collection information for public libraries, academic, and specialist libraries in London. This effort by a considerable number of libraries across the country must not be lost.
- The Inspire web site should continue to be hosted for a year and then its usage assessed before determining whether it is still needed - especially in the light of the ongoing development of the Findit! website.
- Mechanisms should be put in place to ensure that effective networking and communication between participating libraries is continued. These should include: maintenance of the LIS-INSPIRE mailing list; the Inspire Directors and the Steering Group to continue to meet regularly and the introduction of an annual national meeting for representatives from participating libraries.
- Opportunities to further benefit learners by building upon the effective working between libraries of many kinds, demonstrated through the Inspire Programme, should be investigated and taken forward by SCL and SCOUNL.

### Access to Electronic Resources

If opening up access to resources in libraries is to be truly effective, there is one issue which, more than any other, needs to be addressed. This is the issue of access to electronic resources for walk in users.

The Inspire Programme, quite deliberately, was not set the task of resolving this issue as, at the outset, it was acknowledged to be beyond resolution in the timescale and within the resources Inspire had available. If opening access to resources in academic and many other libraries is to be meaningful however, it is an issue which must be addressed.

There is extensive evidence that academic libraries are increasingly:

- Moving to providing access to journals in electronic format only,
- Storing back copies of journals in compact shelving or in off-site university repositories. In some instances they are disposed of on the basis that a copy can be provided from The British Library for the occasional user who may want one. The development of the UK Research Reserve (UKRR) will inevitably speed up this process.

These changes mean that those academic libraries that have a history of opening library access to the public are now offering external visitors (who have not joined the library) a level of access to resources which is significantly limited in comparison to what was on offer ten or even five years ago.

There are difficult issues for libraries to resolve in dealing with this situation: the limitations put on e-access by publishers' licenses, the use of the Janet network, the need in some instances for PCs to

be set aside for use by members of the public and, not least, the need for staff time to deal with these problems, all inhibit the provision of open access to e-resources.

There are however, encouraging developments on this front:

- In the period of the Inspire Programme this issue has gained much greater recognition than before, not least with the publication of the RIN Report on *Access for members of the public to digital content held in university and college libraries*<sup>3</sup>
- There is a small but increasing number of academic libraries who have at least partly resolved this problem and who now do provide access to a limited number of e-journals<sup>4</sup>
- The HAERVI project was launched in October 2006. Jointly managed by SCONUL<sup>5</sup> and UCISA<sup>6</sup> and supported by JISC<sup>7</sup>, it aims to resolve issues relating to use of digital resources by academic students and staff visiting academic libraries other than their home institution. Although this does not directly address the needs of all walk in users, the findings of this report will be a valuable contribution to resolving this broader issue.

The Inspire Programme wishes to identify this as a key issue needing attention by libraries in all sectors in support of opening up access to resources for learning and research.

<sup>3</sup> RIN report <http://www.rin.ac.uk/public-access>

<sup>4</sup> The UK Libraries Plus website shows many of these libraries with a computer logo on their website: <http://www.uklibrariesplus.ac.uk/memaz.htm>

<sup>5</sup> <http://www.sconul.ac.uk>

<sup>6</sup> <http://www.ucisa.ac.uk>

<sup>7</sup> <http://www.jisc.ac.uk>

## 1. Introduction

Inspire is a national (England) library access programme. It builds on the experience gained by Inspire's pilot projects carried out in the North West and West Midlands in 2004<sup>8</sup> and also on the experience of the Libraries and Learners in London (LLiL)<sup>9</sup> project which, in many ways, inspired Inspire.

Inspire's aims are to enhance access to knowledge and information for learners at all levels, whatever their interest, whatever their geographic location and whatever their academic level. In this way Inspire supports widening participation; it has a direct link to the government's aims of raising attainment and participation amongst young people under represented in Higher Education and it seeks to maximise the value and usage of resources available in libraries across the country.

At the start of the programme, Inspire drew up the following operational targets:

- Develop an online, cross-regional library collections discovery tool
- Build on existing networks of successful access partnerships to create a single national access route irrespective of geography
- Support Widening Participation by ensuring that learners can access the most appropriate learning materials irrespective of the status of the learner or the location of the materials and by providing opportunities and access for socially excluded individuals and groups
- Provide a guide for learners to libraries with collections and materials relevant to their needs
- Set the pace for fulfilling key aspects of the Framework for the Future 2013 vision:
  - Any member of a public library can also access materials held in Higher Education (HE) and Further Education (FE) libraries
  - Anyone seeking opportunities for learning and training can be guided to a course through a public library
- Support and develop the library and information workforce by raising awareness of access agreements and collections in other sectors and by facilitating awareness of other services
- Streamline information about access rights and responsibilities in a sustainable format for future development

This report will demonstrate how these aims were achieved and built upon during the course of the programme.

The Inspire Programme was funded by the Regional Libraries Advisory Group, and the MLA also received funding from the British Library, SCONUL and SCL.

The national roll out of Inspire was carried out between December 2004 and December 2006 following a pilot period in early 2004<sup>10</sup>. The work was largely undertaken by Sally Curry, the Inspire National Partnerships Manager, guided and supported by the Inspire Directors and the Inspire Steering Group<sup>11</sup>. Inspire activities and developments across the regions were also supported by the MLA Partnership members across the regions and by many individual librarians.

Inspire's initial remit was to work with Public, Higher Education (HE) and The British Library in England but this was expanded to include libraries from all other sectors as their inclusion strengthens and enriches the offer which libraries can make to learners.

In its 25 month funded period 404 library organisations registered with Inspire and since then additional libraries have continued to join. Because of the majority of its funding came from MLA, the Inspire Programme was focussed on libraries in England. It was however also supported

<sup>8</sup> Further information on the pilot project is available at: [http://www.inspire.gov.uk/demo\\_projects.php](http://www.inspire.gov.uk/demo_projects.php)

<sup>9</sup> <http://www.londonlibraries.org/servlets/llil/home/>

<sup>11</sup> See [http://www.inspire.gov.uk/project\\_reports.php](http://www.inspire.gov.uk/project_reports.php) for the *Inspire England* Project report

<sup>11</sup> See section 2.3 for details membership of the Inspire Steering Group

enthusiastically by the Foyle Group in Northern Ireland and attracted registration by two libraries in Scotland and one in Wales.

The public and academic libraries from the LLiL scheme in London are, at the time of writing, committed to migrating to Inspire and are mid way through this process. Once the integration is complete, the total number of library organisations involved with Inspire will reach 444. This equates to an estimated total of over 3,300 individual libraries.

Following the intense activity undertaken during 2004-2006, the Inspire libraries are now set to continue to develop and build on the foundations established during these two years. Numbers of participating libraries continue to grow and, for library users, the ability to use the best information resources for their needs, regardless of where they are located, will become as normal as selecting the shop best able to provide the goods they wish to buy.

## 2. Management of Inspire

### 2.1 Inspire Partners

- The British Library (BL)
- CILIP (Chartered Institute of Library and Information Professionals)
- Learning and Skills Council (national Widening Participation programme)
- The MLA and its nine regional partners
- SCONUL (Society of College, National and University Libraries)
- Society of Chief Librarians (SCL)

Inspire is also supported by the National Libraries of Scotland and Wales.

### 2.2 Inspire funding

The Inspire Programme was sponsored by MLA (Museums Libraries and Archives Council) through *Framework for the Future*/ DCMS \*Department of Culture, Media and Sport funding and by the BL/CILIP/MLA funding through the Regional Libraries Advisory group (RLAG). Inspire was also awarded further funding from The British Library for the development of the Findit! website and towards the four month extension of the programme to allow for further development and evaluation.

### 2.3 Inspire Directors

- Andrew Green (SCL & Coventry City Council)
- Mary Heaney (SCONUL and University of Wolverhampton) to August 2006
- Philip Payne (SCONUL & Birkbeck, University of London) from September 2006

### 2.4 Inspire Steering Group (ISG)

The key players in the management of the Inspire Programme were, geographically, as widely spread as the libraries involved. To ensure the focussed direction of Inspire, the ISG met four times a year and the Inspire Manager and Directors met on a monthly basis. These regular meetings made an important contribution to the overall success of the programme.

The Inspire Steering Group was constituted in 2004 as follows:

- Mary Heaney, Wolverhampton University and SCONUL
- Andrew Green, Coventry City Council and SCL
- Peter Coady, Learning and Skills Council, (LSC)
- Margaret Croucher, Museums Libraries and Archives Council (MLA)

- Lynn Hodgkins, Libraries and Information East Midlands, (LIEM) and RLAG (Regional Libraries Advisory Group)
- Stuart James, Paisley University, SCURL (Scottish Confederation of University and Research Libraries) and the Devolved Administrations
- Stephanie Kenna, The British Library
- Roy Knight, Rutland County Council and SCL
- Fiona O'Brien, Libraries and Learners in London (LLiL) and RLAG
- Jon Purcell, Newcastle University and SCOUNL
- Sally Curry, Inspire National Partnerships Manager (in attendance).

The Steering group evolved through the two year life of the programme to become:

- Andrew Green, Coventry City Council and SCL
- Philip Payne, Birkbeck and SCOUNL
- Lynn Hodgkins, Libraries and Information East Midlands, (LIEM)
- Chris Pinder, Napier University, SCURL and the Devolved Administrations
- Stephanie Kenna, The British Library
- Martin Burton, South Gloucestershire Council and SCL
- Fiona O'Brien, Libraries and Learners in London (LLiL)
- Sara Marsh, Swansea University, SCOUNL and the Devolved Administrations

Inspire is also grateful for the input of Terry Turner, MLA East of England and RLAG Chair who was a temporary member.

### 3. Aims and objectives of the Inspire Programme

The objectives for the Inspire Programme were set out in the funding bids to RLAG and MLA<sup>12</sup>

By July 2006, supported access will be available for adult learners and aspiring learners to resources in Higher Education and Public Libraries and in the British Library across all regions. Inspire will negotiate agreement to and membership of a "kitemarked" national access service for learners, create targeted marketing materials for use in traditional and non-traditional environments, and work with staff to provide the resources and develop the skills and confidence to implement and promote the scheme. Inspire will build on the *Empowering the Learning Community* demonstration projects in the North-West and West Midlands as well as the pre-existing Libraries & Learners in London<sup>13</sup> (LLiL) scheme to link 875 HE, 4610 public and 3 national libraries<sup>14</sup>. Libraries from others sectors in existing partnerships will be welcomed into the scheme and links will be actively established with other sectors to deepen and broaden the scope of access opportunities for learners. Inspire will assist the achievement of 2 fundamental aims in the DCMS *Framework for the Future* strategic vision of library service and access:

- Any member of a public library can also access materials held in HE and FE libraries
- Anyone seeking opportunities for learning and training can be guided to a course through a public library.

<sup>12</sup> *Inspire National Rollout: 2004-2006, A proposal to the Museums Libraries & Archives Council, Framework for the Future Action Plan.* [http://www.inspire.gov.uk/project\\_reports.php](http://www.inspire.gov.uk/project_reports.php)

<sup>13</sup> <http://www.londonlibraries.org.uk/servlets/llil/aboutllil>

<sup>14</sup> These are figures for the whole of the UK. Inspire was concerned with libraries in England only

These objectives were accompanied by the following key performance indicators:

- 1 Sign-up by regions and individual public library authorities, university libraries and other partners to Inspire's "kitemark" criteria
- 2 Promotion of the service across the UK to learners, learning and skills organisations and to community and voluntary bodies
- 3 Development of a national training toolkit for front-line workforce development based on the existing work of the three founding regions: London (LLiL), the West Midlands and the North West
- 4 Strategic support for the development of regional portals and web access to special collections

The Bids also set out the following indicators for impact assessment:

#### **Achievement**

- 1 How many organisations have signed up to the Inspire service?
- 2 Percentage of Regions with an Inspire service up and running

#### **Activity**

- 3 Number of staff who have taken part in Findit! workshops
- 4 Number of staff who have used the Information Pack
- 5 Number of learners referred through Inspire
- 6 Number of website hits and average time spent on website
- 7 Number of other partner organisations involved

#### **Outcomes**

- 1 Feedback from staff who have taken part in workshops
- 2 Feedback from learners using the service
- 3 How people find out about the Inspire service
- 4 Feedback from learning and skills, information and guidance, voluntary and other organisations
- 5 Awareness of Inspire on the part of library users, linked to MLAC's Framework for the Future (F4F) national marketing activity
- 6 Evidence of increased cross-sectoral awareness.

The Inspire Programme was also tasked with achieving sustainability. This is covered in section 8.

## **4. Evaluation of the Inspire Programme**

### **4.1 Methodology**

The progress of the Inspire Programme was monitored throughout. Data was gathered and recorded continually and reports were provided to the MLA Council SCONUL and SCL. Progress reports were also given on a monthly basis to the Inspire Directors and quarterly to the Inspire Steering Group.

Data was gathered through ongoing feedback from participants in all parts of England and from presentations, workshops and meetings attended by the Partnerships Manager and in the Findit! workshops, every participant was asked to complete an evaluation form.

During November and December 2006 two questionnaires were issued.

The Findit! questionnaire was sent to all the workshop participants to identify how effective the workshops had been, not only in getting data added to Findit! during the event but also after participants had returned to their libraries.

The second, longer, Inspire questionnaire assessed the levels of collaboration amongst participating libraries; staff awareness of Inspire; promotion to the public of the access to other libraries now available and use of both the Inspire and Findit! websites. This questionnaire was sent to the Inspire Key Contact in every participating library service as well as other key players. The questionnaires are available in Appendices 1 and 2.

