

# **INSPIRE: West Midlands**

## **Procedures for pilot projects**

March 2004

## Contents

		page
	What is INSPIRE?	1
	Directions for Referrals from INSPIRE Partners	2
	Directions for Referring Public Libraries	3
	Directions for Higher Education Libraries	4
	Directions for Referrals from Higher Education Libraries to Public Libraries	5
Appendix 1	List of Access Agreements, Collections and Resources List of Partners	6
Appendix 2	'Letter of Introduction'	7
Appendix 3	'Passport' cards for issue to library users	8
Appendix 4	Partner Statistics Collection form	9
Appendix 5	Public Library Statistics Collection form – first visit only	10
Appendix 6	Public Library Statistics Collection form – repeat visits only	11
Appendix 7	Higher Education Statistics Collection form – all visits	12
Appendix 8	Entry 'interview' with library user	13
Appendix 9	Survey for library users (on exit)	14
Appendix 10	Equal Opportunities Monitoring Form	16
Appendix 11	INSPIRE leaflet	17

Please note that pages from this Procedures Manual can be photocopied for the purposes of the INSPIRE: West Midlands pilot scheme.

## What is INSPIRE?

**INSPIRE: Information Sharing Partners In Resources for Education** is an access and referral policy for libraries in higher education, public and national library services.

INSPIRE England is funded by the Department of Employment and Skills (DfES) in co-operation with the Department of Culture Media and Sport (DCMS). It is a national initiative to implement the recommendations of the report *Empowering the Learning Community*. [www.lic.gov.uk/publications/policyreports/](http://www.lic.gov.uk/publications/policyreports/). This report by the Library and Information Commission and Education & Libraries Task Group sets out the ways in which co-operation between the education and public library sectors can be stimulated and improved to support lifelong learning.

The INSPIRE England initiative aims to provide a seamless cross-sectoral pathway for learning by adults across public and academic libraries.

The stated aims and objectives of INSPIRE England are to:-

- Develop a cross-regional library access map for adult learners
- Build on existing networks of successful access partnerships into a single pathway irrespective of geography
- Encourage access by adult learners displaced in the educational system
- Provide opportunities and access for socially excluded individuals and groups
- Guide 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 HE and FE libraries
  - Anyone seeking opportunities for learning and training can be guided to a course through a library
- Developing the library and information workforce by raising awareness of access agreements and collections
- Streamline information about access rights and responsibilities in a sustainable format for future development

INSPIRE England will benefit adult learners and aspiring learners in the improvement of access to resources in public libraries, the Higher Education sector and the British Library. The scheme will improve service to library users and non-users through the promotion of referred-access agreements.

INSPIRE England will encourage existing library users and those who do not currently use libraries to use library resources to acquire knowledge, skills and information.

INSPIRE West Midlands consists of three pilot projects which will explore the feasibility of supported access agreements for adult learners and aspiring learners. Evaluation of the pilot projects will contribute to the development of nationwide access and referral agreements within INSPIRE England.

## **Directions for Referrals from INSPIRE Partners**

### **Responsibilities**

To be aware of the INSPIRE access and referral scheme.

To refer to libraries operating within the INSPIRE: West Midlands scheme

To monitor the number of clients referred under the INSPIRE scheme.

(Please note that for the purposes of the pilot, there is a list of INSPIRE partners in Appendix 1)

### **Procedures**

Would this enquiry benefit from being referred through INSPIRE?

Explain the INSPIRE access and referral scheme.

Issue an INSPIRE leaflet. (see Appendix 10).

Ask if the client is willing to participate in the pilot project and if so, complete 'Entry interview' (Appendix 8).for project monitoring purposes (for partners who have not agreed to take on this procedure, please see next procedure below).

Telephone the library to arrange visit.

Give directions to the library and explain any access arrangements if necessary (e.g. access for people with mobility problems and/or explain that it may be necessary to report to a reception/enquiry desk). It may be appropriate to issue a leaflet from the library to which you have referred the client.

Inform client that library staff can be approached for help with the enquiry.

Record referral on statistical sheet (see Appendix 4).

## **Directions for Referring Public Libraries**

### **Responsibilities**

To deal with enquiries.

To refer to specialist reference libraries or other agencies if appropriate.

To be aware of the INSPIRE access and referral scheme.

To refer to Higher Education libraries participating in the INSPIRE: West Midlands scheme.

To monitor the number of library users referred under the INSPIRE scheme.

(Please note that for the purposes of the pilot, there is a list of INSPIRE partners in Appendix 1)

### **Procedures**

Could the library user benefit from being referred?

Explain the INSPIRE access and referral scheme.

Issue an INSPIRE leaflet (see Appendix 10).

(See note below) Ask if the library user is willing to participate in the pilot project and if so, complete 'Entry interview' (Appendix 8) for project monitoring purposes.

Please note: The above procedure MAY NOT be necessary if the user has been referred from an INSPIRE partner and has already completed an 'Entry interview'.

Issue a 'Letter of Introduction' (see Appendix 2) and a 'passport' card (see Appendix 3).

Give directions to the library and explain any access arrangements if necessary (e.g. access for people with mobility problems and/or explain that it may be necessary to report to the reception/enquiry desk). It may be appropriate to issue a leaflet from the library to which you have referred the user.

Inform library user that library staff can be approached for help with the enquiry.

Record referral on statistical sheet (see Appendix 5).

If this is a repeat visit to your library record the visit on statistical sheet (see Appendix 6).

The 'Letter of Introduction' should be stamped for each visit during the period of the pilot scheme.

The user should be invited to complete the 'Survey for Library Users' (Appendix 9) at some point during the pilot scheme. As this is intended to find out about his/her experience of the scheme, it would be preferable to issue this, with a stamped addressed envelope, later in the pilot period. Alternatively, this can be posted from the library to the user.

## **Directions for Higher Education Library**

### **Responsibilities**

To be aware of the INSPIRE access and referral scheme.

