IFLA LIBRARY THEORY AND RESEARCH

Newsletter July 2018

LETTER FROM THE CHAIR

Theo Bothma

DEAR COLLEAGUES,

Members of the LTR Standing Committee and other LTR members have been very active since our Newsletter in January; this includes the following activities:

- LTR SC Midterm meeting
- Researcher-Librarian Training Workshop
- IFLA President's Midterm Meeting and the Global Vision Project Meeting
- GVP Zoom meeting
- BSLISE research
- Warsaw satellite meeting publication
- WLIC 2018 in Kuala Lumpur planning

LTR SC Midterm meeting

The LTR SC Midterm Meeting took place in Milan on Saturday, 17 March. The minutes are available at https://www.ifla.org/node/37097, and will be discussed at the first SC meeting in Kuala Lumpur. It was a very productive meeting with various reports about LTR activities; in addition, a number of proposals were made for WLIC 2019 in Athens, which will be discussed in more detail in Kuala Lumpur.

Researcher-Librarian Training Workshop

The Workshop took place in Milan on Friday, 16 March. Anna Maria Tammaro provides a detailed summary of this event in this newsletter.

IFLA President's Midterm Meeting and the Global Vision Project (GVP) Meeting

These two meetings took place from 19-21 March in Barcelona, and was attended by Krystyna Matusiak (LTR Secretary) Anna Maria Tammaro (LTR GVP Rapporteur) and myself. The presentations of the keynote speakers at the President's Midterm Meeting are available at https://www.youtube.com/watch?v=VlN7HR4WrKk&feature=youtu.be. The Global Vision (GV) Report Summary was launched at the Project Meeting. This Summary along with a wealth of further details about the project. is available at https://www.ifla.org/node/11905.

GVP Zoom meeting

Sections are required to provide further input to the GV Report. LTR therefore had a Zoom meeting on Wednesday, 16 May. Unfortunately, due to time differences and other commitments, not many SC members could participate. It was, however, a very fruitful meeting. Anna Maria Tammaro compiled a draft report afterwards. This report is in the process of being finalized, and we trust that some of you will still have the opportunity to contribute your thoughts to it. It has to be submitted to IFLA HQ by 16 July, after which our

finalized report will be circulated and made available on our website.

BSLISE research

The BSLISE (Building Strong Library and Information Science Education) project, a collaboration between LTR and SET, is very active, with regular online meetings. Project members have been presenting the interim results at various conferences, and a whitepaper is in the process of being finalized. This will be presented in Kuala Lumpur at the joint meeting of LTR and SET. For more information about this group see: https://lisedu.wordpress.com/publications/

Warsaw satellite meeting publication

Selected papers from the satellite meeting in Warsaw on the *Data Curator's Roles and Responsibilities: International and Interdisciplinary Perspectives* (WLIC) will be published in a forthcoming issue of *LIBRI*. (see: https://ifla.wdib.uw.edu.pl/)

WLIC 2018 in Kuala Lumpur

Standing Committee Meetings:

1) *Session 025: SC I*, Room 407, Friday, 24 August, 13:30-15:30.

2) *Session 200: SC II*, Room 301, Tuesday, 28 August, 13:30-16:00.

Open Sessions:

1) **LTR and Information Literacy**
Session 116: Information Literacy: from practice to research and back again. Conference Hall Sunday, 26 August, 13:45-15:45.

2) **LTR, Section Education and Training and LIS Education in Developing Countries Special Interest Group**
Session 220: IFLA's role in building strong LIS education: an international approach to quality assessment and qualification in the library and information profession, Ballroom 2, Wednesday, 29 August, 08:30-10:30.

---

[1]http://www.convegnostelline.it/iniziative.php

3) SIG Library History
Session 095: Transform Libraries. Transform Societies: Library outreach to marginalized populations: historical perspectives. Conference Hall 3, Sunday, 26 August, 09:30-11:30.

We hope to see all of you at the Conference and at all these meetings!

THE RESEARCHER-LIBRARIAN TRAINING WORKSHOP: BUILDING A CULTURE OF RESEARCH METHODS

Anna Maria Tammaro

Increasingly, the library and information science (LIS) practitioner is being challenged to incorporate research into the context of their professional work. The IFLA Section Library Theory and Research (LTR) begun in 2010 the Project Researcher-Librarian Partnership. Six new LIS practitioners within their first seven years of professional practice took part in the programme. Each was partnered with an experienced LIS researcher who provided mentoring and support. During the 12-month programme the new professionals designed and implemented a research project on a topic of interest.

On 16 March 2018, for the first time in Italy for its Mid-Term meeting, the IFLA Library Theory and Research Section participated in the Italian "Stelline" Conference in Milan[1] to resume the Researcher Librarian Partnership program. The Researcher Librarian training Workshop was focused on the application of quantitative and qualitative research methods in library user research. The IFLA LTR Section invited students and professionals to engage in conversation around stimulating posters and presentations of research projects.