## 4.2 Achieving the objectives

Before reviewing the achievements of Inspire Programme against the objectives and targets set out above, it must be noted that some aspects had to be moderated where it had not been possible to secure the necessary funding. As a result, certain parts of the programme had to be cut or reduced. These included:

- production, promotion and evaluation of the proposed toolkit, although this was balanced to an extent by additional input into the Findit! workshop programme and questionnaire.
- national promotion of Inspire to UK Learning and Skills organisations plus some aspects of wider promotional work such as the development of marketing materials. The Directors and Partnerships Manager were however able to engage with the Learning and Skills Network to explore closer working with the FE sector.

Performance Indicators	Inspire Results
<p><b>1</b> Sign-up by regions and individual public library authorities, university libraries and other partners to Inspire’s “Kitemark” Criteria<sup>15</sup></p>	<p>Libraries from all sectors have been signed up in all the English regions.</p> <p>Inspire’s work was predicated on the registration of Public and Higher Education library services. 80% participation is considered to equate to a ‘national’ service and this level has been achieved and bettered both on a national basis and also by eight of the nine English regions.</p>
<p><b>2</b> Promotion of the service across the UK to learners, learning and skills organisations and to community and voluntary bodies</p>	<ul style="list-style-type: none"> <li>• Inspire has created posters and bookmarks to promote Findit! and the Inspire service. These establish logos for Inspire and Findit! and a ‘corporate’ image for Findit! publicity material. The logos are freely available to all Inspire libraries, and staff are encouraged to use them on any promotional material they produce related to Inspire and Findit!</li> <li>• Inspire arranged with the designer of the Findit! promotional materials that he would make the designs available to Inspire libraries to use and adapt to reflect their own circumstances at a nominal cost. He has also offered to do the design work for them should they wish.</li> <li>• Inspire offered £1,000 to each of the regions to use in promoting Inspire and specifically Findit! The regions have used the money in a variety of ways including promotional activities, production of leaflets and other promotional material, (frequently utilising the design work and logo produced specifically for Inspire and Findit!). These funds have also been used to support staff training and additional data entry into Findit!</li> <li>• The kitemark criteria requires registered libraries to promote Inspire to potential learners and learner groups</li> <li>• The importance of this promotional work is emphasised at the Inspire Conference and is underlined at all conferences, meetings and workshops</li> <li>• A meeting has been held with a group of NIACE staff and suggestions for follow up actions by both NIACE and Inspire were made</li> <li>• A meeting was also held with the Learning Resource Network, Skills for Care group</li> </ul>

<sup>15</sup> See Appendix 3

Performance Indicators	Inspire Results
	<ul style="list-style-type: none"> <li>• The Inspire Conference raised interest in Inspire amongst the Adult Education sector and a list of contacts was created</li> <li>• Although funded to cover England only, Inspire has worked with and supported engagement and buy-in in Wales, Scotland, Northern Ireland and Republic of Ireland</li> <li>• Due to the reduction in the anticipated funding, Inspire has been able to devote less time to this than originally planned</li> </ul>
<p><b>3</b> Development of a national training toolkit for front-line workforce development</p>	<ul style="list-style-type: none"> <li>• A Toolkit/Information Pack for library staff on implementing Inspire was created in Spring 2005 and made available on the Inspire website. It was revised and updated in 2006. Both versions were promoted to all Inspire contacts in all libraries via LIS-INSPIRE, the Inspire email discussion group</li> <li>• A mini version of the Information Pack is also available on the Inspire website (with thanks to the East Midlands Inspire steering group.)</li> <li>• As the Findit! website is the key out put of Inspire, time and effort was focussed on workshops to support addition of library and collection information to this resource</li> <li>• A guide for collection level description (CLD) was created for the DiadEM project<sup>16</sup> and was adapted for Inspire use. Copies were given to all attendees at the Findit! workshops. The document is also available for download from the Inspire website for those who have not been able to attend the workshops. This guide has been regularly updated in the light of experience gained through the workshops and usage of the Cornucopia database<sup>17</sup>.</li> </ul>
<p><b>4</b> Strategic support for the development of regional portals and web access to special collections</p>	<p>This has been provided through:</p> <ul style="list-style-type: none"> <li>• Work with the developers of Cornucopia to make the database more hospitable to library data and more user-friendly for data inputters</li> <li>• Provision of workshops, documentation and advice on the entry of collection level descriptions into Cornucopia enabling library staff to add their own details and keep them up to date</li> <li>• Creation of Findit! website which enables participating libraries anywhere in England to identify collections specific to their area as well as those further afield</li> <li>• Once data has been entered into Cornucopia it can also be harvested separately to create regional or local websites by any region or group of libraries who wish to do so. This facility will be used by the LLDA<sup>18</sup> for a London Libraries website to replace the existing LLiL website.</li> </ul>

<sup>16</sup> <http://www.liem.org.uk/results.asp?sortBy=d&key=aem12024012151120041528>

<sup>17</sup> Cornucopia is the database that underlies Findit!

<sup>18</sup> London Libraries Development Agency

Impact Measures for Inspire	Inspire Results																	
<p><b>1</b> How many organisations have signed up to the Inspire service?</p>	<p>At the time of writing a total of 456 library institutions comprising over 3,340 individual libraries and service points have registered with Inspire. London’s LLiL libraries are in the process of completing their transfer to ‘Inspire London’ and their inclusion will lead to numbers closer to 480 institutions and over 3,500 individual libraries.</p> <p>Though the funded part of the programme is complete, the number of registering libraries is continuing to grow especially from the FE, Health and Specialist library sectors.</p> <p>A summary of sign up to Inspire on a region by region basis is available in Appendix 4. From the start of the programme, Inspire also provided information on growth in registrations for each region via the Inspire website on an ongoing basis.</p>																	
<p>Percentage of English PL authorities signed up to Inspire Inspire service?</p>	<p>When the registration of when all London Boroughs has been completed 95% of English library authorities will have registered with Inspire.</p>																	
<p>Percentage of English Universities signed up to Inspire</p>	<p>91% of English Higher Education Institutions (HEIs) have registered with Inspire. This will rise to 94% when all LLiL HEIs have registered</p>																	
<p>Libraries from other sectors</p>	<p>FE, Health, and Specialist libraries were excluded from the Inspire pilot project. With the full roll out of Inspire these libraries are encouraged to join and every library from these three sectors that has joined Inspire is an additional resource for learners and adds value to the offer all libraries can make to their library users.</p>																	
<p>Percentage of FE Libraries nationally and regionally</p>	<p>FE Libraries:</p> <p>East of England</p> <p>East Midlands</p> <p>North East</p> <p>North West</p> <p>South East</p> <p>South West</p> <p>West Midlands</p> <p>Yorkshire</p> <p>London</p>	<p>National total: 73 (19%)</p> <table border="1"> <tbody> <tr> <td>7 of 29</td> <td>24%</td> </tr> <tr> <td>9 of 35</td> <td>26%</td> </tr> <tr> <td>11 of 21</td> <td>52%</td> </tr> <tr> <td>9 of 39</td> <td>23%</td> </tr> <tr> <td>10 of 66</td> <td>15%</td> </tr> <tr> <td>4 of 33</td> <td>12%</td> </tr> <tr> <td>9 of 55</td> <td>17%</td> </tr> <tr> <td>16 of 63</td> <td>25%</td> </tr> </tbody> </table> <p>As Inspire London has developed separately from the rest of England, the FE sector libraries are not as yet involved</p>	7 of 29	24%	9 of 35	26%	11 of 21	52%	9 of 39	23%	10 of 66	15%	4 of 33	12%	9 of 55	17%	16 of 63	25%
7 of 29	24%																	
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11 of 21	52%																	
9 of 39	23%																	
10 of 66	15%																	
4 of 33	12%																	
9 of 55	17%																	
16 of 63	25%																	

Impact Measures for Inspire	Inspire Results	
Percentage of Health Libraries nationally and regionally	Breakdown into percentages has not been possible because of the variety of libraries which can be described as 'health related'.	
	Health Libraries:	National total: 49 organisations (57 Libraries)
	East of England	8
	East Midlands	5
	North East	2
	North West	5
	South East	5
	South West	1
	West Midlands	21
	Yorkshire	5
	London	As Inspire London has developed separately from the rest of England, the Health sector libraries are not as yet involved
Numbers of Specialist Libraries nationally and regionally	Specialist Libraries:	National total: 61
	East of England	2
	East Midlands	13
	London	31
	North East	2
	North West	0
	South East	2
	South West	2
	West Midlands	4
	Yorkshire	10
<b>2</b> Percentage of regions with an Inspire service up and running	All 9 English regions have Inspire schemes up and running. These vary widely in coverage and format. Further information is available in section 4.3	
<b>3</b> Number of staff who attended the Findit! workshops	Over 100 library staff have attended workshops run by Inspire to introduce them to creating collection level descriptions and assist them in creating detailed entries for their library or libraries in the Cornucopia database which underlies the Findit! website <sup>19</sup> These staff have passed on their knowledge to many others. There are now more than 190 library staff who are contributing data to Findit!	
<b>4</b> Number of staff who have used the Information Pack	It has not been possible to monitor usage of the Inspire website so exact number of downloads cannot be given. The responses to the Inspire evaluation form indicate that 48% of libraries involved with Inspire have made use of the Inspire Information Pack.	

Continued over

<sup>19</sup> A full list of workshops is available in Appendix 6

Impact Measures for Inspire	Inspire Results
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**5** Number of learners referred through Inspire.

As the majority of libraries do not keep records of those learners referred from or those referred to their libraries it has not been possible to identify the number of people referred through Inspire.

The Inspire questionnaire indicated that only 24% held data on visitors referred to their library and 30% held data on visitors referred by their library.

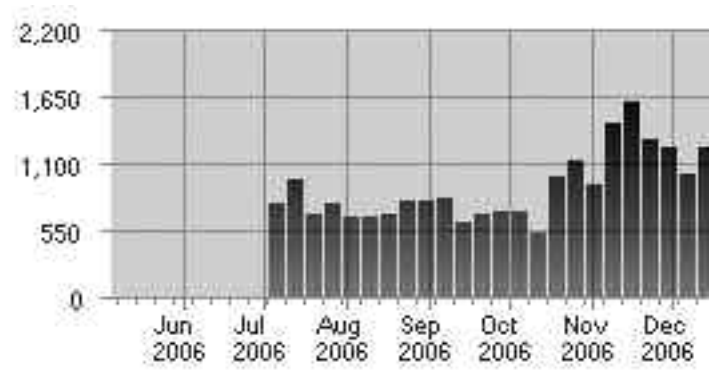
The questionnaire also confirmed that, for many, the Inspire scheme is at an early stage of development and that it is too early to give any accurate indications as the operational stage of referring learners to new libraries has either only just begun or is about to start.

The most useful example comes from the North East where their Inspire passport system allows the numbers of passports issued to be recorded and where over 500 passports were in circulation amongst the public within the first year.

**6** Number of website hits and average time spent on website.

**Findit!** [www.findit.org.uk](http://www.findit.org.uk)

Statistics on usage of the Findit! website have been made available via the DeepMetrix Live Stats – web traffic analysis package. At this stage of its development, expectations of website usage are not high as the site is still evolving but, from the time when it was first monitored (July 2006) the statistics indicate a steady rise in numbers of visits:



The Inspire questionnaire also indicated that:

Staff in 76% of participating libraries had looked at the Findit! website, (only 12% said they had not and 12% sent a blank response)

52% also said that front-of-house staff are aware of the website but only 18% said that the site is actively in use in the library. Comments indicated that it is "early days" – and, typically,

*"I anticipate that staff will make better use of the website after we have delivered the planned awareness training and involvement with wider promotion activities".*

**Inspire website** [www.inspire.gov.uk](http://www.inspire.gov.uk)

It has not been possible to gather usage statistics from the Inspire website but responses to the Inspire evaluation form indicated that:

90% had looked at the Inspire website, (only 1% said they had not, 9% sent a blank response)

64% had downloaded documents from the website (only 25% said they had not, 11% sent a blank response).