To recognise and accept the INSPIRE 'Letter of Introduction' (Appendix 2).

To accept referrals from public libraries and other partners.

To direct referrals from partners to public libraries if more appropriate (see **Directions for Referrals from HE to Public Libraries**)

### **Procedures**

On receiving a library user who has been referred under the INSPIRE scheme:

Determine whether the enquiry can benefit from the resources in the HE library.

Refer to another partner if more appropriate (see next page).

Ask to see the INSPIRE 'Letter of Introduction' and 'passport' card from the referring partner or public library. Stamp the 'Letter of Introduction' each time the user visits.

If possible offer support to the library user in finding information, being aware that they may not be aware of the layout of the library or the catalogue system. As a minimum the library user should be directed to printed "how to" guides.

Record referral on statistical sheet (see Appendix 7).

The user should be invited to complete the 'Survey for Library Users' (Appendix 9) at some point during the pilot scheme. As this is intended to find out about his/her experience of the scheme, it would be preferable to issue this, with a stamped addressed envelope, later in the pilot period. Alternatively, this can be posted from the library to the user.

## **Directions for Referrals from Higher Education Libraries to Public Libraries**

### **Responsibilities**

To be aware of the INSPIRE access and referral scheme

To assess the nature of the enquiry from a partner or user and direct the library user to a public library, if resources there will be more appropriate.

To monitor the number of library users referred under the scheme

### **Procedures**

Could the user benefit from being referred to the public library?

Explain the INSPIRE access and referral scheme.

Issue an INSPIRE leaflet (see Appendix 10), if not already issued.

(See note below) Ask if the library user is willing to participate in the pilot project and if so, complete 'Entry interview' (Appendix 8) for project monitoring purposes.

Please note: The above procedure **MAY NOT** be necessary if the user has been referred from an INSPIRE partner and has already completed an 'Entry interview'.

Issue a 'Letter of Introduction' (see Appendix 2) and a 'passport card' (see Appendix 3), where not already issued.

Explain the reason for referral to the library user, give directions to the library and explain any access arrangements if necessary (e.g. access for people with mobility problems).

Telephone the public library to notify referral.

Inform library user that library staff can be approached for help with the enquiry.

Record referral on statistical sheet (see Appendix 7).

## **Appendix 1**

### **List of Access Agreements, Collections and Resources**

*This page is for the purposes of the pilot only. It is expected that this list will be expanded and developed as the INSPIRE project rolls out.*

#### **Crossroads**

Crossroads: a model for improving access to collections [www.crossroads-wm.org.uk](http://www.crossroads-wm.org.uk)

#### **Chrysalis**

Due to be launched 26<sup>th</sup> March 2004 <http://www.wm-libraries.org.uk/AWMLC/chrysalis.htm>

Note: All public libraries have free membership to users living, working or studying within their area.

#### **HE only**

UK Libraries Plus [www.uklibrariesplus.ac.uk](http://www.uklibrariesplus.ac.uk)

Sconul Research Extra [www.sconul.ac.uk/use\\_lib/srx/](http://www.sconul.ac.uk/use_lib/srx/)

### **List of Partners for INSPIRE: West Midlands**

#### **Coventry**

Coventry City Council: Libraries and Information Services: All libraries

Coventry University: Lanchester Library

Coventry Health Promotions Unit

#### **Stoke-on-Trent**

Stoke-on-Trent City Council Libraries: All libraries

Staffordshire University Library

Stoke-on-Trent FE College Library

#### **Wolverhampton**

Wolverhampton Library and Information Services: All libraries

University of Wolverhampton: Harrison Learning Centre

City of Wolverhampton College

Wolverhampton Adult Education Office

UK On-Line Centres (including those in public libraries)

**‘Letter of Introduction’**

Dear Library user

Welcome to INSPIRE. The INSPIRE initiative enables you to access the resources of other libraries in the West Midlands. You will have been given a leaflet explaining the scheme. You should also have been given directions and information such as opening times for the library to which you have been referred.

Please present this letter to the reception desk or the Enquiry Desk at the library. The staff will record your visit and offer you help wherever possible in finding you the information you require. Please be aware, however, that assistance may depend on staff being available and you may have to use a printed guide to locate information, particularly in a higher education library. The library may be busy, particularly at lunch times and weekends.

The INSPIRE referral and access scheme can help you find information for:

Education	Leisure interests
Returning to work	Applying for a job
Developing a skill	Deciding to take a course
Health	Improving your knowledge

Please respect any local regulations. Please take into account any notices displayed in the library.

We hope that you will find the INSPIRE scheme useful. Please address any comments or complaints to the centre/library which issued you with this letter as we welcome your feedback. Thank you for participating in the INSPIRE pilot scheme.

**For Staff Use:**

Please stamp and date the sections below to record the library user’s visit:

Date and name of library	Date and name of library
Date and name of library	Date and name of library
Date and name of library	Date and name of library

### Appendix 3

#### 'Passport' cards for issue to library users

Library staff are requested to copy this page and cut into cards to give to users of the INSPIRE scheme.

<p><b>INSPIRE: West Midlands</b>  <b>Name:</b>  <b>Issuing partner/library:</b>                  This card is for the purposes of the West Midlands pilot scheme only</p>	<p><b>INSPIRE: West Midlands</b>  <b>Name:</b>  <b>Issuing partner /library:</b>                  This card is for the purposes of the West Midlands pilot scheme only</p>
<p><b>INSPIRE: West Midlands</b>  <b>Name:</b>  <b>Issuing partner/library:</b>                  This card is for the purposes of the West Midlands pilot scheme only</p>	<p><b>INSPIRE: West Midlands</b>  <b>Name:</b>  <b>Issuing partner/library:</b>                  This card is for the purposes of the West Midlands pilot scheme only</p>
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**INSPIRE – Access to other libraries scheme**

**‘Entry interview’ (pilot scheme only) – to be completed by member of staff**

Please explain to your client/library user that under the Data Protection Act 1998 this information will be used only for the purposes of the INSPIRE Library Access scheme. The information will be used in monitoring the scheme and may be shared with participating organisations. If the client/library user does not wish to answer a particular question (for example where the nature of the enquiry is of a sensitive nature, please leave that question blank).