After the welcome by AIB President Rosa Maiello, Theo Bothma, Chair of IFLA's Library Theory and Research Section, introduced the training Workshop, explaining the focus of LTR on developing a culture of research methods.

At the workshop, Krystyna Matusiak (LTR secretary and University of Denver) and Lynn Silipigni Connaway (senior researcher at OCLC) provided an overview of the research methods. All registered participants received a booklet with the materials and exercises prepared to introduce the research methods.

An Italian librarian, Sara Chiessi (Unione Reno Galliera - Director Biblioteca Comunale San Giorgio di Piano), who was one of the winners of the LTR sponsored Researcher-Librarian Partnership program, presented about her experience and the impact of the LTR mentoring on her career.

Four participants presented posters about their research projects.

Marco Ciorli
(Laurea Magistrale Internazionale Congiunta in Sociologia Culturale University of Trento) presented his research on "User survey of the Municipal Library of Trento: foreign citizens".

Cecchi Egizia
(Scuola di Specializzazione in "Beni archivistici e librari" University of Rome) presented on "Public libraries imaginery: analysis of the construction of an idea", a research on an imagined concept of the library.

Flavia Massara
(Scuola di Specializzazione in "Beni archivistici e librari" University of Rome) presented "Criteria for monitoring information literacy activities in the library". The aim and objectives of the research were to understand the public libraries objectives for starting information literacy programs.

Roberta Montepeloso
(Scuola di Specializzazione in "Beni archivistici e librari" University of Rome - Biblioteca Civica di Cori) focused on understanding the perceived identity of the library, with her research entitled "Contemporary public library: imaginary, perception, vision". The case study examined the Montanari Mediateca (MeMo). The results demonstrated how the concept of the library is "a growing organism" and how it has enriched the library's collective imagination.

At the end of presentations, there was a discussion of the LTR Section experts with the Italian participants. The Library-Researcher Workshop in Milan was a live training laboratory for researchers and librarians, which achieved real success, despite its brevity, in stimulating the Standing Committee members of IFLA's LTR Section to envision a repetition of the Researcher Librarian Program and Workshop next year.

The researchers provided a brief overview of their research as follows:

User survey of the Municipal Library of Trento: foreign citizens
Marco Ciorli

The Municipal Library of Trento has had a significant loss of users in the last 4 years through the under-utilization of some specific services (e.g. MLOL - MediaLibraryOnLine and the Multilingual Section), and the uses sometimes perceived as "problematic" or "Improper" by more disadvantaged user groups such as refugee and foreigners. The Municipal Library of Trento perceived the need to investigate the user's needs and expectations, including both user and potential user (or "non-user"). The project mainly involved the foreign community and tried to understand their behaviour, experiences of the library, and needs, both expressed and unexpressed. The research aimed to respond

adequately to ongoing social changes, and their possible impact on the library transformation.

Methodology

The research project was conducted between February and July 2017 at the Municipal Library of Trento. The research at the Municipal Library of Trento was developed using two dimensions: 1) the study of users; 2) the study of potential users. The study approach was explicitly inspired by the constructive understanding of phenomena and the emergence of a conceptual framework from the specific reality of investigation (Grounded Theory). The survey adopted a mixed methods approach, using a formalized collection tools (questionnaires for potential users), and a multiple de-structured methods (experience stories, field observations). The design of the research was iterative. In the last phase of the study, the results from the users and potential users of the study were merged and analyzed.

The user study was the fundamental part of the investigation with 47 in-depth interviews, of which 27 interviews involved users (from 30 to 80 minutes approximately) and 20 interviews involved staff librarians (from 60 to 140 minutes). Ethnographic notes in conjunction with interviews were taken during about 50 hours of unobtrusive observation over the course of several weeks. The exploratory research on potential users, based on a previous study of representatives of migrant associations, involving a face-to-face questionnaire, was conducted in CAPI (Computer Assisted Personal Interviewing) mode. The sample was composed of foreigners living in the Trento area for at least 3 years, who have never used a municipal library in the last 2 years, or have gone two or three times a year, without using any of the services offered. The collection of the data and the interviews were conducted at the Information center for immigration.

The main questions were grouped into 4 sections, related to 1) use of the Municipal Library or use of other libraries; 2) awareness of the services offered by the Municipal Library; 3) the reasons for non-use and expectations; 4) the image of the library in general. Also data concerning reading and information habits were collected, and some socio-personal indicators. A total of 157 questionnaires were collected, of which 20 occasional users and 111 potential users, of whom 84 have actually been domiciled for at least 3 years.