Impact Measures  
for Inspire

## Inspire Results

**7** Organisations  
Inspire has worked  
with

As well as working with Inspire's partners and supporters (The British Library, CILIP, Museums Libraries and Archives Partnership, Regional Libraries Advisory Group (now disbanded), SCL and SCOUNL, Inspire has also worked with a wide range of national and local bodies, representing libraries and learning support organisations and also with others who have supported technical developments for Inspire. These include:

**National**

RIN the Research Information Network  
SCOUNL Task and Finish Group on Access

**Regional and local**

AULIC (Avon University Libraries in Co-operation)  
HATRIS (The Southern Information Network)  
KILN (Kent Information and Library Network)  
LIEM (Libraries and Information East Midlands)  
LKDN (NHS Libraries, Knowledge Development Network)  
NAG (National Acquisitions Group)  
SINTO (Sheffield Information and Training Organisation)  
SYALL (South Yorkshire Access to Libraries for Learning)

**Advocacy**

NIACE (National Institute of Adult Continuing Education)  
TOPSS LRN (Training and development Organisation for Personal Social Services, Learning Resource Network)  
Learning Support Network

**Technical**

Orangeleaf Systems (Cornucopia)  
MLA (MLA Information Server and Michael)  
M25 Systems Team  
UKOLN – advice on usage of RSLP Collection Description Schema and on thesauri for Cornucopia  
Codegent – developers of Findit! website<sup>21</sup>  
Newcastle University Library, Information Systems – development and support of the Inspire website  
BDI Design

For a full list, please see Appendix 5

<sup>20</sup> <http://www.codegent.com>

Outcomes	Inspire Results
<p><b>1</b> Feedback from staff trained during the workshops</p>	<p>Evaluation forms were handed out at the end of each workshop. The responses were overwhelmingly positive. The opportunity to have an introduction to Inspire and collection profiling was appreciated (many participants had not been actively involved with Inspire before the workshop) and also staff enjoyed the opportunity of meeting colleagues from other libraries and other sectors. Guided, hands on, data entry was seen by all as the key aspect of the workshops.</p> <p>Feedback from the Findit! questionnaire indicates that 54% of respondents had added further data to the website following the workshop. Of those that had not done so, 48% were staff from single site libraries who had completed their entries on the day of the workshop and of the rest, almost half added comments indicating that addition of further data was planned. eg <i>"I have distributed collection questionnaires and hope to add 6 more Collection Descriptions for the Central Library by end November"</i> and <i>"We are still collecting info and will add further details once this has been done."</i></p>
<p><b>2</b> Feedback from learners using the service</p>	<p>This data is difficult to acquire. Recommendations on data gathering have been built into presentations on Inspire and into the Information Pack for library staff.</p> <p>The responses to Inspire's evaluation questionnaire indicates that, at what is still an early stage in the development of this nation-wide access scheme, little data is available.</p> <p>Additionally, few institutions monitor usage, both as part of the effort libraries are making to break down barriers to access and in an attempt to reduce administrative work associated with Inspire. This is true for almost all public libraries and this was borne out by the fact that only 24% of libraries responding to the evaluation questionnaire said that they collected data on visiting users. For example: <i>"Visitor figures are kept by some libraries in the network but not specifically Inspire referrals"</i></p> <p>Inspire has had feedback from one college where, with the support of library staff from both libraries and a member of FE teaching staff, a group of students were introduced to the neighbouring university library. At the end of the year, feedback from the tutor indicated that those students from the group who had continued to use the HE library to support their studies had returned significantly improved work at the end of the year.</p>
<p><b>3</b> How people find out about Inspire</p>	<p>Work on publicising Inspire is one of the areas which has had to be reduced as a result of the reduction in the anticipated funding for the programme. The loss from the Inspire Steering Group of a member of the Learning and Skills Council (LSC) was a disappointment as this link had been seen as a key to promoting library access amongst facilities in formal adult education. Despite these setbacks, every effort has been made to promote the service within the resources available.</p> <p>Awareness raising amongst library staff has been carried out via:</p> <ul style="list-style-type: none"> <li>• The Inspire website</li> <li>• The LIS-INSPIRE email group</li> </ul>

Outcomes	Inspire Results
<p><b>3</b> How people find out about Inspire continued</p>	<ul style="list-style-type: none"> <li>• Presentations on Inspire in all parts of England and beyond<sup>21</sup></li> <li>• Articles in library journals<sup>22</sup></li> <li>• Publicity material for Library staff which is freely available from Inspire</li> <li>• The Inspire National Conference held at The British Library in April 2006</li> </ul> <p>The greatest impact of the funding loss has been on the availability of time to spend on awareness raising efforts to advise the public about the opportunities Inspire opens up. This is now largely the responsibility of the library community who are in fact best placed to know which individuals and which groups of users would be most likely to benefit. Inspire provides what assistance (and encouragement) is possible under the changed circumstances by:</p> <ul style="list-style-type: none"> <li>• Emphasising the requirement to publicise Inspire which is one of the Kitemark criteria</li> <li>• Emphasising the need for this publicity at every presentation on Inspire, every workshop and in most of the articles written about Inspire</li> <li>• Posters and bookmarks promoting Findit! are made freely available to all participating libraries</li> <li>• Inspire has also commissioned their designer to provide a design service that allows regional and subregional groups to have the national design work adapted to reflect their local circumstances - at nominal cost.</li> </ul>
<p><b>4</b> Feedback from learning and skills, information and guidance, voluntary and other organisations</p>	<p>As with the sections above, funding constraints and the loss of the link with the LSC has inhibited work in this area.</p> <ul style="list-style-type: none"> <li>• Contacts in the Adult Education field were invited to the Inspire Conference</li> <li>• Feedback from them has shown an interest in the Inspire Programme</li> <li>• Contact with NIACE was made and a presentation was given to a group of staff</li> <li>• Links were also developed with the Learning Resource Network</li> <li>• A presentation was also given to the Training Organisation for Personal Social Services Group in the North East who were keen to inform their members about Inspire.</li> </ul>
<p><b>5</b> Awareness of Inspire on the part of library users, linked to MLACs F4F national marketing activity</p>	<p>During 2005 MLA employed a consultant to publicise library services. Meetings were held between Inspire and the consultant and a range of promotional activities were discussed which would promote Inspire internally within MLA; and create links to Framework for the Future and to the Discover website. Since the end of the consultancy in September 2005 there have been no further developments or progress in this area.</p>

<sup>21</sup> Appendix 7 has a full list of inspire presentations

<sup>22</sup> See Appendix 8

Outcomes	What Inspire has achieved
<p><b>6</b> Evidence of increased cross-sectoral awareness</p>	<p>Since the start of the Inspire Programme library cross sectoral awareness has increased hugely:</p> <ol style="list-style-type: none"> <li>1. Many library staff who are now working with a range of libraries in their region, have not been involved with any cross sectoral initiatives before. This is particularly true of <b>Health libraries</b>. Inspire appeared at a time when the national Health and Wellbeing agenda means that health libraries have been tasked with taking the message about health and healthy living out to the public. The Inspire Programme, which brings completely cross sectoral groups of libraries together, has proved to be the ideal forum for initiating contacts between health and other library staff, allowing them to develop new ideas and providing opportunities for joint working.</li> <li>2. <b>Museums and Art Galleries</b> and other services which have libraries but which are not normally considered as part of the library sector, have come forward to request inclusion of their libraries in Findit! and are now linking with their local public and other libraries.</li> <li>3. <b>The Inspire Conference</b><sup>23</sup> in April 2006, was a major tool in spreading the word about Inspire more widely. All library sectors and also the adult learning sector were represented both in the presentations and in the audience of over 170 people and the feedback showed the value of this event: <ul style="list-style-type: none"> <li><i>“Good content, well organised and very invaluable in terms of making contact with other Inspire groups.”</i></li> <li><i>“The Conference provided an invaluable opportunity to network and share experiences with a wide range of colleagues from across the library sectors and beyond.”</i></li> </ul> </li> <li>4. The <b>SCONUL policy statement on Access</b>, states <ul style="list-style-type: none"> <li>“SCONUL institutions are involved in a range of access schemes at both national and regional level. SCONUL supports all such initiatives, and has particular involvement with the following ... ” also</li> <li><i>“Inspire - SCONUL is a lead organisation (with the Society of Chief Librarians and the British Library) in this initiative which seeks to develop managed referral partnerships between public and academic libraries.”</i></li> </ul> </li> <li>5. The <b>RIN Report on Access for members of the public to digital content held in university and college libraries, August 2006;</b><sup>24</sup> gave Inspire a high profile and was delivered to a wide range of stake holders in the Government, HEFCE and other funding organisations as well as widely across the academic community.</li> <li>6. <b>RIN Curl Challenge Fund:</b> Recognising that valuable research material could well be found in non-academic/ research libraries, the Consortium of Research Libraries (CURL) and the Research Information Network (RIN), jointly created a 'Challenge Fund' to encourage libraries with relevant holdings to apply for inclusion in the union catalogue of research libraries, COPAC.<sup>25</sup></li> </ol>

<sup>23</sup> See Appendix 9 for the Conference programme

<sup>24</sup> RIN report <http://www.rin.ac.uk/public-access>

<sup>25</sup> Details of the Challenge Fund can be found at: <http://www.curl.ac.uk/projects/challengefund.htm>

Outcomes	What Inspire has achieved
Evidence of increased cross-sectoral awareness	<p>7. The extent of these developments is perhaps encapsulated in an <b>MLA Briefing note for Public Libraries</b> on remote access to electronic resources which includes the following statement,</p> <p><i>“The nature and concept of public library membership is changing. Increasingly authorities are moving away from the policy of restricting membership to those who live, work or study in an authority (and in many cases that authority’s geographic neighbours) to accepting applications from a whole region. Indeed, Framework for the Future proposes that library membership should embrace the whole of England. Many authorities are also working much more closely with HE and FE institutions and have reciprocal arrangements for membership and/or access to resources (through, for example, the Inspire Programme). Such developments are beneficial to all concerned in making access to public library resources easier.”</i></p>
Development of LIS workforce through raising awareness of access agreements and collections in other sectors	<p>This has been done in several ways, through:</p> <ul style="list-style-type: none"> <li>• the Inspire website</li> <li>• the LIS-INSPIRE discussion list (over 400 members)</li> <li>• journal articles</li> <li>• the Inspire Conference in April 2005 (which attracted over 170 delegates, many of whom had not been directly involved with Inspire before)</li> <li>• Presentations at 45 conferences, meetings etc by the Programme Manager plus additional presentations etc by the Directors and other members of the Inspire Steering Group and MLA regional organisations</li> <li>• 14 workshops on Findit! and Cornucopia with over 130 library staff attending. (Similar events have been cascaded by staff who attended these workshops to their colleagues across the country).</li> </ul>

### 4.3 Regional overview

Inspire is well established in all the regions of England. From the outset, each region was approached individually and the spread and take up of Inspire was managed in different ways in each one to suit their differing circumstances. One unified approach was through the MLA regional agencies. The pilot study report, *Inspire England*<sup>26</sup> recommended that, “*The English regional MLAs will be the key to progressing the development of Inspire in other English regions.*” Contact with these agencies was therefore taken as a starting point in each region.

*‘It takes longer than you expect’*; is a quote from staff involved in LiLL, the Libraries and Learners in London scheme and this has indeed proved to be true for Inspire. After two years of the full Inspire roll out, many new co-operative groups of libraries have only recently begun to draw together and formulate plans for joint working and improving access for learners. These libraries are no less enthusiastic than the earlier adopters but local circumstances have often delayed the initial moves to extended library co-operation.

<sup>26</sup> [http://www.inspire.gov.uk/project\\_reports.php](http://www.inspire.gov.uk/project_reports.php)

### 4.3.1 East of England

Following the appointment of a consultant to manage the uptake of Inspire in the East of England, registrations with Inspire grew rapidly leading to the current position where participation rates in the region are amongst the highest in the country. This includes

- 100 % of Public Libraries
- 88% of HE Libraries
- 7 FE Libraries
- 8 Health Libraries
- 2 Specialist Libraries

The region is divided into subgroups and its main management or oversight is through a central regional steering group.<sup>27</sup>

#### East of England Music Trail

Inspire East of England is planning a Music Trail as an Inspire Pathfinder project. Important music collections in the region have already been identified and in the early part of 2007 further key collections will be added from various sectors including the Britten-Pears collection at Aldeburgh.

The library staff involved will ensure all the relevant data needed is on Findit! and there are proposals for the region to create their own Music Trail website based on this data and bringing in additional information from other databases and websites such as Cecilia.<sup>28</sup>

### 4.3.2 East Midlands

In the East Midlands registration with Inspire is 100% amongst Inspire's target sectors of Public and Higher Education libraries.

- 100% of Public Libraries
- 100% of HE Libraries
- 9 FE Libraries (26%)
- 5 Health Libraries
- 13 Specialist Libraries

The East Midlands has benefited from a very well managed approach to developing the Inspire across the region including a programme of staff awareness raising sessions and central provision of publicity materials.

The development of Inspire in the East Midlands has been led by LIEM (Libraries in the East Midlands) with the assistance of widely based steering group which has met regularly since it was first formed in April 2005. The group's role is both to advise and undertake as appropriate:

- Strategic direction for Inspire
- Encouraging participation by the region's libraries
- Promoting the regional rollout through effective marketing and publicity
- Allocation and monitoring of resources to support the delivery of Inspire
- Monitoring and co-ordinating outcomes
- Evaluating and supporting training needs
- Addressing issues of sustainability

<sup>27</sup> [http://www.inspire.gov.uk/east\\_england\\_group.php](http://www.inspire.gov.uk/east_england_group.php)

<sup>28</sup> London Libraries Development Agency

- Communicating and liaising with Inspire regional advocates
- Overseeing regional and national dissemination of information about Inspire
- Encouraging links with wider stakeholders

### DiadEM

The development of Inspire in the East Midlands has been assisted by the fact that a related project, DiadEM, which identified special collections of interest throughout the region and beyond, was conducted as the Inspire Programme first began. Many of the libraries involved with DiadEM are now registering with Inspire which is bringing many special libraries and an added richness to the collections and information available to the public in the region.

### 4.3.3 London

Libraries and Learners in London (LLiL) was founded by the M25 Consortium of academic libraries with the LLDA<sup>29</sup> in 2002. LLiL has a wide membership including all the London Boroughs, the HE libraries within the M25 and many outside it in the South East Region plus a large number of London's specialist libraries.

LLiL was one of the sources of inspiration for Inspire and, from the beginning of the full Inspire roll out, there was an understanding that the LLiL libraries would migrate to become Inspire London. Because of the numbers and range of organisations involved, this required extensive consultation before agreement on this was finalised.

A statement of agreement in principle to migrate to Inspire was given at the Inspire Conference in April 2006. LLDA is now working with Inspire to transfer all LLiL libraries to the national Inspire scheme and it the intention that the LLiL brand will cease from April 2007 to be replaced by Inspire London.

Staff briefing sessions for Inspire London will be held early in 2007 to explain this and other changes and provide an update on staff resources and monitoring procedures for the programme. Once this is complete a marketing campaign will be put into place to raise awareness of Inspire/Findit! in the capital.

#### Sharing London Library information through Findit!

The LLDA provided a website for the LLiL libraries. As part of the transfer to Inspire London, funding has been provided to provide up to date information data in Findit! from all the public, academic and specialist libraries involved. Once complete, this data will be shared with London Libraries website and national online services, such as People's Network, Discover.

### 4.3.4 North East

There is a high level of participation in Inspire amongst libraries in the North East.