The details will enable us to track the client/library user and his/her use of the scheme. The results of this survey and the ‘library user survey’ which is completed at the end of the exercise will help us to evaluate how the scheme has worked and ultimately enable us to improve the service to library users.

Please ask the client/library user the following:

1. Name .....
2. Address .....
3. Are you already a member of any library? Yes  No   
 If yes, which library? .....  
 If no, have you visited a library within the last three years? Yes  No
4. Are you in formal education, eg are you taking a course and/or are you attending a college or university? Yes  No   
 If yes, please give details:  
 Institution .....
- Course .....
5. What is the nature of your enquiry? *(please give brief details of the subject matter)*  
 .....  
 .....
6. Why are you seeking this information? *(please indicate)*  
 leisure activity  
 information needed for employment prospects  
 wanting to improve my skills  
 considering taking a course  
 helping me with my studies  
 wanting more detailed information than I have access to locally
7. Would you be willing for us to contact you again to find out about your experience in using this scheme? Yes  No

### INSPIRE - Access to other libraries scheme

#### Survey for library users

You have recently visited a library in your area to find out information to help you with your studies or to pursue a leisure interest. I would be grateful if you could spare a few minutes to complete this survey. Your replies will inform us of your experiences of being able to access another library through this scheme and will help us to improve the service to library users.

1. How did you hear about this scheme which allows you to visit other libraries?

- Member of library staff
- Staff from elsewhere (eg LearnDirect Centre, Learn and Earn Centre)
- Poster or leaflet
- Other (*please state*) .....

2. Were the terms of access to the library's services explained clearly? Yes  No

3. Did you find the information you wanted? Yes  No

**If no, please turn over to question 6  
If yes, please continue with question 4**

4. How easily did you find the information? *Please tick one box*

- Difficult
- Easy
- Very easy

5. What was your experience of using the scheme? *Please tick all the statements below which apply to your experience:*

- I am very satisfied with the service I received through the scheme
- I can now find information in the library more easily
- I have been able to expand my knowledge for my leisure activities
- I now feel confident enough to go on to seek out other resources from libraries
- The scheme has allowed me to improve my learning skills
- I have found that library resources will be valuable to me
- Visiting another library has encouraged me to go on to other learning, such as college courses

Have you any other comments? .....  
.....  
.....  
.....

**Please turn over**

6. If you did not find the information you required, why was this? Please tick all the statements below which apply to your experience:

- I experienced difficulties in getting transport to the library
- I had difficulty finding the library
- I had difficulty in finding my way around the library
- I had difficulty in finding the material/information I required
- I was unable to find anything of use to me
- I couldn't find a member of staff to help me
- The staff were unhelpful

Have you any other comments? .....  
.....  
.....  
.....

7. If this regional scheme was extended nationally so that you were able to access more libraries for learning and leisure purposes, would this be of benefit to you? Yes  No

If yes, why is this? .....  
.....

8 Do you have you any general comments? .....  
.....  
.....  
.....

9 Would you be willing to be contacted for further information about your experience with this scheme? Yes No

Your feedback and comments are valuable to us. Please complete and return the survey to LISU in the stamped address envelope provided or hand it in to the library you have visited under the INSPIRE scheme. Please return the form as soon as possible and not later than **Thursday 16 April 2004.**

If you have any queries please contact your local library.

**For staff use only**

Any completed forms handed to you, please return to:  
INSPIRE WM Project Officer, LISU, Brockington Building, Loughborough University, Loughborough, Leicestershire. LE11 3TU.  
Please return no later than **Monday 19 April.**

## INSPIRE – Access to other libraries scheme Equal Opportunities Monitoring Form

You are asked to complete this form solely to assist the University and/or Public Library service in monitoring its Equal Opportunities arrangements. The information you give is completely confidential and will not be used for any other purpose other than to monitor the INSPIRE West Midlands pilot project.

**Please read the notes below before completing the form.**

1. Ethnic origin questions are not about nationality, place of birth or citizenship. They are about colour and broad ethnic group – UK citizens can belong to any of the groups indicated.
2. When completed, the form should be returned to LISU together with the completed library user survey in the stamped addressed envelope provided.

**The information contained in this form will be treated in complete confidence and access to it will be strictly restricted.**

<b>Do you have a disability?</b>	<input type="checkbox"/> Yes <sub>1</sub>	<input type="checkbox"/> No <sub>2</sub>
<b>Gender</b>	<input type="checkbox"/> Female <sub>1</sub>	<input type="checkbox"/> Male <sub>2</sub>
<b>Racial Groups</b>		
WHITE	<input type="checkbox"/> British <sub>11</sub>	<input type="checkbox"/> Irish <sub>12</sub>
	<input type="checkbox"/> White Other <sub>19</sub>	<input type="checkbox"/> Please specify.....
BLACK or BLACK BRITISH	<input type="checkbox"/> Caribbean <sub>21</sub>	<input type="checkbox"/> African <sub>22</sub>
	<input type="checkbox"/> Black Other <sub>29</sub>	<input type="checkbox"/> Please specify.....
ASIAN or ASIAN BRITISH	<input type="checkbox"/> Indian <sub>31</sub>	<input type="checkbox"/> Pakistani <sub>32</sub>
	<input type="checkbox"/> Bangladeshi <sub>33</sub>	<input type="checkbox"/> Chinese <sub>34</sub>
	<input type="checkbox"/> Asian Other <sub>39</sub>	<input type="checkbox"/> Please specify.....
MIXED PARENTAGE	<input type="checkbox"/> White and Black Caribbean <sub>41</sub>	
	<input type="checkbox"/> White and Black African <sub>42</sub>	
	<input type="checkbox"/> White and Asian <sub>43</sub>	
	<input type="checkbox"/> Mixed Other <sub>49</sub>	<input type="checkbox"/> Please specify.....
OTHER ETHNIC BACKGROUND <sub>80</sub>	<input type="checkbox"/> Please specify.....	
NOT KNOWN <sub>90</sub>	<input type="checkbox"/>	

**I**Nformation

**S**haring

**P**artners

**I**n

**R**esources

for

**E**ducation

This leaflet is for the purposes of INSPIRE: West Midlands pilot projects only.