Findings

The survey provided an understanding of the foreign citizens' needs compared with the offerings of the Municipal Library of Trento.
The first important result was the problematic perception of "right" or "improper" uses of the Municipal Library and the emergence of stigmatization. The second significant result of the survey was the recognition of the disadvantaged users needs and the importance of the library during the recent immigration phase.
The emerging recommendation is that the Municipal Library must meet people diversified needs - foreign and not. The evidence of organizational obstacles have been noted, including the challenge for the library to work without one clear strategy and the collaboration with other institutions.

Public libraries imaginary: analysis of the construction of an idea

Egizia Cecchi

This study focuses on the contemporary public library identity, and aims to understand its perceived identity - understood as image of individuals, community or society and the role it can play for quality of life of people. The research's objective is the identification of the factors that contribute to defining the public libraries' image.

Taking care of the imaginary, as Durand observes, leads the researcher being divided "between a feeling of unusual ease and ineluctable difficulty". When working in a small public library, contact

with people is intense and it is easy to discover ideas and expectations regarding the library that are far from the internal perceptions of the library professionals. This mismatch can be deepened according to different perspectives. This research aims to investigating the components that influence the construction of the individual idea of the library and how it acts in the anthropological journey of the imaginary libraries.

Methodology

The investigation adopted a qualitative approach according to the method of Grounded Theory, collecting data based on semi-structured interviews, accompanied by ethnographic notes. This methodology was combined with visual sociology. Images were used both as a tool for collecting information during the course of the field research process and as a key for interpreting interviews. This research is part of the study approach defined as the expression Narrative-based Librarianship (NBL), which highlights the role of narration as a means of communication, a tool of thought, an understanding of reality and an interpretative tool for field research.

The case study was the civic library "Elio Filippo Accrocca"of the Municipality of Cori, a town of just over 10,000 inhabitants between the province of Latina and Rome. The choice of this public library context has allowed us to devote unusual attention to a particular library reality, where these small institutions can be considered the "most basic" unit, representing the capillarity - and a strategic resource - of the national library system.

The interpretation and analysis of the data was done using a software for the qualitative analysis of texts (Atlas.ti).

Findings

The results can be defined as: semantic, constitutive and iconographic. The semantic base on which the idea of a library and its transformative dynamism is defined in relation to the specific context of the library. The constitutive factors of the imaginary of the library are: desire level, symbolic level, experiential level, emotional and prejudicial level. Thanks to the collection of images it was possible to find an iconography of the types of libraries present in the interviewees' imaginary: the fantastic library, the innovative library, the symbol library, the "dusty" library and, to varying degrees, the souvenir library.

Criteria for monitoring information literacy activities in the library

Flavia Massara

In recent years, the information literacy courses are growing in libraries, partly by natural maturation of the theme but also by the commitment of the AIB Group on information literacy. However, information literacy courses are not at the center of everyday reality of libraries. The research is based on a previous survey conducted by the AIB in 2015, which aimed to map all the information literacy activities present in Italian public libraries. This survey, based on a questionnaire, evidenced the information literacy activities in the public libraries but also generated new questions. Why have important Italian public libraries not responded to the AIB questionnaire? Why have many public libraries not completed the questionnaire, abandoning it prematurely?

The survey aimed at understanding the motivations as to why important Italian public libraries do not offer information literacy courses and why some of the respondents stopped filling out the questionnaire.

The objective was to investigate the questions left unresolved by the previous survey, as an implication for future information literacy surveys that will be carried out in our country.

Methodology

The first step was the analysis of the previous survey by examining more specifically: the objective of the research, the choice of the

sample, the dissemination and the structure of the questionnaire.

A qualitative analysis was then started and the methods adopted included an interview, conducted by telephone where 14 libraries were selected, seven of which were non-respondents and seven were partial respondents. The telephone interviews were then recorded to allow the subsequent transcription and analysis of the data.

Findings
The survey produced two types of results: methodological reflections and library-related definitions of information literacy.

For the methodological aspects, the importance of unequivocally defining the aims and objectives of the investigation, of carrying out the selection of the sample, of communicating the results and of reinforcing the data culture among librarians was evidenced. One result is the weak culture of research methods among the professionals operating in the sector. The prevailing idea is that the questionnaires are a hard task and not an opportunity to improve.

For the definition of information literacy, there was a strong terminological problem: the librarians, in most cases, did not have a clear idea of what information literacy is and what kind of activity it entails. An evident result is the gap between the theoretical debate and the practice of the libraries of our country.

In conclusion, a weakness in training and education in specific courses was noted, marking a need for future students, librarians and professionals to become more information literate.

The contemporary public library: imaginary, perception and vision
Roberta Montepeloso

The survey aimed to explore the perceived identity of the library by investigating the individuals who come into contact with the library service. The survey case study was the city of Fano (Marche) and focused on the Montanari Mediateca (Memo). The Memo is an institution active since 2010, established through a partnership between a private organization and a dynamic municipal administration, with the mission of offering the services of a "multimedia library" for all.