- 100% of Public Libraries
- 100% of HE Libraries
- 11 FE Libraries
- 2 Health Libraries
- 2 Specialist Libraries

<sup>29</sup> This development was supported by SEMLAC (now MLA South East), the Milton Keynes Economy and Learning Partnership, Milton Keynes Adult Continuing Education Centre and the City Discovery Centre

An Inspire steering group was established in the North East comprising representatives of all library sectors. The remit of this group was to introduce Inspire into the region and, once it was running successfully, to hand over its management to the pre-existing LINE (Libraries in the North East) group. This change over was completed in late Summer 2006.

### **The Inspire North East Library Passport scheme**

The North East set up the first Inspire Library Passport scheme. The reasoning behind this scheme was to reduce the level of administration required of participating libraries and also to contribute to the objective of removing barriers for the learners. It has also proved valuable as a physical and visible symbol of Inspire in the North East and other regions have decided to follow this pattern as they develop their own regional programme.

To acquire a passport, a member of the public must express a genuine need for access to materials not available in his or her own library. The validity of these needs is assessed by the local librarian and the learner will then complete a Passport Application Form (which is retained by the referring library). Once a Passport has been gained, all participating libraries accept that the needs of its holder are genuine and the passport and its holder will therefore be accepted by all other participating libraries in the North East.

Inspire North East was launched in February 2006 and within three months more than 150 Inspire passports had been issued. Over 500 cards were in circulation in the first year with 1,000 more distributed amongst 30 public, university, college and health library services ready for use by prospective learners.

### **4.3.5 North West**

The North West was one of the pilot regions for Inspire with programmes running in Cumbria and Liverpool. During this period almost all HE and all Public libraries registered with Inspire. There was then something of a lull before the full roll out of Inspire began but in 2006 many new Inspire library groups became active in the region including LEARN, centred in Cheshire and launched in Autumn 2006 and others such as Inspire Stockport that are still in development.

- 100% of HE Libraries
- 91% of Public Libraries
- 9 FE Libraries
- 5 Health Libraries

The North West has a central steering group which represents many of the subgroups in the region and each of the subgroups has its own local steering group.

### **Access Salford Case Study**

This scheme was launched with an event at Salford University attended by the Vice Chancellor and the Chief Executive of the City Council as well as the Mayor of Salford with Bob McKee (CILIP) and Sara Wilkie (MLA) as speakers.

The scheme was further publicised through a 'Salford's favourite book' competition with a winners' event at Salford public library also attended by senior City Council staff, the Lead Councillor for libraries and the University's Pro-Vice Chancellor for Student Services.

As part of Access Salford, Salford University offers 'Walk in Access' to electronic resources: The library's licences for electronic resources were reviewed carefully and four services were identified that could be offered to non-members of the University whilst still remaining within the terms of the agreements. These services are: Ovid; Infotrac; Science Direct (full text) and British Humanities Index. Walk in access users use dedicated machines near library enquiry desks.

Comment from Salford University Library: “The scheme has raised awareness within the University as to how the library service can contribute to the institution’s raising aspiration and widening participation initiatives. It has also raised the profile of the library service within the University.

Take up of the scheme has so far been fairly small but we have generated a lot of good will in the community and we feel we have at least made a start! We look forward to expanding the scheme.”

#### 4.3.6 South East

The South East is a large and disparate region with the East, West and Northern areas separated by London in the centre. The three parts of the region do not readily function as a whole and Inspire is working with groups of libraries focussed around Milton Keynes and Thames Valley in the North, the KILN libraries and others in Kent in the East and in the West what were the SASLIC and HATRICKS libraries, now Inspire Surrey Sussex and Hampshire.

- HE Libraries 85%
- Public Libraries 84%
- 10 FE Libraries
- 5 Health Libraries
- 2 Specialist Libraries

Initially two leading members of library staff from the public and HE sectors took on the role of overseeing the development Inspire in the South East, gathering information on developments and reporting to the MLA South East Library support group. Both have moved on from their previous roles and a representative from MLA SE now has oversight of the region as a whole while each of the subregional groups has their own ‘steering group’.

#### Milton Keynes Inspire

The Milton Keynes Learning City Libraries Network was established in 2001 and includes seven libraries from the public, university, college and hospital sectors. A key project for this group has been the creation of their online database *Milton Keynes Inspire* (<http://www.mkinspire.org.uk>), led by the Open University Library.<sup>30</sup> The website provided a forerunner for Findit!. It allows anyone to find out about collections held in libraries or information centres in and around the city of Milton Keynes. It includes almost 60 collections and can be searched by subject, names of people or organisations, places and dates. The database also includes details of the location of the collection, information on disabled access and on group and educational visits.

*Milton Keynes Inspire* was launched on 4 November 2005 by Big George, a local broadcaster and composer, at a ceremony at the Open University.

#### 4.3.7 South West

Before the arrival of Inspire, the South West had many pre-existing library co-operative groups. Some like AULIC,<sup>31</sup> are single sector and others, such as The Bristol and Bath based Access to Libraries for Learning and ELIP (the Exeter Library and Information Providers group). are area specific. Inspire in the South West is building on the success of these groups extending the offer they make to the public to incorporate the whole region and especially to draw in Cornwall which, perhaps because of its geographically isolated position, has had few links with such groups. Registration with Inspire in the region is good. We are keen to encourage the participation of more FE and Health libraries as

<sup>30</sup> Avon University Libraries in Cooperation

<sup>31</sup> <http://extra.shu.ac.uk/sinto/>

these add usefully focussed collections and also add to the geographical coverage of accessible libraries in what is, in some areas, a very rural part of the country.

- 100 % of Public Libraries
- 93% of HE Libraries
- 4 FE Libraries
- 1 Health Library
- 2 Specialist Libraries

### Inspire in Cornwall

Following a workshop on data entry for the Findit! website, representatives from Cornwall Public Libraries decided to ensure that every public library in the county had an entry in order to provide the best possible access to resources and library services to the people of the region. Work on adding details of all the other libraries, large and small, is underway. It is expected to be completed in the early months of 2007. This will ensure that Findit! will include details of every public library in the county.

#### 4.3.8 West Midlands

The West Midlands was one of the Inspire pilot regions and the early collaboration this created in both Wolverhampton and Coventry proved so successful that staff involved agreed to continue the co-operation despite the formal ending of the pilot period.

This experience has stood the region, and the rest of England, in good stead.

With additional funding from the University of Wolverhampton, data from all the libraries in the city and all the HE libraries in the region were added to Findit! at an early stage of the website's development. This has encouraged further input from other libraries in the region and the West Midlands now boasts the most comprehensive level of coverage of library collections in Findit!

Library staff from both Coventry Public Libraries and from the city's University Library have also been generous in giving time to share their experiences of 'Inspire in action', bringing information on their hands on experience to others who are still in the early stages of developing co-operative schemes.

The West Midlands as a whole has extensive take up of Inspire:

- 100 % of Public Libraries
- 92% of HE Libraries
- 10 FE Libraries
- 21 Health Libraries
- 4 Specialist Libraries

An Operational Group, supported by MLA West Midlands has oversight of Inspire in the region as a whole. The West Midlands is composed of 6 sub-regions: Birmingham & Solihull, Black Country, Coventry & Warwickshire, Herefordshire and Worcestershire, Shropshire, Telford & Wrekin and Staffordshire & Stoke-on-Trent. Each of these sub-regions has its own management group and each one is developing independently both in focus and in timescale.

### Herefordshire and Worcestershire Inspire

This group was formed in 2006 and was led by library staff from Worcestershire Health Libraries. From its inception, the group included a wide spectrum of libraries including two cathedral libraries, health libraries and technical colleges as well as the public and university libraries.

Before their launch, the management group ensured that all participating libraries had details of their collections on Findit! website thus ensuring that both library staff and users of the service could access information about collections in all libraries in the region as soon as the service was launched.

The Herefordshire and Worcestershire Inspire group launch was one of the most imaginative amongst the many Inspire launches in the last two years. A local poet and motor bike enthusiast was commissioned, not only to create a poem about Inspire in the region, but also to ride across the two counties, visiting representative libraries from all sectors in the group en route. The ride began at Worcester Cathedral and ended at Hereford Cathedral where the poem was read. The Inspire poem was literally inspired by his ride and the libraries he visited on the journey. The poem can be read at the beginning of this report.

#### 4.3.9 Yorkshire

Yorkshire is one of the regions which has been slower to adopt Inspire but this is only in the light of the very full take up from other regions. Yorkshire is the home of three pre-existing cross-sectoral co-operative groups of importance: SINTO *The information partnership for South Yorkshire and North Derbyshire*<sup>32</sup>, SYALL *South Yorkshire Access to Libraries and Learning*<sup>33</sup> and *Welcome! in Kirklees and Calderdale*<sup>34</sup>.

The Inspire Programme has encouraged the creation of a new grouping: *b/Inspired* in Bradford and there are several individual libraries in the county that have registered with Inspire but which lack local partners with whom to begin to develop an access service.

MLA Yorkshire funded an experienced part time project worker to encourage take up of Inspire which helped to raise awareness of Inspire in the region. There is however, no regional steering or operational group for Inspire in Yorkshire to give ongoing support and encourage take up for the region as a whole.

Participation in Inspire in Yorkshire is as follows:

- 79 % of Public Libraries
- 67% of HE Libraries
- 16 FE Libraries (25%)
- 5 Health Libraries
- 10 Specialist Libraries

#### **b/Inspired**

Library staff in Bradford have taken up the Inspire ideal with enthusiasm and have drawn together a very diverse range of libraries in the area including the Public, University and Health library and several specialist libraries including Information centres, the Careers library, a voluntary library which focuses on anarchist and leftwing history, philosophy and politics plus the West Yorkshire Archive Service. *b/Inspired* was launched in April 2007 with an event at the national Media Museum, featuring information about all 17 members as well as Inspire and Findit!.

<sup>32</sup> <http://extra.shu.ac.uk/syall/>

<sup>33</sup> <http://welcome.hud.ac.uk>

<sup>34</sup> <http://www.cymal.wales.gov.uk>

#### 4.3.10 Inspire and library access outside England

Although the Inspire Programme was specifically focussed on libraries in England, it has aroused interest in all the parts of Great Britain and beyond.

##### Wales

Wales has taken a regional approach and a variety of schemes are in place covering much of the country. Some of the co-operative groups have set up inter-sector lending. Most of these schemes have received funding from CyMAL<sup>35</sup> which has also supported a range of national e-developments, including collaborative procurement of e-resources for public libraries, (including exploring an authentication model based on the public library card number) and the development of a “virtual library for Wales”.<sup>36</sup>

##### Scotland

Cross sectoral access is also developing extensively in Scotland, but rather than a national push towards opening access, here too it is being carried forward on the basis of regional or local initiatives such as Ayrshire Libraries Forum (ALF) and Edinburgh Libraries and Information Services Agency (ELISA). The Confederation of Scottish Mini Co-operatives (COSMIC) is considering the possibility of developing a common agenda across all its members and a common way forward. ELISA plans to release an Edinburgh Libraries passport and has recently held a successful Edinburgh Libraries Fair.

##### Northern Ireland

Although not officially falling within the remit of the Inspire Programme, one group of libraries in the Derry area of Northern Ireland decided to institute an Inspire group within their area. The Foyle group has been so successful that LISC (NI) is now planning to extend this library access programme to libraries across the whole of Northern Ireland.

##### FOYLE

The FOYLE experience makes an excellent case study for any library group considering working co-operatively with other libraries.

This group which is led by University of Ulster, Magee Campus, was launched in September 2004 and then consisted of four of libraries, none of them far from the river Foyle, which gave the group its name.

Within the next two years the group became well established and expanded, to include a wider range of libraries and sources of information including museums and archive centres. The name FOYLE was retained but now stands for *Fostering Your Learning*. The scheme itself has also been extended and, as well as offering reference access to visitors, the Magee Campus of Ulster University now also offers loans to its walk in users (limited to 2 items per person).

The loans service has been carefully monitored and has not been found to have any detrimental impact on the service to core users. Equally importantly, the library has reported no problems at all with overdue, damaged or lost books.

The scheme has been well received by the local community. It has created positive feeling towards the University and the new partnership, with the additional libraries and organisations, has also been well received by local government departments.

<sup>35</sup> [http:// www.library.wales.org](http://www.library.wales.org)

<sup>36</sup> <http://www.codegent.com>

## Republic of Ireland

COLICO, the Committee on Library Co-operation in Ireland, has also expressed an interest in the Inspire scheme, not least because of the success of FOYLE. They have requested and been sent updates on the progress of Inspire since its inception and, in November 2006, the Inspire Directors were invited to give a presentation on Inspire at the Pathways to Learning Conference (Exploring the Potential for Cross-sectoral Library Service Provision) at the National Library of Ireland, in Dublin, to library staff from many different sectors from across the whole of Ireland.

COLICO is now taking the first steps towards the provision of a cross sectoral pathway to learning for library users in Ireland.

## 5. Findit!

The creation of Inspire's public website **Find it!** is one of the central pillars of the Inspire Programme in its support for learners and learning. It fulfils many of the objectives of the Inspire Programme by:

- Creating an online cross regional library collections access map
- Providing a guide for learners to libraries with collections and materials relevant to their needs
- Enabling learners to access the most appropriate learning materials by drawing together information on both the collections held in libraries and their location.

### 5.1 The creation of the Find it! website

The development of the Findit! website was made possible through generous support from The British Library which provided a grant towards its creation.

A design brief for the website was drawn up based on best available practice. Key requirements were that the website should be easy to use and attractive to a wide range of potential users. Following the advice of the Inspire Steering Group, invitations to tender were sent out to a number of web developers and a panel of IT experts drew up a set of criteria to assess the bids.

Codegent<sup>37</sup> was the panel's preferred bidder and was awarded the contract. The resulting website has been widely welcomed though the time taken to complete the development was greater than had been planned and delayed the start of data entry for the website.