If you require further information about other access and referral schemes please contact your local library.

Thank you for helping us with this project.

**Welcome to  
INSPIRE  
West  
Midlands**

## What is INSPIRE?

**INSPIRE** is a scheme designed to improve your access to different types of libraries.

**INSPIRE** enables members of the public to visit higher education libraries for information, as well as your local public library.

**INSPIRE** aims to improve the service libraries give to their present and future users.

## How will it benefit me?

1. You will get free advice on how to find out information.
2. This information may help you in:
  - your leisure interests
  - finding health information
  - preparing to return to work
  - applying for a job
  - your studies
  - deciding to take an educational course
3. You will gain free access to other libraries participating in the scheme (although this may be to printed materials and for reference only in Higher Education libraries).
4. Public libraries and UK On-Line Centres can offer computer facilities
5. You will be advised about other services available, but some of these may be at a cost

# **INSPIRE: West Midlands**

**Training manual  
for pilot projects**

**March 2004**

## Contents

	page
Introduction to training manual	1
Background to INSPIRE	2
Why INSPIRE: West Midlands?	3
West Midlands pilot projects	4
Staff concerns and possible barriers to success	6
Staff training	7
What next?	7
PowerPoint presentation for training	9

## Introduction to training manual

This manual has been designed to provide a training brief for the INSPIRE initiative. Together with the INSPIRE 'Procedures for pilot projects' manual, it is intended to support library and agency staff in the training of colleagues in the INSPIRE West Midlands pilot projects. The training pack consists of the Training Manual, the Procedures manual, a PowerPoint presentation, both hard copy of slides and on disk, and copies of the relevant forms to photocopy for distribution.

Staff briefing will:

- Provide the background to the INSPIRE initiative
- Promote the benefits of INSPIRE
- Address staff concerns
- Give details of the West Midlands pilot projects
- Explain the Procedures Manual
- Encourage staff to engage in the on-going process of helping users to develop skills and continue the learning process
- Emphasise the importance of measuring and evaluating to improve service to library users

## Background to INSPIRE

**INSPIRE: Information Sharing Partners In Resources for Education** is an access and referral policy for libraries in higher education, public and national library services.

INSPIRE England is funded by the Department of Employment and Skills (DfES) in association with the Department of Culture Media and Sport (DCMS). It is a national initiative to implement the recommendations of the report *Empowering the Learning Community*. [www.lic.gov.uk/publications/policyreports/](http://www.lic.gov.uk/publications/policyreports/). This report by the Library and Information Commission and Education & Libraries Task Group sets out the ways in which co-operation between the education and public library sectors can be stimulated and improved to support lifelong learning.

The INSPIRE England initiative aims to provide a seamless cross-sectoral pathway for learning by adults across public and academic libraries.

The stated aims and objectives of INSPIRE England are to:-

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- Build on existing networks of successful access partnerships into a single pathway irrespective of geography
- Encourage access by adult learners displaced in the educational system
- Provide opportunities and access for socially excluded individuals and groups
- Guide 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 HE and FE libraries
  - Anyone seeking opportunities for learning and training can be guided to a course through a library
- Developing the library and information workforce by raising awareness of access agreements and collections
- Streamline information about access rights and responsibilities in a sustainable format for future development

INSPIRE England will benefit adult learners and aspiring learners in the improvement of access to resources in public libraries, the Higher Education sector and the British Library. The scheme will improve service to library users and non-users through the promotion of referred-access agreements.

INSPIRE England will encourage existing library users and those who do not currently use libraries to use library resources to acquire knowledge, skills and information.

INSPIRE West Midlands consists of three pilot projects which will explore the feasibility of supported access agreements for adult learners and aspiring learners. Evaluation of the pilot projects will contribute to the development of nationwide access and referral agreements within INSPIRE England.

## Why INSPIRE: West Midlands?

There is a commitment to roll-out the INSPIRE initiative to all regions in the UK. London Libraries have already developed *Libraries & Learners in London (LLiL)*, a referral and access scheme which allows adult learners to be referred to libraries participating in the scheme. Currently this is for reference purposes only and includes 406 public libraries and 120 Higher Education libraries along with the British Library.

Two regions have been chosen to test the INSPIRE initiative outside London, the North West and the West Midlands. Pilot projects in these areas will explore the feasibility of supported access agreements for adult learners and aspiring learners with the libraries who have agreed to participate in the scheme. The evaluation of these pilots will contribute to the roll-out of INSPIRE in other regions over 2004-2006 as part of the Framework for the Future Action Plan 2003-2006<sup>1</sup>.

The pilot projects in the North West and the West Midlands are different from the stated aims of the LLiL scheme. They are targeting adult learners who fall outside the formal education system and socially excluded individuals or groups. For this reason the higher education and public libraries involved in the pilot have contacted other libraries and agencies to help them identify people who may benefit from the INSPIRE West Midlands scheme.

Several universities in the West Midlands are already working towards making their resources more publicly accessible, including Coventry, Staffordshire and Wolverhampton. The pilot projects build on these strengths while exploring the viability of extending access in order to facilitate learning, education and the improvement of skills across the whole of the West Midlands.