Methodology
We opted for a "bottom-up" perspective, using a qualitative methodology. To understand what we have defined as a shared imaginary, a common vision of the contemporary public library, two qualitative methods of data collection were used: semi-structured interviews (20 pilot interviews, 8 in-depth interviews, 1 specialized interview with opinion leader) and two focus groups. The sample was chosen with the so-called "reasoned choice" method: the individuals involved have been identified inductively among those who have been evidenced as carriers of significant knowledge for the progress of the investigation. The "raw" material thus acquired was used for textual analysis with the support of the Altas.ti software.

Findings
During the analysis of the data collected, the specific question (the perception of the Memo) has been transformed in terms of a general question: the identity of the contemporary public library.

A second issue which has been evidenced is the need of methodological awareness and rigor on the value and impact of the public library in our present.

At the end of the interpretative process, the results and the reflections were transcribed into text, stitched up by the connective property of the narration. This writing, whose value is first and foremost that of a research report, was presented to the academic community (School of Specialization in Archival and Book Heritage, La Sapienza di Roma) and then to the co-protagonists of the research (the staff of the Librarian Service of the City of Fano, the administrators, the officers, the members of the research sample, the users of the Fano libraries).

COLLABORATIVE PARTNERSHIP AT CONGRESS 2018

Dan Dorner

The IFLA Library Theory and Research and Information Literacy Sections will be holding a joint session on *"Information Literacy: From Practice to Research and Back Again"* during the upcoming IFLA World Library and Information Congress in Kuala Lumpur, Malaysia. The session will be held on Sunday, 26 August between 13:45 and 15:45 in Conference Hall 3.

The purpose of this session is to hear about a range of critical approaches and research models relevant to information literacy that contribute to building new theory; the challenges of applying theory in practice; the technology dimension in theoretical frameworks; how learning theories can inform practice; and cultural perspectives associated with learning.

The session will be split into two parts – each part one hour in length. The following 4 papers will be presented in the first part (13:45 – 14:45) which will cover information literacy practice across disciplines, contexts and environments.

1. Critical Information Literacy Teaching in British Columbia, Canada, Academic Libraries: Debbie Schachter, Capilano University, Canada

2. Making This World a Better Place Through Information Literacy: In4skill Campaign for Rural Communities: Yazid Ibrahim, National Library of Malaysia; Malaysia Zuliana Ab Rashid, National Library of Malaysia, Malaysia

3. Information Literacy of Undergraduate Vietnamese Students Viewed from the Perspective of Cultural Context: Zuza Wiorogórska, University of Warsaw, Poland

4. Vantaa City Library – Transcending Consumer-producer Relations in Public Library Music Services: Ville Karinen, Tikkurila Public Library, Finland; Teemu Kide, Vantaa City Library, Finland

Part I will be chaired by Min Chou who is a member of the Information Literacy Section. The second part of the session (14:45 – 15:45) will consist of 4 brief papers (10 minutes each) followed by a panel discussion on the integration of theory and practice in information literacy.

The papers in Part II are as follows:

1. How Philosophical Theory Informs Information Literacy Practice: Michael Flierl, Purdue University, United States; Clarence Maybee, Purdue University, United States

2. From Information Literacy to Green Literacy: Training Librarians as Trainers for Sustainability Literacy - Information Literacies to Transform Society: Petra Hauke, Humboldt University of Berlin, Germany

3. Methodological Approaches for Exploring Visual Literacy Practices: Krystyna K. Matusiak, University of Denver, United States; Chelsea Heinbach, University of Nevada, United States

4. From Global Theories to Local Practice and Original Knowledge: Learning the Way Through Systems Co-Design: Mary M. Somerville, University of the Pacific, United States; Christine S. Bruce, James Cook University, Australia; Anita

Mirijamdotter, Linnaeus University, Sweden; Ian Stoodley, Queensland University of Technology, Australia; Krenare Pireva, University for Business and Technology, Republic of Kosovo.

Part II will be chaired by Gaby Haddow, who is a member of the Library Theory and Research Section.

We hope to see you there!

BECOME AN LTR MEMBER!

If you (or you employer) are not an LTR member, consider becoming a member when next you renew your IFLA membership. Please also see https://www.ifla.org/membership/categories.

FOLLOW US!

IFLA offers several convenient channels to keep you current with the LTR's portfolio of activities and events. You can join the conversation at:

- **Twitter**: @IFLA_LTR
- **News**: www.ifla.org/news/5794
- **Blog**: blogs.ifla.org/library-theory-research/
- **Web**: www.ifla.org/library-theory-and-research

NEWSLETTER CONTACT

Flavia Renon
flavia.renon@carleton.