### 5.2 Cornucopia and Find it!

The Findit! website is a front end only and, following agreement with MLA, the Cornucopia<sup>38</sup> database is used to hold the data from the Inspire libraries. Cornucopia was originally developed to hold information on collections in Museums Libraries and Archives in the West Midlands and has been adopted by MLA to fulfil the same purpose for these organisations throughout England.

Before Inspire, Cornucopia had been used largely for data about Museums. This had had an impact on the format of the database and, with the agreement of MLA, the management aspect of Cornucopia was extensively modified to allow more effective recording of library data. To support these developments, assistance was sought and provided by UKOLN<sup>39</sup> to identify appropriate terminology and thesauri for many of the fields in Cornucopia.

Cornucopia utilised the RSLP (Research Support Libraries Programme) Metadata Schema<sup>40</sup> for Collection Level Description (CLD). This was Inspire's first choice as it is rapidly becoming the de facto standard for CLD and thus offers the opportunity for greater interoperability of data between databases for potential future development.

### 5.3 The data entry process

**Find it!** will eventually hold data on all the libraries involved with Inspire, public, university, FE, health plus an increasing number of specialist libraries and already holds information on over 650 collections.

To enable this to happen and to allow entries to retain their currency, a system has been put in place through which libraries can create, monitor and update their own information.

<sup>37</sup> <http://www.cornucopia.org.uk>

<sup>38</sup> UKOLN Formerly, UK Office for Library Networking, <http://www.ukoln.ac.uk>

<sup>39</sup> <http://www.ukoln.ac.uk/metadata/rspl>

<sup>40</sup> <http://www.inspire.gov.uk/documentation.php>

With the support of some additional funding from the University of Wolverhampton, initial data entry was focussed on libraries in the West Midlands. Following this the Programme Manager held workshops for library staff in every region in England to introduce them to the data entry process. These workshops were very successful, not only in training staff in data entry but also in providing an opportunity for staff from a different library sectors to meet each other, establish contacts and compare notes.

For those staff who have not been able to attend the workshops, Inspire provides fact sheets and manuals which are freely available on the Inspire website<sup>41</sup>. Inspire also provides a list of local contacts for each region who have attended one of the workshops and who can be called upon for assistance if needed.

Once data has been entered into Cornucopia it appears in Findit! within a maximum of 48 hours via the **Find it!** 'harvesting' process.

#### 5.4 The Find it! website

The Findit! website has created the first single point of access to the resources of libraries in so many sectors. This new resource discovery tool promotes the great wealth of collections and information which, until now, has largely been hidden in our libraries because awareness of them has been limited to a few people or confined to a small geographical area. This is a very exciting development as, though the use of Findit!, Inspire is effectively creating a distributed national library that is available to everyone.

Findit! will allow librarians and library users to identify quickly:

- which libraries hold resources on their specific interest(s)
- where these libraries are
- what the terms are for visitors to access those resources.

All this is essential information if effective use is to be made of the generous agreement of many libraries to allow access to their collections.

As well as promoting the resources of libraries more widely, Findit! will:

- allow librarians in all sectors to provide a better service for their own core users as well as for visiting learners
- prevent the wasted journeys, frustration and disappointment that people may experience if they visit libraries that do not have what they are looking for, or are barred because they have been unaware of the relevant access requirements. It also saves both their time and that of library staff
- provide a potential management tool to support sharing of resources and options for collection management.

#### 5.5 Ongoing development

Libraries across the country continue to add information on their collections to Findit!.

A major input of data on the libraries in London is underway at the time of writing. This will include information on all the public libraries on the M25 Consortium of Higher Education libraries and on many of the specialist libraries in the city.

The Inspire Steering Group has therefore agreed that use of the Findit! website will continue to be supported and funded until at least 2010, after which its value will be reviewed and further support planned.

<sup>41</sup> Appendix 3

## 6. Key factors in Inspire's success

As the earlier description of the evaluation of Inspire clearly demonstrates, there can be no doubt of the success of the Inspire Programme. It seems appropriate therefore to identify those factors which have led to this success. Introducing a new programme, however attractive, that requires the time and support of library staff in a period when all library sectors are hard pressed with budget cuts and the ongoing requirement to do yet more with yet less funding, faces obvious obstacles. Inspire's success has been built on the following factors.

### 6.1 Use of the Kitemark Criteria

The Kitemark Criteria, to which all participating libraries agree, is the foundation stone on which the Inspire Programme is built. It creates a coherent national offer, a base line of co-operation and accessibility, developing what is effectively a distributed national library service with transparent or permeable boundaries. Gaining widespread agreement amongst such a variety of different library services was likely to be difficult and therefore:

- The terms of the Criteria are deliberately undemanding to make it as easy as possible for libraries to sign up
- The Criteria also enable participating libraries to set their own access conditions. As long as visitors are permitted access, libraries may surround that access with conditions which suit their own circumstances, eg. visitors may be asked to phone in advance, to bring ID or to visit at certain times of the day, week or year. This gives the libraries the reassurance that they are in control of the access process. At the same time it gives potential users the key to each library as these terms are made clearly available alongside information on the collections in each library. All potential users therefore have a precise knowledge of what they need to do in order to make use of the library they wish to visit.

### 6.2 Extension of the Inspire remit to cover libraries in all sectors

Initially Inspire was established to work with HE and Public Libraries only. The decision to extend this group to include any library that wished to participate and which could agree to the Kitemark criteria has brought significant additional numbers to the scheme and hugely extended the range and variety of resources and information available to the public. It has also broadened the horizons of participating libraries as their staff begin to meet and get to know about libraries in their region. Examples include the libraries of the following organisations:

- National Media Museum, Bradford
- Anglo European College of Chiropractic
- Anti-Slavery International
- Hampshire Constabulary
- Islamic Foundation Trust
- Literary and Philosophical Society of Newcastle upon Tyne
- New Art Gallery, Walsall
- Norwich Cathedral
- Scott Polar Research Institute

- as well as over 100 FE and 50 health libraries across the country.

### 6.3 Support for participating libraries from the Inspire Programme

Whilst run on a comparatively small budget and with few staff, Inspire has sought to provide participating libraries with as much support as is feasible. This support has been focussed in these key areas:

- The Inspire website which contains information on every aspect of the programme plus a great deal of freely downloadable supporting material
- Free publicity and marketing materials for staff and users
- Funding to support local developments and marketing
- An information pack for participating libraries
- Workshops and a user guide for data entry into Findit!
- Findit! website - an easy to use online resource discovery tool that makes it all possible.

### 6.4 Focus on the needs of the user

The Inspire Programme has always been driven by the needs of the user. This underlies everything that Inspire has done and has meant that it accords very closely with many other moves within library services in all sectors. This was encapsulated by Chris Batt (MLA Chief Executive) in his presentation at the Inspire Conference who said,

- *Make access simple ...*
- *Design systems for people not people for systems...*
- *Content first, Institution second*

### 6.5 The contribution of library staff

None of this would have been possible without the commitment of all those librarians across the regions who have signed up and engaged with Inspire. Their contribution makes Inspire what it is and enables the Inspire team to demonstrate that so many of the objectives of the programme have been achieved.

## 7. Notes for future programmes

There are many factors which affect the uptake of schemes such as Inspire. Any development programme of this type must accept the following:

- Support from all library staff: It seems to be stating the obvious to say that the support of library staff is essential, particularly those front line staff who will have the first and often the only contact with visitors to the library. However, without their involvement and commitment schemes such as Inspire will fail. Informing and, importantly, enthusing, these staff is not always an easy task, for purely logistical reasons if no others. A programme of awareness raising is therefore vital to ensure that knowledge about new developments are communicated to all staff who are likely to be involved
- Regional consistency: Some level of consistency is essential if such schemes are to work at all, but it must also be recognised that all regions and sub-regions, as well as libraries from a range of sectors, are different and have different drivers and constraints. The greater the flexibility that can be allowed within the scheme therefore, the easier it will be for organisations to commit to participation
- Champions: A valuable tool in this process is to establish 'champions' in each library if possible, in each region or sub-region is also helpful
- Concerns: Participating libraries will have concerns that need to be addressed
- Day to day pressures: However enthusiastic participating libraries are, day to day pressures will always take priority over initiatives such as Inspire
- Regional Operational Group: The essence of Inspire is that libraries work together. There is therefore a need for a regional or sub-regional 'operational group' to support joined up development and ensure participating libraries are aware of developments in their own region
- Technology: However well plans are prepared, issues with technology are difficult to anticipate and it is wise to build in a significant allowance for delays in this area
- Marketing: A marketing/awareness raising strategy both for providers of the service and for potential users is vital
- Oiling the wheels: Funding is also needed to oil the wheels of such developments. Levels of funding do not have to be high but some support for participating libraries is essential
- Evaluation: Evaluation is a very useful tool and the simplest way to ensure it is undertaken is to build it into the programme for each library and each region, from the start
- Timescale: It will take longer than you think!

## 8. Inspiring the future

The Inspire Programme has laid strong foundations for onward growth in library co-operation in support of learners countrywide. Many subregional groups are at an early stage in their development, others are beginning to build on their initial stages and some are already looking to expand and extend current success.

Although the main funded period of Inspire has come to an end, Inspire has built in a programme to provide ongoing support for the further development of library co-operation and access.

The key points in this programme are

- The Inspire Steering Group will continue to meet to support the development of the access agenda which has been so significantly extended by Inspire. The Group will meet twice a year
- The ISG will investigate the possibility of running an annual Inspire conference/seminar for the Inspire key contacts
- The Inspire website will be maintained for at least another year, though updates will be less frequent. We will then check to see whether libraries continue to find this a useful resource
- Findit! is a key tool both for sustaining and developing cross sectoral library access
  - The Findit! website will therefore be maintained
  - Information will continue to be added and the coverage of the service will be extended
  - Support for libraries wanting to add data to the database will be continue to be provided
- The LIS-INSPIRE email list will also be maintained so communication between participating libraries can be supported
- The Inspire National Partnerships Manager, Sally Curry will continue to work with Inspire and be available to support to participating libraries though, as she will be working on a consultancy basis, this will be at a reduced level in comparison to the previous two years.

### Inspire Self Evaluation Tool

One of the proposed developments is the introduction of a simple self evaluation tool so participating libraries, groups and regions can assess the level of their participation.

This will invite libraries to rate their progress against the following mileposts towards full participation:

- Registration with Inspire
- Staff development/awareness raising
- Development of links with other local libraries
- Information about the library's stock and collections available on Findit!
- Launch: with general advertising and promotion
- Outreach: specific targeting of information to learners who might benefit from access to other libraries

Information on this and other issues will be forwarded to Inspire steering groups across the regions in the coming year.

## 9. Conclusions

The funded Inspire Programme of 2004-6 has laid the ground work for successful local, regional and national library co-operation to grow and flourish. The framework is flexible enough to accommodate many different co-operative formats and the Inspire Kitemark Criteria binds all the participants together in the work of creating a distributed national library, open and accessible to all who seek information and knowledge and learning.

Inspire's success is due to the support and enthusiasm of the library staff involved at all levels from the Programme Directors and Steering Group members to all those librarians across England and beyond who have given their time and energies to making it work.

The support Inspire has been given is partly because of the care that has gone into creating a supported programme of managed referral which follows closely the principles of reciprocal access and demonstrates awareness of the varying constraints under which different types of libraries operate. Libraries can sign up to Inspire secure in the knowledge that they are in control of developments within their own organisation and also that they will be supported by Inspire in implementing the extended service to learners and their community.

Inspire has also been successful because of the timeliness of this programme, supporting as it does the government's aim of developing a knowledge economy by creating a national network of libraries, working together to provide a simplified and managed route to the resources that learners need. In doing this libraries can support learners, widening participation, raising aspirations and developing learner confidence. For the HE sector, Inspire also supports the increasingly important 'third strand' encouraging Universities to become more involved with their local communities. For the Health sector, Inspire enables them to support the Health and Well being agenda and for the many specialist libraries, Inspire can help them to raise their profile, perhaps to fulfil the criteria of library designation<sup>42</sup>, drawing in new readers and providing statistics to help them to draw down funding and support.

There are now well over 3000 Inspire libraries throughout England as well as an expanding group in Northern Ireland. These libraries are all committed to supporting learning in its widest sense and together they provide a seamless pathway to the information and inspiration library users are seeking, wherever it may be found.

The original Inspire grouping of public, higher education and national libraries has been extended to include further education libraries, health related libraries and a wide range of specialist libraries which together provide a hugely rich and varied source of information on every subject from Accountancy to Zoology.

Inspire has achieved all its major objectives. Through its leadership and support:

- Existing networks of successful access partnerships have been extended and new ones added so creating a single national access route to information, irrespective of geography
- Learners can access the most appropriate learning materials irrespective of the status of the learner or the location of the materials
- It also provides greater opportunities and access for socially excluded individuals and groups
- Many Inspire libraries have already contributed to Findit! providing a guide for learners to libraries with collections and materials relevant to their needs. Others are in the process of doing so
- The combination of these developments sets the pace for fulfilling key aspects of the Museum Libraries and Archives Council's Framework for the Future 2013 vision:
  - Any member of a public library can also access materials held in Higher Education (HE) and Further Education (FE) libraries

<sup>42</sup> For more information on the Collection Designation scheme, visit [www.mla.gov.uk](http://www.mla.gov.uk) and search for Designation

- Anyone seeking opportunities for learning and training can be guided to a course through a public library
- Participation in Inspire is also supporting the development the library and information workforce by raising awareness of access agreements and collections in other sectors and enhancing opportunities for joint staff training and the exchange of professional experience
- Awareness of Inspire and of access issues and collections in other libraries has been widely discussed amongst the library community and the access issue has been significantly raised up the national library agenda

Inspire also made a specific commitment *“to support and develop the library and information workforce by raising awareness of access agreements and collections in other sectors.”*

This has been done in several ways, through:

- the Inspire website
- the LIS-INSPIRE discussion list (over 400 members)
- journal articles
- the Inspire Conference in April 2005 ( which attracted over 170 delegates, many of whom had not been directly involved with Inspire before)
- Presentations at 45 conferences, meetings etc by the Programme Manager plus additional presentations etc by the Directors and other members of the steering group and MLA regional groups
- 14 workshops on Findit! and Cornucopia with over 130 library staff attending. (Similar events have been cascaded by staff who attended these workshops to their colleagues across the country).

