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Walsh, Andrew

Inspire and improving access to libraries

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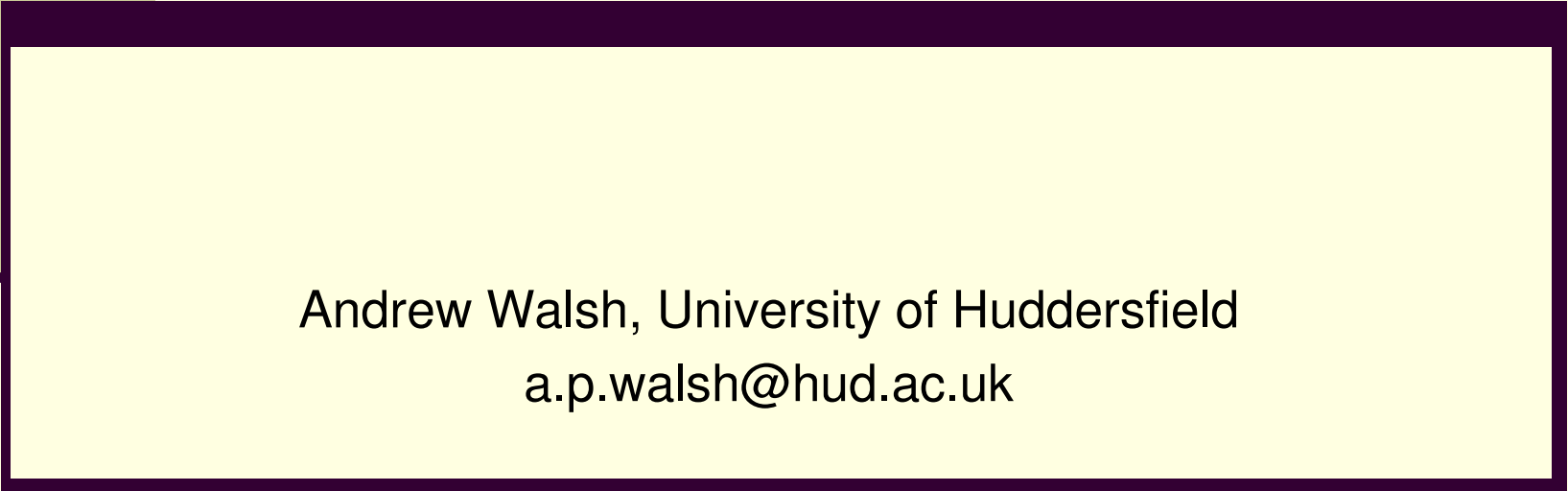
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# Inspire and improving access to libraries



Andrew Walsh, University of Huddersfield  
a.p.walsh@hud.ac.uk

# What we'll cover today...

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- Outline of Inspire and WELCOME!
- Barriers to using (other) libraries
- How Inspire model can address the barriers
- How to get involved in Inspire (or similar)

# What is Inspire?

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- Out of the “Empowering the learning Community” report
- Aims to:
  - “provide a seamless pathway to the information and inspiration library users are seeking, wherever it may be found.”
- All libraries sign up to the “kitemark criteria”

# Inspire Kitemark Criteria

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- 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 Inspire resource discovery web site
- 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.

# My take on the criteria...

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- Allow reference access to hard copy materials (on your terms)
- Give Inspire a contact name and details of your library service
- Tell your staff about Inspire (and users / potential users if you want)
- Help Inspire continue by committing to co-operative working and gathering any information to show it's working

# How does it work?

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

**Welcome**

Welcome to **find it!** - a guide to library collections throughout England

Whether you are pursuing a hobby, studying or doing research, **find it!** will lead you to the right library and the right information in your region or beyond

Just type in your subject and **find it!** will do the rest...