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<sup>1</sup> Framework for the Future: Libraries, Learning and Information in the next decade is the public library strategy 2003-2013, developed by the DCMS  
[http://www.culture.gov.uk/global/publications/archive\\_2003/framework\\_future.htm](http://www.culture.gov.uk/global/publications/archive_2003/framework_future.htm)

## West Midlands pilot projects

### **INSPIRE Coventry partners:**

- Coventry University
- Coventry City Council: Libraries and Information Services
- Coventry Health Promotions Unit

The Coventry pilot is targeting at least 20 adult learners and non-users of library services with information needs in the specific areas of Family Health, Art and Design and Returning to Work.

### **INSPIRE Stoke partners:**

- Staffordshire University Information Services
- Stoke on Trent City Council Libraries
- Stoke on Trent FE College Library

The Stoke pilot is targeting at least 20 users who are not currently undertaking formal learning opportunities.

### **INSPIRE Wolverhampton partners:**

- University of Wolverhampton Learning Resources
- Wolverhampton Library and Information Services
- City of Wolverhampton College
- Wolverhampton Adult Education Service

The Wolverhampton pilot is targeting at least 20 adult library users and non-users through the Ticket to Find project funded under the Advantage West Midlands Libraries Challenge<sup>2</sup>. This project is designed to enable individuals to develop information skills to facilitate learning. Target learners will also be identified through the UK Online Centre.

All the learners identified under the INSPIRE West Midlands pilot scheme will be entitled to be referred to any of the higher education libraries listed above and any of the public libraries in the library authorities listed. A standard 'Letter of Introduction' will be available to issue to users, together with a 'passport' card. There will also be an explanatory leaflet available. These methods of publicising the scheme are part of the pilot and it is intended to gather feedback from staff on their effectiveness.

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<sup>2</sup> Ticket to Find <http://asp2.wlv.ac.uk/tickettofind/home.htm>

## Project Evaluation

The pilot projects will be evaluated by various means:

- An 'Entry interview' which will record a person's entry into the pilot scheme and which will be completed by staff at the agency or library which is referring the learner into the scheme.
- A record of the number of people entering the scheme.
- A record of how many times each person visits a library.
- A library user 'exit' survey completed by the user, to determine his/her experience of the scheme.
- A standard Equal Opportunities Monitoring form
- Structured interviews with selected members of staff to ascertain their experiences of the pilot scheme.
- Collection of any anecdotal evidence through feedback from staff.

Evaluation of the pilot scheme will be done by the Project Officer and will contribute to the rollout of the INSPIRE England scheme to other regions. It is therefore an essential part of the pilot projects to record statistics accurately, respond to requests for feedback and to help in the completion of the surveys. Your contribution to this part of the project is greatly appreciated.

### Queries:

In the first instance please contact staff within your organisation who can advise you about the INSPIRE project.

The Project Officer for INSPIRE can also be contacted with enquiries about the pilot projects, contact details below.

**Yvonne Hamblin BA (Hons) MA MCLIP**  
**Research Associate**  
**LISU**  
**Loughborough University, Leics. LE11 3TU**  
**Email: [y.c.hamblin@lboro.ac.uk](mailto:y.c.hamblin@lboro.ac.uk)**  
**Tel: 01509 222177**

## Staff concerns and possible barriers to success

Concern	Reassurance
Extending access to libraries may create more pressure on collections	In the London libraries scheme, increase in visits from other libraries has been minimal. There will be a restriction on numbers accessing the scheme for the purposes of the pilot and the impact of the scheme will be assessed before it is extended
Library staff will be required to spend more time helping visitors who are not used to the library facilities	During the pilot project there will be more involvement of library staff. The adult learners selected for the pilot scheme may need fairly intensive help at times to find the information they require. The impact of this will be included as a question to staff during the evaluation process
What should staff do if they are not sure about referring someone	Treat an enquiry the same as you would a normal request for information but keep in mind that for the purposes of this pilot only, users may be referred to a library operating within the scheme. If in doubt, consult a senior member of staff or a member of the project team (a list of contact names will be provided)
What if the library is particularly busy and there are no staff available	Within the normal procedures of customer care you can explain that unfortunately there is no-one to help the user immediately, offer them printed leaflets and/or refer them to public access PCs for fuller information, where available. You may also advise the user to wait until someone is available or to return later, suggesting a time which may be less busy
<b>Possible barriers to success</b>	
Barrier	Prevention
Library user cannot find the library to which he/she has been referred	Ensure that clear directions are given and provide the library's leaflet if possible (a supply of leaflets from other libraries should be available)
Library user finds staff unhelpful	It is essential that, as a minimum, all staff are aware of the scheme. Selected staff will receive full training. Staff training will advise who to contact if there is a problem and also will ensure that staff are aware that users may require extra help
Library user cannot find the information he/she requires	Staff awareness that library users may not be familiar with the layout of the library and cataloguing system. Provide printed guides, maps and advise about the availability of directional signs in the library.

## Staff training

The INSPIRE West Midlands 'Procedures for pilot projects' manual will be available to photocopy to distribute to all agencies and library service points as considered necessary to operate the scheme.

It is anticipated that there will be a variety of methods used to disseminate information about the West Midlands pilot projects and the Procedures Manual.

- Sessions set up to cascade INSPIRE training to selected staff
- Staff briefing sessions
- Staff meetings
- Email
- A 'day book' or diary or similar means of communicating information to staff
- Staff notice-boards
- Notification to other library branches and campuses
- Distribution of INSPIRE leaflets

It is intended that all staff in libraries and partner agencies will have an awareness of INSPIRE and the West Midlands pilot scheme. Some selected staff will have more intensive training and act as key contacts to consult when a member of the public is referred. A list of these staff contacts will be available in libraries and agencies.

## What next?

### Identification of Learners

The project proposals have details of how these learners are being selected. Members of the public and existing adult learners will be selected with the help of partner agencies.

### Timescale

The timescale for the pilot projects is tight as the funding runs until the end of April 2004. It is anticipated that the pilot schemes will run for the period of approximately 4 weeks from mid March to mid April. The scheme will then be evaluated at the end of April.