In the period between 2004 and 2006, the foundation of the Inspire library access programme has been firmly established. Inspire libraries are now building on this foundation and will continue to develop and expand the services which, together, can be offered to the all learners wherever they are and whatever their learning needs.

Inspire is not a programme with a finite end date. Inspire has acted as an accelerator and a focus for the growing movement towards opening up access to libraries and greater collaboration between libraries for the benefit of both library users and of libraries themselves.

More details about the libraries involved and the work they are doing is available throughout the Inspire website (<http://www.inspire.gov.uk>).

Appendix 1



**Findit! Questionnaire**

- 1 Please tick the sector that best describes your library(ies)
- |                   |                          |            |                          |
|-------------------|--------------------------|------------|--------------------------|
| Public Library    | <input type="checkbox"/> | Health     | <input type="checkbox"/> |
| University        | <input type="checkbox"/> | Specialist | <input type="checkbox"/> |
| Further Education | <input type="checkbox"/> |            |                          |
- 2 Has any more information about the library or libraries in your organisation been added to Findit! since your attendance at the workshop? Yes
- Please tick or mark No
- If yes please give:
- The number of **existing** collection descriptions that have been updated: .....
- The number of **new** collection descriptions that have been added: .....
- 3 Does Findit! hold information on the principal library in your organisation? Yes
- Please tick or mark No
- 4 Please give the number of libraries within your organisation (excluding mobiles or prison libraries) and the number that have entries in Findit!
- 5 Following your participation in the Findit workshop, have you provided training to enable anyone other than yourself to add data to Findit!? Yes
- Please tick or mark No
- If yes – for how many people? .....
- 6 If you have any comments or queries about the questionnaire of about Findit! please add on the reverse of the form

Many thanks for your help

Sally

## Appendix 2



### Evaluating the Inspire programme

1	<p>Please indicate the sector that best describes your library(ies)</p> <p>Public Library <input type="checkbox"/> Health <input type="checkbox"/></p> <p>University <input type="checkbox"/> Specialist <input type="checkbox"/></p> <p>Further Education <input type="checkbox"/></p>	
2	<p><b>Library collaboration</b></p> <p>Is your library organisation part of a collaborative 'access' group of libraries? Please tick or mark</p> <p>If yes, please give the name of the group and indicate how long this group has been in existence?</p> <p>Has involvement with Inspire influenced the links you have with other libraries? Please tick or mark</p> <p>If yes, please give brief details</p> <p>If no, please say why</p>	<p>Yes No</p> <p>Yes No</p>
3	<p><b>Staff Development</b></p> <p>Have any awareness raising/ development activities about Inspire taken place for staff in your library? Please tick or mark</p> <p>If yes, please give brief details</p> <p>If no, please say why</p> <p><i>For those library organisations with more than one location</i></p> <p><i>If yes, have staff development/awareness activities been extended to some/all the other libraries in the organisation?</i> Please tick or mark</p> <p><i>If yes, please give brief details</i></p> <p><i>If no, please say why</i></p> <p>Have any joint staff development/awareness raising activities taken place with other libraries in the Inspire partnership? Please tick or mark</p> <p>If yes, please give brief details</p> <p>If no, please say why</p>	<p>Yes No</p> <p>Yes No</p> <p>Yes No</p>

**Inspire Evaluation**

<p>4</p>	<p><b>Promoting inter library access to library users</b>                  How does your library promote the access that is available to other libraries?                  Leaflet <input type="checkbox"/> Verbal recommendation <input type="checkbox"/>                  Referral letter <input type="checkbox"/> 'Inspire passport' or equivalent <input type="checkbox"/>                  Use of Findit! website <input type="checkbox"/> Via your own library website <input type="checkbox"/>                   Other - please give details</p>	
	<p>Does your library capture data on the number of people referred to other libraries? Please tick or mark                   If yes, please give number of referrals made and the period over which this has been done, eg 24 since 1 March 06                   If no, please say why</p> <p>Does your library capture data on the number of people who have been referred to your library? Please tick or mark                   If yes, please give the number of people who have been referred to your library and period over which this has been done:                   If no, please say why</p>	<p>Yes No</p> <p>Yes No</p>
<p>5</p>	<p><b>Promoting inter library access outside the library</b>                  Has your library been involved in any outreach work to spread the information that this cross sectoral access is available? (For example – providing leaflets to local Adult Education groups, informing Distance Learners that their local libraries take part in Inspire) Please tick or mark                  If yes, please give brief details                   If no, please say why</p>	<p>Yes No</p>
<p>6</p>	<p><b>Use of the Inspire web site (www.inspire.gov.uk)</b>                  Have you or any of your colleagues ever looked at the Inspire website Please tick or mark                   Have you or your colleagues downloaded any documents from the site? Please tick or mark                   Has the Inspire Information Pack been utilised in your library/ies? Please tick or mark</p>	<p>Yes No</p> <p>Yes No</p> <p>Yes No</p>

### Inspire Evaluation

7	<p><b>Use of the Findit! web site (<a href="http://www.findit.org.uk">www.findit.org.uk</a>)</b></p> <p>Have you or your colleagues ever looked at the Findit! website Please tick or mark</p> <p>Are front of house staff aware of it? Please tick or mark</p> <p>If No, why is this ?</p> <p>Has it been used it in response to questions about library access? Please tick or mark</p> <p>If yes, please give brief details</p> <p>If no, please say why</p>	<p>Yes No</p> <p>Yes No</p> <p>Yes No</p>
	<p>If you have any further comments or queries about the questionnaire, Inspire or Findit! please add on them below</p>	

Many thanks for your help

Sally

#### Additional Comments

**Name**  
**Address**  
**Email**  
**Tel no**

Please return this form by email to [sally.curry@newcastle.ac.uk](mailto:sally.curry@newcastle.ac.uk)  
or by post to:

Sally Curry  
Inspire National Partnerships Manager  
c/o Robinson Library  
Newcastle University  
Newcastle upon Tyne  
NE2 4HQ

## Appendix 3



## Inspire Kitemark Criteria

Inspire's "national offer" is founded on the adoption by all registering libraries of a framework of criteria. These have been developed through experience gained from:

- 1) the many successful local co-operative library groupings already in existence
- 2) LLiL (Libraries and Learners in London), which has been an inspiration and in many ways a model for Inspire - plus -
- 3) the two Inspire demonstrator pilot projects which were run in the North West and West Midlands during 2004.

The criteria have been endorsed by The British Library, the Museums Libraries and Archives Council, the Society of Chief Librarians and SCONUL, the Society of College, National & University Libraries. The approval and support of these bodies leads Inspire to identify these criteria as 'kitemarked'.

The Inspire "kitemark" criteria require that all registering libraries agree to the following principles:

- As a minimum, visitors will be allowed reference access to hard copy materials
- Service plans will be adapted to reflect commitment to co-operative working with Inspire partners
- Inspire will be publicised throughout the library/service and to the wider community where practicable
- Information on library collection strengths will be provided to be listed and promoted via the Findit! web site ([www.findit.org.uk](http://www.findit.org.uk))
- A key contact or 'Inspire Advocate' will be appointed in each inspire library
- All staff will be briefed to ensure they have an awareness of the Inspire scheme
- Designated staff will receive in-depth briefing and have responsibility for cascading information about the scheme to other staff
- Inspire will be included in induction and on-going training programmes
- Qualitative and/or quantitative management information will be collected to assist in monitoring the impact of Inspire.

If you have any queries about the kitemark criteria, please contact me.

Sally Curry  
 Inspire Support  
[Sally.curry@newcastle.ac.uk](mailto:Sally.curry@newcastle.ac.uk)

29/05/2007

## Appendix 4 Full list of participating libraries for each region in March 2007

### Inspire Libraries in the East of England

#### Public Libraries

Bedfordshire Libraries  
 Cambridgeshire Libraries and Information Service  
 Essex County Council Libraries  
 Hertfordshire County Council  
 Luton Libraries  
 Norfolk County Library Service  
 Peterborough Libraries and Heritage  
 South End on Sea Borough Libraries  
 Suffolk County Council Libraries  
 Thurrock Library Service

#### HE Libraries

Anglia Ruskin University Libraries (Chelmsford and Cambridge)  
 University of Bedfordshire  
 Cranfield University Library and Information Service  
 Classical Faculty Library, University of Cambridge  
 Department of Earth Sciences Library, University of Cambridge  
 Faculty of Architecture and History of Art Library, University of Cambridge  
 Queens' College Library, University of Cambridge  
 St John's Library, University of Cambridge  
 University of East Anglia  
 University of Hertfordshire  
 Writtle College

#### FE Libraries

City College, Norwich  
 Easton College  
 Hertfordshire Regional College  
 North Hertfordshire Regional College  
 Oaklands College, Hertfordshire  
 Otley College, Ipswich  
 South East Essex College of Arts and Technology

#### Health Libraries

Arthur Rank House Library, Cambridge  
 East and North Hertfordshire NHS Trust, Staff library  
 Fulbourn Hospital, The Library  
 James Paget Healthcare NHS Trust  
 Norfolk and Norwich University Hospital Trust  
 Suffolk Public Health Network, Ipswich PCT  
 West Hertfordshire Hospitals NHS Trust (Watford General)  
 West Suffolk Hospitals NHS Trust, Clinical Resource Centre and Library

#### Specialist Libraries

Norwich Cathedral  
 Scott Polar Research Institute

## Inspire Libraries in the East Midlands

### Public libraries

Derby City Libraries  
 Derbyshire County Council Cultural and Community Services Department  
 Leicester Libraries  
 Leicestershire Libraries and Information Service  
 Lincolnshire County Council, Library Service  
 Nottinghamshire Libraries and Information Service  
 Nottingham City Libraries and Information Services  
 Nottinghamshire County Council, Libraries, Information and Archives  
 Rutland County Council, Library Service

### Higher Education Libraries

Bishop Grosseteste University College  
 De Montfort University  
 University of Derby  
 University of Leicester  
 University of Lincoln  
 Loughborough University  
 Chesterfield College  
 University of Northampton  
 University of Nottingham  
 Nottingham Trent University

### FE Libraries

Chesterfield College  
 Gainsborough College  
 Leicester College  
 Lincoln College  
 Loughborough College  
 North Nottinghamshire College  
 Stephenson College  
 South East Derbyshire College

### Health Libraries

Chesterfield Royal Hospital Education Centre Library  
 Derby Hospitals NHS Foundation Trust, Library and Knowledge Service  
 Lincolnshire Primary Care Trust, Knowledge and Resource Service  
 Nottinghamshire County Teaching Primary Care Trust, Children's Centre, Information Service  
 Nottinghamshire Healthcare NHS Trust, Duncan Macmillan House Staff Library  
 University Hospitals of Leicester, NHS Library Service: Education Centre Library and Glenfield Medical Library

### Specialist Libraries

British Geological Survey  
 Buxton Museum & Art Gallery  
 Chartered Institution of Wastes Management  
 Chesterfield Museum & Art Gallery  
 Derby Cathedral  
 Eyam Museum  
 Grantham Museum  
 The Islamic Foundation Library  
 Leicester City Council, Multicultural and RE Centre  
 Lincoln Cathedral Library  
 Multi-Faith Centre, University of Derby  
 National Gas Museum  
 Nottinghamshire Archives  
 Peak District Park National Authority  
 Rutland County Museum

**Inspire Libraries in London**<sup>44</sup>**Public Libraries**

The London Boroughs of:

Barnet  
Bexley  
Brent  
Bromley  
Camden  
Croydon  
Enfield  
Greenwich  
Hackney  
Hammersmith and Fulham  
Haringey  
Harrow  
Havering  
Islington  
Kensington and Chelsea  
Kingston upon Thames  
Lambeth  
Merton  
Redbridge  
Richmond  
Southwark  
Sutton  
Tower Hamlets  
Wandsworth  
Westminster

**Specialist Libraries**

Anti Slavery International Library  
Bishopsgate Library

**HE Libraries**

Ravensbourne College of Design and Communication  
Birkbeck University  
Brunel University  
Canterbury Christchurch University  
City University  
Courtauld Institute of Art  
Heythrop College  
Institute of Education  
Kingston University  
Roehampton University  
School of Oriental and African Studies  
Thames Valley University (SE)  
University College London  
University of East London  
University of Westminster  
London School of Hygiene and Tropical Medicine  
Royal College of Nursing  
Wellcome Library  
London Metropolitan University

**Voluntary Sector**

HAVCO - Havering Association of Voluntary and Community Organisations  
BTEG - Black Training and Enterprise Group  
Wandsworth Voluntary Sector Development Agency  
Barnet Voluntary Service Council  
Community Links Bromley  
Harrow Association of Voluntary Service  
Merton Voluntary Service Council  
Southwark Action for Voluntary Organisations  
Voluntary Action Waltham Forest  
Barking & Dagenham Council for Voluntary Service  
Bexley Voluntary Service Council  
Ealing Community and Voluntary Service  
Haringey Association of Voluntary and Community Organizations (HAVCO)  
Redbridge Council for Voluntary Service  
BrAVA - Brent Association for Voluntary Action  
Richmond upon Thames Council for Voluntary Service

<sup>44</sup> This list of libraries should be considered as a snapshot of those that have joined Inspire formally as of March 2007. All London Borough libraries and most of the M25 academic institutions in the LLiL scheme are in the process of joining Inspire as are many of the specialist libraries in London.