**HOME**

**find it!**

**SEARCH**

**GO!**

**ADVANCED SEARCH**  
**START NEW SEARCH**  
**COMMENTS**  
**ABOUT FIND IT!**  
**LOG OUT**

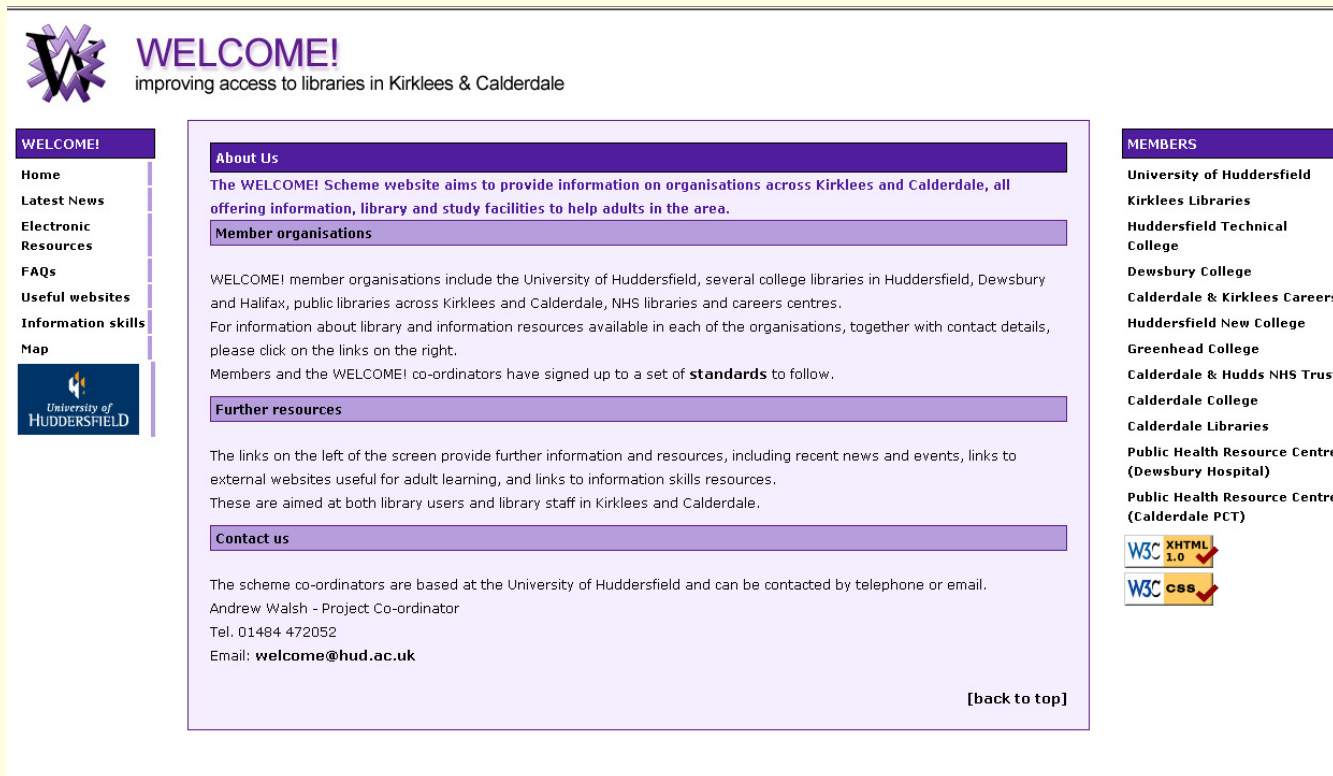
THIS WEBSITE IS CREATED BY **Inspire**

**W3C WAI-AA WCAG 1.0**

# WELCOME! Kirklees & Calderdale

- Local version set up before Inspire

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



The screenshot shows the homepage of the WELCOME! website. At the top left is the WELCOME! logo, a stylized 'W' made of purple and blue lines, followed by the text 'WELCOME!' and 'improving access to libraries in Kirklees & Calderdale'. Below the logo is a navigation menu with links: Home, Latest News, Electronic Resources, FAQs, Useful websites, Information skills, and Map. To the right of the navigation menu is a large purple box containing the main content. This box has three sub-sections: 'About Us' with a description of the website's purpose, 'Member organisations' listing various institutions, and 'Further resources' with a description of external links. Below these is a 'Contact us' section with contact information for Andrew Walsh. To the right of the main content is a 'MEMBERS' list of institutions. At the bottom right of the page are two logos: 'W3C XHTML 1.0' and 'W3C CSS', both with checkmarks.