Funding for INSPIRE England continues to the end of July and the West Midlands wishes to continue gathering and evaluating feedback until then. Statistical and anecdotal evidence will be collected about the initial 60 users who participated in the three pilot projects and about further learners referred through the INSPIRE scheme.

### Roll-out of training procedures

Following this training session, it is therefore a matter of urgency to disseminate the training and information about the project to staff.

### **Ensure all partner agencies and libraries have supplies of documentation**

The training pack will include a copy of each of the following:

- 'Procedures' manual
- List of access agreements and partners organisations for pilot projects
- 'Entry' interview form
- 'Library user survey'
- Equal Opportunities Monitoring form
- 'Passport' cards for issue to users
- All statistic collection forms
- INSPIRE leaflet

All of the above can be photocopied for distribution. Where possible it is recommended that pale coloured paper be used for the leaflet and user surveys.

A supply of stamped addressed envelopes will be provided by the Project Officer for the return of the user surveys to LISU.

It is advised that participating libraries distribute supplies of their information leaflets to others within the pilot scheme. This will assist staff in directing learners to libraries.

It is suggested that libraries could mount displays about the INSPIRE scheme and participating libraries within the West Midlands. Library leaflets could form part of this display.

### **Create in-house list of contact names**

It is recommended that each pilot project group devise a list of people from participating higher education libraries, public libraries and agencies, who can be contacted by a member of staff in case of difficulty with the scheme.

## INSPIRE West Midlands

### Evaluation of pilot projects – questions for telephone interview with selected staff

In the week beginning the 19<sup>th</sup> April, the evaluation of the WM pilot projects will take place. Part of this evaluation will include a structured telephone interview with staff from all three pilot projects. The WM pilot groups will be asked to identify staff who have been involved with the project and who could best contribute to the evaluation. The questions will evaluate the pilots against the aims and objectives of INSPIRE and against the Generic Learning Outcomes (GLOs).

#### Training

1. Was the training/briefing you received sufficient for your requirements in dealing with referrals through the INSPIRE scheme? Yes/No. If no, please say what else was required.
2. Were you involved in disseminating information to staff? If Yes, was the training pack provided by LISU useful? (prompt – clarity, too much or not enough detail?)

#### Procedures Manual

The Procedures Manual was developed for the pilot projects but will be used in the development of a manual for the national INSPIRE England scheme. What was your opinion for each of the following? (Prompt- Unnecessary paperwork/important to give the user ‘authority’ to enter another library/recommended for INSPIRE)

3. Letter of Introduction
4. ‘Passport’ card
5. INSPIRE leaflet

#### Guidance for users

The people referred for this pilot project may have been unfamiliar with the library they visited. Could you please indicate your experience in dealing with these library users.

6. They required more/the same/less help than other users
7. They only required directional help

8. Did you have to spend more time explaining how to find information?
9. Has this experience developed your own awareness of the needs of different 'learners'?
10. Has the experience enhanced your own skills in advising 'learners'?
11. Do you have any evidence that the 'learners' have developed or improved their information finding skills during the course of the pilot scheme?

**Extension of the INSPIRE referral and access scheme**

12. It is intended that the scheme will be widened to other regions and to other libraries in your area. How do you feel about extending access? (Staff will be asked to say which statement(s) they agree with).

I think that this is a positive development and will help learners and researchers

I think that it is good to encourage learning and acquirement of skills

I have concerns about staffing levels

I have concerns about the impact on our collections

Do you have any other comments to make?

**Information about collections**

INSPIRE England will map access and referral schemes across the UK. It is also expected that information about the collections held in libraries will be more widely available.

13. What benefit can you see in having information about collections in other libraries?
14. Would you prefer information in hard copy/web based/both?
15. Do you have any general comments/observations about INSPIRE?

## Empowering the Learning Community

### Demonstration Projects: Inspire West Midlands: Coventry

#### 1 Context

The *Empowering the Learning Community*, published in March 2000, was the report of the Education and Libraries Task Group to the Secretaries of State for Culture, Media and Sport and for Education and Employment. The report recommended ways in which co-operation between the education and public library sectors could be encouraged and improved to support life-long learning. These included the establishment of co-operative access arrangements, creation of 'access maps' and the appropriate training of relevant Library staff.

The Governments' response to the Report indicated a commitment to working with Resource to achieve these priorities. This led to the Inspire England initiative whose ultimate aim is to create a seamless cross-sectoral pathway for learning by adults across public and academic libraries and to build an effective interface to resources for learning with museums, galleries and archives.

The Inspire England initiative would be rolled out regionally, with the West Midlands being one of the first group of three regions in which 'demonstrator' projects would explore the feasibility of, and present models for, the cross-sectoral pathway. It is intended that by July 2004, the building blocks will be in place to provide supported access for adult learners and aspiring learners to resources in Higher Education and public libraries and in the British Library across 3 English regions: London, the North- West and the West Midlands.

#### 2 Summary

**Inspire Coventry: is a supporting initiative for the Empowering the Learning Community demonstrator 'demonstrator' project Inspire West Midlands and builds on the pre-existing Libraries and Learners in London scheme. It will enable and promote cross-sectoral access to targeted groups of adult library users and non-library users who have indicated specific information or learning needs.**

Inspire Coventry will involve a minimum of three partner organisations, 20 adult learners, and reciprocal staff training. The project will identify and focus on library users and/or non-library users whose information needs may be best satisfied through access to the University Library and who, as a consequence, may embark on further learning opportunities. The project will use the creation of 'learning / information packs' as the means by which the relevance of access to University Collections will be identified and seamless access between University and Public Libraries can be given.