## Inspire Libraries in the North East

### Public Libraries

Darlington Libraries & Community Learning Service  
 Durham County Council Libraries  
 Gateshead Public Library Service  
 Hartlepool Borough Libraries  
 Middlesbrough Libraries and Information Service  
 Newcastle Library and Information Service  
 North Tyneside Libraries  
 Northumberland County Council Libraries Arts and Archives  
 Redcar and Cleveland Public Library Service  
 South Tyneside Libraries and Information Service  
 Stockton Borough Libraries  
 Sunderland City Libraries

### HE Libraries

University of Durham  
 University of Newcastle upon Tyne  
 University of Northumbria  
 University of Sunderland  
 University of Teesside

### FE Libraries

Bishop Auckland College  
 Cleveland College of Art and Design  
 East Durham & Houghton Community College  
 Gateshead College  
 Hartlepool College of Further Education  
 Middlesbrough College,  
 New College Durham  
 Newcastle College  
 Redcar and Cleveland College  
 South Tyneside College  
 Stockton Riverside College

### Specialist Libraries

Literary & Philosophical Society of Newcastle upon Tyne  
 The Natural History Society of Northumbria

### Health Libraries

Queen Elizabeth Hospital Library, Gateshead  
 County Durham & Darlington Health Promotion Library

## Inspire Libraries in the North West

### Public Libraries

Blackburn with Darwen Borough Council  
 Blackpool Library Service  
 Bolton Public Libraries  
 Bury Metro Libraries  
 Cheshire Libraries, Information & Culture  
 Cumbria County Library Service  
 Halton Borough Council  
 Knowsley MBC  
 Lancashire County Council, County Library and Information Service  
 Liverpool Libraries and Information Services  
 Manchester City Council, Manchester Central Library  
 Oldham Libraries, Information and Archives  
 Rochdale MDC  
 Salford Libraries and Information Service  
 Sefton MDC Leisure Services  
 St Helens Library, Information and Heritage Service  
 Stockport MBC, Library and Information Service  
 Tameside Metropolitan Borough Council - Libraries Service Unit  
 Trafford MBC  
 Warrington Library, Museum and Archives Service  
 Wigan MBC, Libraries and Lifelong Learning  
 Wirral Libraries and Information Service

### HE Libraries

University of Bolton  
 University of Central Lancashire  
 University of Chester  
 Cumbria Institute of the Arts  
 Edge Hill University  
 University of Lancaster  
 Institute for the Performing Arts  
 Liverpool Hope University College  
 Liverpool John Moores University  
 University of Liverpool  
 Manchester Metropolitan University  
 University of Manchester,  
 Royal Northern College of Music  
 University of Salford  
 St Martin's College

### FE Libraries

Aquinas College  
 Cheadle and Marple Sixth Form College  
 Mid Cheshire College  
 Reaseheath College  
 Stockport College  
 Warrington Collegiate  
 West-Cheshire College  
 Wirral Metropolitan College

### Health Libraries

Morecambe Bay Health Community, Library & Knowledge Service  
 Cumberland Infirmary, Carlisle, Education Centre Library  
 Morecambe Bay Health Community, Library & Knowledge Service  
 North Cumbria Mental Health & Learning Disabilities Trust, Carleton Clinic Library  
 West Cumberland Hospital, Whitehaven, Education Centre Library

## Inspire Libraries in the South East

### Public Libraries

Brighton & Hove City Council Library Service  
 Buckinghamshire Libraries and Heritage  
 East Sussex County Council Library & Information Service  
 Hampshire Library and Information Service  
 Kent County Council  
 Milton Keynes Library Service  
 Oxfordshire County Council Cultural Services  
 Portsmouth County Council Library Services  
 Reading Borough Council, Reading Libraries  
 Royal Borough of Windsor and Maidenhead  
 Slough Borough Council Library Service  
 Southampton Library Service  
 Surrey CC Libraries  
 West Berkshire Library Service  
 West Sussex Libraries

### HE Libraries

Brunel University  
 University of Buckingham  
 Buckinghamshire Chilterns University College  
 Canterbury Christ Church University  
 University of Kent  
 The Open University  
 Oxford Brookes  
 University of Reading  
 Royal Holloway, University of London  
 University of Southampton  
 University of Surrey  
 University of Sussex  
 The Surrey Institute of Art and Design/University College  
 for the Creative Arts  
 Thames Valley University  
 University of Portsmouth  
 University of Winchester

### FE Libraries

Basingstoke College of Technology  
 East Surrey College  
 Hillcroft College  
 Kingston College  
 Milton Keynes College  
 NESCOL (North East Surrey College of Technology)  
 South Downs College  
 Sparsholt College  
 Totton College

### Health Libraries

Ashford and St Peter's Hospitals NHS Trust  
 Milton Keynes General NHS Trust  
 North Hampshire Hospitals NHS Trust  
 Portsmouth NHS Library Service  
 Surrey and Sussex Healthcare Library and Information  
 Service (Crawley Branch Library)  
 Surrey and Sussex Healthcare Library and Information  
 Service (East Surrey)  
 Winchester and Eastleigh Healthcare NHS Trust

### Specialist Libraries

Hampshire Constabulary Library  
 Scott Wilson Information Resources Centre

## Inspire Libraries in the South West

### Public Libraries

Bath and North East Somerset  
 Bournemouth Libraries  
 Bristol City Council  
 Cornwall County Council  
 Devon Library and Information Service  
 Dorset Library Service  
 Gloucestershire Libraries and Information  
 Jersey Library  
 Borough of Poole  
 Plymouth Library Services  
 North Somerset Libraries  
 South Gloucestershire Libraries and information Service  
 Swindon Libraries  
 Torbay Library Services  
 Wiltshire Library and Information Service

### HE Libraries

The Arts Institute at Bournemouth  
 Bath Spa University  
 Bournemouth University  
 College of St Mark and St John  
 Dartington College of Arts  
 Open University in the South West  
 University College Falmouth  
 University of Bath  
 University of Exeter  
 University of Gloucestershire  
 University of Plymouth  
 University of the West of England  
 Royal Agricultural College

### FE Libraries

City of Bristol College  
 Kingston Maurward College  
 City College Plymouth  
 Salisbury College  
 South Devon College

### Health Libraries

Royal Devon and Exeter NHS Foundation Trust, Exeter  
 Health Library

### Specialist Libraries

Anglo European College of Chiropractic  
 Poole Museum Service, Poole Local History Centre

## Inspire Libraries in the West Midlands

### Public Libraries

Birmingham Library Services  
 Solihull MBC, Solihull Central Library  
 Dudley MBC, Dudley Library  
 Sandwell Library and Information Service  
 Walsall Library Service  
 Wolverhampton MDC Libraries Services  
 Coventry Libraries and Information Services  
 Warwickshire County Council Libraries & Heritage  
 Herefordshire Libraries and Information Services  
 Telford and Wrekin Council, Telford Library  
 Shropshire County Libraries  
 Staffordshire County Council Library and Information Service  
 Stoke-on-Trent Libraries, Information and Archives  
 Worcestershire County Council, Cultural Services' Libraries

### HE Libraries

Aston University  
 University of Birmingham  
 University of Central England in Birmingham  
 Coventry University  
 Harper Adams University College  
 Keele University  
 Newman College of Higher Education  
 Staffordshire University  
 University of Warwick  
 University of Wolverhampton  
 University of Worcester

### FE Libraries

City College Coventry  
 City of Wolverhampton College  
 Halesowen College  
 Henley College Coventry  
 Herefordshire College of Art and Design  
 Herefordshire College of Technology  
 King Edward VI College  
 North Warwickshire and Hinckley College  
 Stratford upon Avon College  
 Warwickshire College  
 Worcester College of Technology

### Specialist Libraries

Hereford Cathedral Library  
 New Art Gallery, Walsall, The Art Library  
 Shakespeare Birthplace Trust  
 Worcester Cathedral Library

### Health Libraries

Birmingham Heart of England NHS Trust, Library  
 Birmingham and Solihull Mental Health NHS Trust,  
 Clinical and Northcroft Libraries  
 Burton Hospitals NHS Trust, Medical Education Centre  
 Library  
 George Eliot Hospital NHS Trust Library  
 Hereford Hospitals NHS Trust, Clinical Library  
 Sandwell and West Birmingham Hospitals NHS Trust,  
 Clinical Library  
 Royal Orthopaedic Hospital NHS Trust, Cadbury Medical  
 Teaching Library  
 Royal Wolverhampton Hospitals NHS Trust, Bell Library  
 Coventry Teaching Primary Care NHS Trust, Health  
 Sciences Library  
 Rugby Hospital of St Cross, Edyvean-Walker Health  
 Sciences Library  
 Shrewsbury and Telford Hospital NHS Trust,  
 Royal Shrewsbury Hospital, Shropshire Education and  
 Conference Centre Library,  
 Princess Royal Hospital, Education Centre Library  
 South Birmingham NHS PCT, Smallwood Clinical Library  
 South Warwickshire General Hospitals NHS Trust,  
 Education Centre Library  
 South Warwickshire Primary Care Trust, Education Centre  
 Library  
 Staffordshire General Hospital, PGMC Library  
 Walsgrave Hospital, Clinical Sciences Library  
 Robert Jones & Agnes Hunt Orthopaedic & District  
 Hospital NHS Trust, Francis Costello Library  
 South Staffordshire Health Informatics Service, Health  
 Management Library  
 South Staffordshire Healthcare NHS Trust, St Michael's  
 Hospital Library  
 Worcestershire Health Libraries,  
 Redditch Health Library, PGMC  
 Kidderminster Health Library  
 Rowlands Library  
 Evesham Health Library

## Inspire Libraries in Yorkshire

### Public Libraries

Barnsley MBC Libraries  
 Bradford Libraries Archives and Information  
 Calderdale Libraries Museums and Arts  
 East Riding of Yorkshire Library and Information Service  
 Kingston upon Hull, City Council  
 Kirklees Library Service  
 Leeds City Council  
 North Lincolnshire Library and Information Service  
 Rotherham Library Museum and Arts  
 Wakefield Cultural Services, Wakefield Library

### HE Libraries

University of Bradford  
 University of Huddersfield  
 Open University in Yorkshire  
 University of Sheffield  
 Sheffield Hallam University  
 University of York  
 York St John College

### Health Libraries

Bradford and Airedale NHS Libraries  
 Medical and Health Care Library, Bradford Royal  
 Infirmary  
 Library and Information Services Airedale General  
 Hospital  
 Bradford Health Informatics  
 Bradford District Care Trust  
 Calderdale and Huddersfield NHS Trust Libraries  
 Huddersfield Royal Infirmary, Learning Centre  
 Calderdale Royal Hospital, The Library

### FE Libraries

Barnsley College  
 Bishop Burton College  
 Calderdale College  
 Dearne Valley College  
 Dewsbury College  
 Doncaster College  
 Greenhead College  
 Huddersfield New College  
 Huddersfield Technical College  
 Northern College, Barnsley  
 Park Lane College, Leeds  
 Rotherham College of Arts and Technology  
 Sheffield Colleges, Castle Centre  
 Sheffield Colleges, Hillsborough Centre  
 Sheffield Colleges, Norton Centre  
 Sheffield Colleges, Peak  
 Thomas Rotherham College

### Specialist Libraries

1 in 12 Club, Albert Meltzer Library  
 Bradford Community and Voluntary Service, Information  
 Service  
 Bradford EASA, The Learning Shop  
 Bradford Resource Centre and Community Statistics  
 Centre  
 City of Bradford Metropolitan District Council, Economic  
 Information Service  
 Careers Bradford Ltd., Connexions Centre Bradford  
 Commonweal Collection, Bradford  
 National Media Museum, Bradford  
 West Yorkshire Euro Information Centre  
 West Yorkshire Archive Service

## Inspire Libraries in the Northern Ireland

### Public Libraries

Derry City Council Heritage and Museums Service  
Western Education & Library Board

### HE and FE Libraries

North West Institute of Further and Higher Education  
University of Ulster, Magee Learning Resource Centre  
Omagh College

### Health Libraries

Health Promotion Unit  
Health Service Executive, Education Centre Library  
Altnagelvin Trust Library

### Specialist Libraries

Verbal Arts Centre

## Inspire Libraries in Scotland

### HE Libraries

St Andrews University

### Specialist Libraries

British Geological Survey, Edinburgh

## Inspire Libraries in Wales

### HE Libraries

Cardiff University

## Appendix 5

### Inspire partner organisations

#### National

COLICO, Committee on Library Co-operation in Ireland

National Library of Scotland

RIN, the Research Information Network

SCONUL Task and Finish Group on Access

#### Regional and local

AddLib Cumbria

AULIC, Avon University Libraries in Co-operation

ECLaKSA, Eastern Counties Libraries and Knowledge Services Alliance

FOYLE, Fostering Your Learning

HATRICKS, The Southern Information Network

KILN, Kent Information and Libraries Network

LASh, Libraries Access Sunderland Scheme - now known as Libraries For All

LIEM, Libraries and Information East Midlands

LKDN, Library and Knowledge Development Network (Health)

SASLIC, Surrey and Sussex Libraries Co-operation (now disbanded)

SINTO, The Information Partnership for South Yorkshire and North Derbyshire

SYALL, South Yorkshire Access to Libraries for Learning

Tap into Bath, Bath online access service

Welcome in Kirklees and Calderdale

#### Outreach

NIACE, National Institute For Adult and Continuing Education

TOPSS LRN, Training Organisation for Personal Social Services, Learning Resource Network

#### Technical

Orangeleaf Systems: Cornucopia

MLA: MLA Information Server

UKOLN: advice on usage of RSLP Collection Description Schema and on thesauri for Cornucopia