**WELCOME!**  
improving access to libraries in Kirklees & Calderdale

**WELCOME!**  
Home  
Latest News  
Electronic Resources  
FAQs  
Useful websites  
Information skills  
Map

**WELCOME!**  
The WELCOME! Scheme website aims to provide information on organisations across Kirklees and Calderdale, all offering information, library and study facilities to help adults in the area.

**Member organisations**

WELCOME! member organisations include the University of Huddersfield, several college libraries in Huddersfield, Dewsbury and Halifax, public libraries across Kirklees and Calderdale, NHS libraries and careers centres.  
For information about library and information resources available in each of the organisations, together with contact details, please click on the links on the right.  
Members and the WELCOME! co-ordinators have signed up to a set of **standards** to follow.

**Further resources**

The links on the left of the screen provide further information and resources, including recent news and events, links to external websites useful for adult learning, and links to information skills resources.  
These are aimed at both library users and library staff in Kirklees and Calderdale.

**Contact us**

The scheme co-ordinators are based at the University of Huddersfield and can be contacted by telephone or email.  
Andrew Walsh - Project Co-ordinator  
Tel. 01484 472052  
Email: [welcome@hud.ac.uk](mailto:welcome@hud.ac.uk)

[back to top]

**MEMBERS**  
University of Huddersfield  
Kirklees Libraries  
Huddersfield Technical College  
Dewsbury College  
Calderdale & Kirklees Careers  
Huddersfield New College  
Greenhead College  
Calderdale & Hudds NHS Trust  
Calderdale College  
Calderdale Libraries  
Public Health Resource Centre (Dewsbury Hospital)  
Public Health Resource Centre (Calderdale PCT)

W3C XHTML 1.0  
W3C CSS



# A few WELCOME! figures

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- Our website averaged just under 6,000 hits a month in the last 12 months
- Over 26,000 visits to University library last year by external users
- External usage up by around 25% since scheme established

# Barriers to using other libraries

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- What do you think?

# My list of barriers - hard

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- Opening Hours
- Borrowing Facilities
- Access to IT facilities
- Ability to gain entry
- Location of library

# My list of barriers - soft

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- Fear of the unknown
- Literacy & numeracy problems
- Lack of information retrieval skills
- Computer phobia
- Lack of confidence in using libraries
- Lack of awareness in using libraries
- Lack of awareness in what is available
- Lack of awareness amongst library staff (referrals)

# What are the key reasons for choosing a library?

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- Where the library is (including location, transport, parking, and proximity to home, work or place of study)
- The resources within the library (including books, journals, IT facilities and study space)
- When the library is open.
- Who staffs the library (their knowledge, helpfulness and approachability).
- How the resources within the library are organised (how easy it is to find what you want).
- The general library environment.

# What barriers does Inspire address?

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- Mainly the “hard” barriers
- Key soft barriers are “lack of awareness”

Also, addresses some of the “key reasons for using a library” – by trying to provide a “mix” of libraries.

# If Inspire removes some of the barriers...

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- What sort of involvement with the local community might you get?
- What would your worries be?

# Questions?

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# References

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- Empowering the Learning Community (2000), Library and Information Commission
- Assessing the Potential for, and needs of, Cross-Sectoral, Local Collaborative Access Schemes in the Yorkshire and Humber Region (2006),  
[[www.mla.gov.uk/resources/assets//A/Assessing\\_Your\\_Learning\\_Partnership\\_\\_Word\\_\\_9692.doc](http://www.mla.gov.uk/resources/assets//A/Assessing_Your_Learning_Partnership__Word__9692.doc)] or [<http://inspirereport.notlong.com>]
- Inspire project site – [www.inspire.gov.uk](http://www.inspire.gov.uk)