The project will focus on the areas of users with information needs in the following areas:

- 2 Family Health
- 3 Art and Design
- 4 Returning to Work

**Objectives for the project will be to:**

- 2 establish scalable transparent access agreements and referral mechanisms
- 3 create targeted marketing materials for use in traditional and non-traditional environments
- 4 create a user-focussed learning/ information pack which incorporates an access mechanism

- 5 train relevant groups of Library and non-Library staff to promote the scheme (Reception/ Enquiry)
- 6 raise awareness of the differing experience of a non-traditional learner / library user (Subject staff)

## 2.1 Links to the ELC Generic Learning Outcomes

Inspire Coventry will aim to address the following Inspire West Midlands Objectives:

- A “seamless cross sector pathway for learners to access learning resources... encouraging the learner groups to actually take up the offer of access to the resources of HE” (*A learner-focussed objective*)
- B to investigate the role that increased access to resources can play in enabling learners to continue their studies and progress on to HE.....demonstrating the confidence this has on their skills, confidence and intention to progress (*A learner-focussed objective*)
- C “ to improve the quality of support for learners in public libraries in line with the F4F proposals...” (*A staff-focussed objective*)

The project group will work with the project consultant to establish a methodology for evaluating the extent to which these objectives have been reached.

## 3 Partners and contacts

Coventry University: Lanchester Library  
- Caroline Rock

Coventry University: Centre for Lifelong Learning (?)

Coventry City Council: Libraries and Information Services  
- Rachel Speake

### **The Learn and Earn Shop: Coventry**

#### **Primary Care Trust**

Warwick University (?) (*Informal approach already made to Anne Bell by CR , further information to be sent*)

## 4 Project Milestones

When	Task	Notes
January	Establish Inspire Coventry Project Group	-
January	Confirm partners and project brief	
February	Partners develop - <ul style="list-style-type: none"> <li>- information and resource guides, (general and subject specific) drawing on regional initiatives such as Crossroads and Futures Together</li> <li>- referral materials,</li> <li>- local access procedures</li> </ul>	
February	Evaluate existing procedures - <ul style="list-style-type: none"> <li>- documentation</li> <li>- experience of the potential learner</li> </ul>	- discuss methodology with consultants
Mid February	Devise staff briefing and training materials	- discuss with consultants
Late-February	Identify 'target learners'	- CLIS and CU
Late February	Deliver staff training	- Inspire England to provide?
Early March	Circulate and distribute publicity	
End March	Initial evaluation of Impact on Learners (and staff?)	- Inspire England to provide
<p><b>Remainder of timetable to be established in relation Inspire England Rollout</b></p>		

## 5 Issues

Issue	Proposed action	Notes
Nature and scope for information guides	- drafts to be discussed by all members of the Coventry Steering Group	
Identification of 'targeted learners'	- use of CU regular reference data - involvement of CU CLL and the Learn and Earn Shop	
Minimise existing bureaucracy	- devise a learner pass	
Number of staff requiring training (e.g. CU = c. 30)	- identification of a core pilot group and use of a cascade approach	
Timescale - any 'learners' identified will have had only limited opportunity to use resources and experience the 'learning environment'.	- evaluation mechanism to reflect this	
Recording and collating data from partners (both referring and receiving 'learners').	- prepare and circulate a standardised data collection sheet	

## 6 Project Action Plan

When	Action	Who / how?
January	Finalise project brief	Meet with LISU + referral to Inspire WM Steering Group
January	Contact: - Warwick University - CU Centre for Lifelong Learning - Primary Care Trust	
January	Develop information resource guides - drawing on staff subject expertise and on regional initiatives including Chrysalis, Crossroads etc.	RS to co-ordinate
Early Feb.	Confirm access agreements	CR to co-ordinate
Early Feb.	Evaluate and adapt existing referral and access procedures and devise a 'learner pass'	CR / HW / BP
Mid Feb.	Production of publicity materials and Information guides	RS / BP
Late Feb.	Identify 20 target learners <ul style="list-style-type: none"> <li>▪ brief CCL staff to offer 'referral materials'</li> <li>▪ review recent applications for 'reference access' to CUL; contact learners retrospectively</li> <li>▪ liaise with CU CLL</li> </ul>	RS / BP  CR/HW  CR
Late Feb.	Staff training	LISU
Early March	Development of 'evaluation' mechanism.	LISU + partners
Late March	Evaluation mechanism piloted	Partners

## Empowering the Learning Community

### Demonstration Projects: Inspire West Midlands: Stoke-on-Trent

#### 1. Inspire Stoke-on-Trent

Inspire Stoke-on-Trent will create a framework between Staffordshire University, Stoke College and Stoke on Trent Public Libraries that enables members of the public to access information and services based upon their need through a managed referral and access scheme.

For the demonstration project the scheme will focus upon adults who are not undertaking formal learning opportunities.

#### 1. Empowering the Learning Community

Report of the Education and Libraries Task Group to the Secretaries of State for Culture, Media & Sport and for Education & Employment  
<http://www.lic.gov.uk/publications/policy/reports/empower/>

#### 2. Context

Published in March 2000, 'Empowering the Learning Community'<sup>1</sup> recommended ways in which co-operation between the education sector and public libraries could be encouraged and improved to support lifelong learning. Recommendations included co-operative access schemes, creation of access maps, and the training of library staff.

The Government subsequently committed to working with the MLA (formerly Resource) to address the recommendations.

The Inspire England<sup>2</sup> project was established in order to create a cross-sectoral pathway for learning.

Demonstrator projects would be established in London, the North West and West Midlands to explore models for the pathway.

The Inspire Stoke on Trent Demonstrator Project will build upon work already undertaken by the Libraries and Learners in London<sup>3</sup> scheme, the existing relationships between sectors in the city and will work with the other demonstrator projects in Coventry and Wolverhampton.

#### 2. INSPIRE: Information Sharing Partners in Resources for Education

[http://www.sconul.ac.uk/use\\_lib/inspire.html](http://www.sconul.ac.uk/use_lib/inspire.html)

#### 3. Summary

The Inspire Stoke on Trent project will promote easier access routes to information using targeted marketing, guides and referral. It is intended to identify at least 20 users who are not necessarily undertaking formal learning opportunities. The project will also involve the training of relevant staff in developing knowledge of cross-sectoral information, resources and activities.