Codegent: developers of Findit! website

Newcastle University Library, Information Systems: development and support of the Inspire website

## Appendix 6

### Collection Description workshops

	Region	Venue	Date 2006	No of Participants
1	East Midlands	Leicester	8 March	9
2	West Midlands	Wolverhampton	12 April	12
3	Northern Ireland	Londonderry	31 May	6
4	Yorkshire	University of Huddersfield	28 June	6
5	East of England	University of East Anglia	4 July	8
6	East of England	Chelmsford	5 July	7
7	South East Surrey and Hampshire group	Chichester	16 August	18
8	SE Thames Valley Inspire group	Slough	17 August	6
9	West Midlands, Hereford & Worcester group)	Worcester	5 September	13
10	South West	Exeter	2 October	10
11	South West	Bath	3 October	12
12	North West	Winsford	17 October	9
13	North West	Carlisle	19 October	7
14	West Midlands	Shrewsbury	16 November	9
<b>Total Participants</b>				<b>132</b>

### Institutions represented at workshops

Public Libraries	38
HEIs	25
Further Education Libraries	11
Health Libraries	9
Specialist Libraries	8
<b>Total</b>	<b>91</b>

### Quotes from Workshop Participants

*"It has really made me think about what 'collections' we do have." W Midlands*

*"Its really very easy once you get into it" West Midlands*

*"Piece of Cake" North West*

*"It was very interesting and useful AND enjoyable - thank you, and I've already found us on Findit!" North West*

*"I'd like to have all our branch libraries on this website." South West*

## Appendix 7

### Inspire promotional events

	Event	Date
		<b>2005</b>
1	Newcastle and Gateshead Libraries meeting	19 January
2	M25 and LLiL joint seminar, Making it easy, The British Library	25 January
3	West Midlands Meeting, Birmingham	2 February
4	LKDN Health Libraries Meeting	February
5	EMLAC and DiadEM MEETING	15 March
6	EEMLAC Meeting, Bury St Edmunds	16 March
7	National Library of Scotland, Meeting with Gordon Hunt	30 March
8	Go Info MK, Staff Development event	7 April
9	SEMLAC Library Advisory Policy Group	17 May
10	Awareness Raising Day, Wolverhampton	18 May
11	SASLIC and HATRICKS joint meeting	25 May
12	Implementing Inspire in the West Midlands, Birmingham	1 June
13	Learning through Libraries Conference, Plymouth	7 June
14	NW Regional Meeting, Warrington	8 June
15	KILN Meeting, Chatham	16 June
16	UK Libraries Plus Conference, York	20 June
17	AULIC staff development conference, Bristol	5 July
18	East of England LISAP, Bury St Edmunds	15 July
19	Inspire North East Meeting, Teesside	26 July
20	SW Meeting on Inspire	5 September
21	SYALL Meeting, Sheffield	6 September
22	LINE Meeting, Joint presentation with Jon Purcell	7 September
23	Yorkshire Libraries Meeting	27 September
24	Regional Libraries Advisory Group meeting	3 November
25	Milton Keynes, MK Inspire Launch	4 November
26	Coventry City Library Service, Staff Conference	10 November
27	Pathways to Health Conference, Cambridge	24 November
28	Hants & Isle of Wight, and Thames Valley, SHA CPD conference	29 November
29	British Library Meeting, Boston Spa	12 December

**Inspire promotional events - continued**

<b>Event</b>	<b>Date</b>
	<b>2006</b>
30 Conarls Meeting, Preston	15 February
31 RLAG, London	23 February
32 Unity catalogue seminar, Newcastle	16 March
33 MLA Meeting with Jonathan Douglas on learning trends	10 April
34 EE Meeting, developing Inspire in the region, Foxton Cambridgeshire	4 May
35 SASLIC and HATRICS meeting, Chichester	22 May
36 Learning and Skills Network, meeting with John Stone	14 June
37 East Midlands joint seminar for public and health sector, Nottingham	16 June
38 CPD25 Conference	27 June
39 ALLIS (a co-operative in Lancashire), St Martin's, Carlisle	30 June
40 CoFHE Conference, University of East Anglia	4 July
41 FIL Interlend Conference, Southampton	11 July
42 West Midlands ICT seminar (on Cornucopia and Findit!)	25 July
43 NIACE, Leicester	2 August
44 TOPSS LRN meeting	25 August
45 NAG Conference	13 September
46 COLICO Meeting, Dublin	8 November
	<b>2007</b>
47 Linking Libraries to support Learners: Inspire Seminar LISC(NI)	16 Jan
48 CoFHE National Conference, Telford	3 April

The National Partnerships manager also took part in two national groups investigating aspects of access to Higher Education Libraries

**SCONUL Task and Finish Group on Access**

This group met 3 times in 2006 and covered a range of access issues including access to e-resources

**RIN, Public access to academic journals group**

RIN was tasked with assembling an expert group to advise Government on the best way to deliver access for members of the public to licensed content in the form of scholarly journal articles via academic libraries. Three meetings were held during 2006 (13 February 2006, 23 March 12 June) as a result of which RIN published a report, *Access for members of the public to digital content held in university and college libraries; A report on current practice and recommendations for the future*, with recommendations advising on how to improve the provision of public access to library journals held in academic libraries.

## Appendix 8

### Articles written about Inspire

Sally Curry, 'Inspire and the Buried Treasure'. In S. Halliday ed., *Taking Stock* (Journal of the National Acquisitions Group) 15(2) Winter 2006/7 (READING THE FUTURE: Turning Goals into Reality?)

*Access for members of the public to digital content held in university and college libraries; A report on current practice and recommendations for the future*, by Members of the Expert Group on Public Access to Digital content in Academic Libraries, August 2006, <http://www.rin.ac.uk/public-access>

Chris Pinder, 'Can we Inspire Scotland?' *Information Scotland*, 4(5), October 2006, p 15.

David Chamberlain, 'Why bother to work together?' *Update*, 6(1-2), 2006, pp34-35

Sally Curry, 'Inspiring the FE sector: a practical guide' *CoFHE Bulletin*, 106 (Summer), 2005, pp7-9

Sally Curry, 'Inspire - realising the future of access', *SCONUL Focus*, 36(Winter), 2005, 43-45

## Appendix 9

### Inspire Conference programme

Inspire: Celebrate, Challenge, Create

British Library Conference Centre, London

Tuesday 25 April 2006

- 9.45 Coffee and Registration
- 10.15 **Welcome and Introduction**  
Chris Batt, Chief Executive of MLA
- 10.30 **Keynote speech**  
John Stone, Chief Executive of the Learning Support Network, (LSN)  
*E-learning – removing the barriers, realising the benefits.*
- 11.00 **Boosting Learning and Information at the Local Level: the Social Inclusion Challenge for All**  
Kevin Harris, Local Level consultancy
- 11.45 **Morning Workshops**  
*How do they see us? Challenging ourselves through mystery visiting*, Jan Clark, Chief Librarian at Kirklees Libraries and Information Service and Philippa Jones, Head of Customer Services, Leeds University Library (Room 1)  
*Small but perfectly formed: Library co-operation in Wales on a national and local basis*, Chris West, Director of Library and Information Services, University of Wales, Swansea (Room 2a)  
*Challenging the Ivory Tower: Widening Participation and access to a Research Intensive University Library*, Glynis Platt, Widening Participation Co-ordinator, John Rylands University Library, University of Manchester (Room 2b)  
*Health Information Partnerships: benefits for all*, Sarah Greening, Health Information Co-ordinator, West Midlands Library Services Development Unit . (Room 3)  
*Welcome To Your Library: connecting libraries and refugee communities across the country. opportunities and challenges for Inspire*, Helen Carpenter, Project Coordinator, Welcome To Your Library (based at London Libraries Development Agency), Bronwyn Brady, Mentoring Project Coordinator, Leeds Library & Information Service, Meg Message, Refugee Projects Manager, Leeds Metropolitan University (Room 4)
- 12.20 **Lunch**
- 13.10 **Launch of Find it! Inspire's cross sectoral resource discovery website**  
Martin Molloy OBE, President of CILIP and Director of Cultural & Community Services, Derbyshire County Council
- 13.25 **Building Libraries, Building communities - double session**  
*Libraries, Learning and Regeneration: Barking Learning Centre*, Trevor Brown, Head of Library Services, London Borough of Barking & Dagenham and Professor Andrew McDonald Director of Library and Learning Services and Head of Lifelong Learning Centres

***Shared Vision, Single Community: Redefining Worcester's Libraries,***

Anne Hannaford, Director of Information & Learning Services, University of Worcester and Margaret Snook, Head of Cultural Services, Worcestershire County Council

14.25 **Afternoon Workshops**

***How do they see us? Challenging ourselves through mystery visiting,*** Jan Clark, Chief Librarian at Kirklees Libraries and Information Service and Philippa Jones, Head of Customer Services, Leeds University Library (Room 1)

***Small but perfectly formed: Library co-operation in Wales on a national and local basis,*** Chris West, Director of Library and Information Services, University of Wales, Swansea (Room 2a)

***Challenging the Ivory Tower: Widening Participation and access to a Research Intensive University Library,*** Glynis Platt, Widening Participation Co-ordinator, John Rylands University Library, University of Manchester (Room 2b)

***Health Information Partnerships: benefits for all,*** Sarah Greening, Health Information Co-ordinator, West Midlands Library Services Development Unit . (Room 3)

***Welcome To Your Library: connecting libraries and refugee communities across the country. opportunities and challenges for Inspire,*** Helen Carpenter, Project Coordinator, Welcome To Your Library (based at London Libraries Development Agency), Bronwyn Brady, Mentoring Project Coordinator, Leeds Library & Information Service, Meg Message, Refugee Projects Manager, Leeds Metropolitan University (Room 4)

15.05 ***Sustaining Inspiration - shaping the future for learner support and library co-operation***

John Dolan OBE, Head of Library Policy, MLA, and Suzanne Enright, Director of Information Systems and Library Services, University of Westminster

15.30 ***Conference ends***

## Appendix 10

## Acronyms and abbreviations used in the Inspire Report

<b>ALLIS</b>	Accessing Lancashire library and information services
<b>AULIC</b>	Avon University Libraries in Co-operation
<b>CASS</b>	Collaborative Academic Store for Scotland
<b>CILIP</b>	Chartered Institution of Library and Information Professionals
<b>CLD</b>	Collection Level Description
<b>CoFHE</b>	Colleges of Further and Higher Education group
<b>CoLICO</b>	Committee on Library Co-operation in Ireland
<b>CONARLS</b>	Circle of Officers of National and Regional Library Systems. (Acronym retained but no longer spelled out as not relevant to the current grouping)
<b>CPD</b>	Continuing Professional Development.
<b>CPD25</b>	The CPD group of the M25 Consortium
<b>DIG</b>	Derbyshire Information Group
<b>ECLaKSA</b>	Eastern Counties Libraries and Knowledge Services Alliance
<b>ELISA</b>	Edinburgh Libraries and Information Services Agency
<b>FIL</b>	Forum for Interlending
<b>HATRICKS</b>	The Southern Information Network
<b>ISG</b>	Inspire Steering Group
<b>JANET</b>	Joint Academic Network.
<b>KILN</b>	Kent Information and Libraries Network
<b>LASH</b>	Libraries Access Sunderland Scheme
<b>LISAP</b>	Library and Information Services Advisory Panel
<b>LISC (NI)</b>	Library and Information Services (Northern Ireland)
<b>LKDN</b>	The NHS Library and Knowledge Development Network
<b>LLDA</b>	London Libraries Development Agency
<b>LLiL</b>	Libraries and Learners in London
<b>LINE</b>	Libraries and Information North East
<b>LRN</b>	Learning Resource Network
<b>LSN</b>	Learning and Skills Network
<b>M25 Consortium</b>	A consortium of academic libraries working to improve library and information services within the M25 region and more widely across the East and Southeast
<b>MKLCN</b>	Milton Keynes Learning City Libraries Network
<b>MLA</b>	Museums Libraries and Archives Council
<b>MLA EE</b>	Museums, Libraries and Archives East of England
<b>MLA EM</b>	Museums, Libraries and Archives East Midlands
<b>MLA London</b>	Museums, Libraries and Archives London
<b>MLA NE</b>	Museums, Libraries and Archives North East
<b>MLA NW</b>	Museums, Libraries and Archives North West

<b>MLA SE</b>	Museums, Libraries and Archives South East
<b>MLA SW</b>	Museums, Libraries and Archives South West
<b>MLA WM</b>	Museums, Libraries and Archives West Midlands
<b>MLA Yorkshire</b>	Museums, Libraries and Archives Yorkshire
<b>NAG</b>	National Acquisitions Group
<b>NIACE</b>	National Institute of Adult and Continuing Education
<b>NLS</b>	National Library of Scotland
<b>NLW</b>	National Library of Wales
<b>RIN</b>	Research Information Network
<b>RLAG</b>	Regional Libraries Advisory Group (now disbanded)
<b>RSLP</b>	Research Support Libraries Programme
<b>SASLIC</b>	Surrey and Sussex Libraries in Co-operation (now disbanded)
<b>SCL</b>	Society of Chief Librarians
<b>SCONUL</b>	Society of College, National and University Libraries
<b>SEMLAC</b>	Now Museums Libraries and Archives South East
<b>SHA</b>	Strategic Health Authority
<b>SINTO</b>	The Information Partnership for South Yorkshire and North Derbyshire
<b>SYALL</b>	South Yorkshire Access to Libraries for Learning
<b>TAFLIN</b>	Tayside and Fife Library Information Network
<b>TOPSS LRN</b>	Training Organisation for Personal Social Services, Learning Resource Network
<b>UCISA</b>	University Colleges and Information Systems Association
<b>UKOLN</b>	Formerly UK Office for Library Networking
<b>UKRR</b>	UK Research Reserve







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