#### 3. Libraries and Learners in London

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

#### 4. Objectives

- a. Establish access and referral mechanisms
- b. Create cross sector marketing material
- c. Create cross sector guides/information on access
- d. Training of staff
- e. Identify development issues of cross sector collaboration
- f. Contribute to the research element of the role of resource access and learner progression

#### 5. Partners

Stoke on Trent City Council Libraries  
 Staffordshire University Information Services  
 Stoke on Trent College Library

# Empowering the learning community

## Demonstration projects: Inspire West Midlands: Wolverhampton

### 1 Partners & contacts:

- University of Wolverhampton:  
John Rule (Project leader)  
Deputy Learning Centre Manager, Harrison Learning Centre  
MD Building, Wolverhampton WV1 1SB  
Phone: 01902 322 340  
Email: [J.S.Rule@wlv.ac.uk](mailto:J.S.Rule@wlv.ac.uk)  
  
Jacky Maynard  
Centres Services Coordinator, Harrison Learning Centre  
  
Gail Langston  
Receptionist, Harrison Learning Centre  
  
Tom Hicks  
Academic Resources Librarian (Art & Design), Harrison Learning Centre
- City of Wolverhampton College
- Wolverhampton Adult Education Service
- Wolverhampton Library & Information Services

### 2 Summary:

Inspire West Midlands: Wolverhampton is a supporting initiative for the Empowering the Learning Community demonstration project *Inspire West Midlands* and builds on the pre-existing Libraries & Learners in London (LLiL) scheme. It will promote the benefit of easier access to targeted sets of adult library users and non-users through links developed by the 4 partner organisations via the Advantage West Midlands project, Ticket to Find.

The project will use transparent access agreements, test the scheme with at least 20 learners in Wolverhampton using targeted marketing materials, and work with staff to develop the skills and confidence to implement and promote the scheme. The project will use agreements, marketing and staff training materials created under the Inspire England umbrella project.

The project will work with 2 other supporting Inspire WM initiatives based in Coventry and Stoke to test the feasibility of rolling out a seamless cross-sectoral pathway for learning by adults across the library, information and learning resource service points of 14 public library authorities and 11 HE institutions in the West Midlands region.

### Contextual documents

Empowering the Learning Community report

<http://www.lic.gov.uk/publications/policyreports/empower/index.html>

INSPIRE: Information Sharing Partners In Resources for Education

An access and referral policy for libraries in higher education, public and national library services

[http://www.sconul.ac.uk/use\\_lib/inspire.html](http://www.sconul.ac.uk/use_lib/inspire.html)

“Libraries and Learners in London” project launched in June 2002 to support the ELC objectives by opening up to Londoners the riches of its libraries which have been *"invisible and inaccessible to too many"*

<http://www.londonlibraries.org.uk/servlets/lil/home>

Inspiring Learning for All: A Vision For Accessible Learning In Museums, Archives And Libraries

<http://www.resource.gov.uk/action/learnacc/00insplearn.asp>

DfES National Skills Strategy: Chapter 4: Skills for individuals

<http://www.dfes.gov.uk/skillsstrategy/>

Framework for the Future (F4F): DCMS strategic framework for the public library service in the decade to 2013

[http://www.culture.gov.uk/global/publications/archive\\_2003/framework\\_future.htm](http://www.culture.gov.uk/global/publications/archive_2003/framework_future.htm)

### 4 Project milestones:

When	Task	Adult Education Service	City College	Harrison Learning Centre	Library & Information Services
Jan	Identify staff in partner institutions	Y	Y	Y	Y
Jan/Feb	Convene project group			Y	
Feb	Identify up to 30 target learners via Ticket to Find project	Y			
Feb	Mystery shoppers identified via Inspire WM evaluate existing procedures for receiving visitors in advance of Inspire training for staff				
Feb	Inspire England delivers training for key partner staff (with other Inspire WM project partners?)				
Feb	Inspire England provides marketing materials				
Feb	Partners identify resource discovery tools at local and regional level eg <ul style="list-style-type: none"> <li>o Chrysalis website (url not yet available)</li> <li>o Crossroads project <a href="http://www.reviewed4u.com/crossroads/">http://www.reviewed4u.com/crossroads/</a></li> <li>o Futures Together ISBN 19019 00040</li> </ul>				
March	Partners make contact with selected learners to be supported through referral process and for follow-up resource discovery activities		Y	Y	Y
March/April	Local rollout of training in Inspire procedures to wider project staffing		Y	Y	Y

When	Task	Adult Education Service	City College	Harrison Learning Centre	Library & Information Services
April	Partners build on targeted learner activity by working on referral of individuals to each other from their own user groups		Y	Y	Y
April	Partners work with Inspire WM and Inspire England to evaluate impact of activities on learners via surveys and questionnaires	Y	Y	Y	Y
May	Inspire England evaluates impact of Inspire training and procedures on partner staff				
June	Work with Inspire WM/England on marketing				
June	Mystery shoppers identified via Inspire WM evaluate reception of learners following staff training on Inspire				
July	Prepare for launch and PR for September onwards				

### 5 Initial issues

Issue	Suggested action	Implications
<b>How to track participation by learners to show impact and demonstrate contributions to Generic Learning Outcomes required of ELC demo projects (cf Appendix)?</b>	Some form of passport that could be stamped?  Longer term membership card for access only	<ul style="list-style-type: none"> <li>○ For other projects</li> <li>○ Bureaucracy</li> </ul> Ability to track usage
<b>Knowing who users are in case of misuse &amp; how sanctions/exclusions might operate</b>	Look at LLiL procedures	

### Actions

What	Who
Identification of target learners	Anne with Mark Dobson at AES
Liaison with City College and City LIS	John with Val Bigford and Rob Johnson
External cards: potential for swipe access facility and tracking	Jacky with Clive Evans
Convene project team	John