

The Network Newsletter: tackling social exclusion in libraries, museums, archives and galleries

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The Network's Website is at www.seapn.org.uk and includes information on courses, good practice, specific socially excluded groups, as well as the newsletter archive.

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Did you see ...?

ARC Magazine

The September issue¹ includes a number of interesting articles:

- Andrew Flinn “10 years of Community Archives and Heritage Group conferences: keynotes, lunches and awards” [pp8-9]
- Sue Hampson “Celebrating community archives: the Sustained Achievement Award”, “[...] celebrating those groups who have managed to maintain high standards, demonstrated good practise [sic], raised funding, and generally just kept going against the odds.” These included: Lustleigh Community Archive²; Ryde Social Heritage Group³; Rodbourne Community History Group⁴; My Brighton & Hove⁵; Fakenham and District Community Archive⁶; and Hornsey Historical Society⁷ [pp10-11]
- Tom Furber and Clare Summerskill “Speak Out exhibition launch at London Metropolitan Archives” [p32].

The October issue⁸ includes:

- Andrew James “www.scran.ac.uk - off the screen”, which looks at the work of Scran⁹ which “[...] was set up nearly 20 years ago to aggregate and display digitised records from Scottish museums, galleries, archives, libraries and the media. Today it hosts nearly 500,000 records and our audience includes teachers, students, researchers, historians, academics and many more. However, because of its digital nature – i.e. the fact that it’s a website – we’re aware that non-computer users miss out on this valuable cultural resource. In the past year, therefore, we’ve increased our outreach work, and are determined to bring Scran off the screen and into the real world, using Scotland’s archives as a starting point for innovative cultural activities.” [p23]
- Isilda Almeida-Harvey “Curating **with** communities – Shared Journeys” [pp27-28, emphasis theirs]: “For the last 8 years [...], East Sussex Record Office (ESRO) has managed and delivered a varied range of projects involving audiences from across East Sussex and Brighton and Hove, exploring different themes and piloting diverse approaches to involvement and participation.” ‘Shared Journeys’ is “an oral history project unlocking the hidden stories of East Sussex and Brighton and Hove residents from diverse backgrounds, it is, at first sight, the average,

¹ *ARC Magazine*, 325, Sep 2016. Further information at:

<http://www.archives.org.uk/publications/arc-magazine.html>.

² See: <http://www.lustleigh-society.org.uk/>.

³ See: <http://rshg.org.uk/>.

⁴ See: <http://www.rodbournehistory.org/>.

⁵ See: <http://www.mybrightonandhove.org.uk/>.

⁶ See: <http://fakenhamcommunityarchive.weebly.com/>.

⁷ See: <http://hornseyhistorical.org.uk/w/index.php>.

⁸ *ARC Magazine*, 326, Oct 2016. Further information at:

<http://www.archives.org.uk/publications/arc-magazine.html>.

⁹ See: <http://www.scran.ac.uk/>. Scran is a service of the Scottish charity, Historic Environment Scotland (<https://www.historicenvironment.scot/>).

community engagement, contemporary collecting project. But on a closer look it stands out for:

- Being developed and delivered on a very limited internal budget;
 - Involving a tailored and in depth approach to stakeholder engagement.” [p27]
- Caroline Durbin “Strong Rooms Installation Art: installation uncovering stories from local archives” [pp34-36]:

“Strong Rooms has been a ground-breaking project in which two specially adapted shipping containers have been home to intriguing art exhibitions, inspired by local archives. The project coordinated by Archives West Midlands, which received Arts Council funding in January 2016, toured Rugby, Coventry, Dudley and Worcester throughout the summer. The tour brought over 3500 people into contact with archives, artists and archivists and at least a third of these visitors were children and young people.” [p34]

- Rachel Bates “Weaving Narratives: An Evolving Community Project”, which outlines a community art project in Bedfordshire [pp38-39]

Books for Keeps

The September issue¹⁰ includes a number of interesting articles, as always, but particularly:

- Holly Bourne “Am I normal? Exploring mental health issues in YA fiction”, which introduces a new online book club, run in conjunction with Rethink¹¹ [p3]

Tackling social and digital exclusion – Libraries, Museums, Archives and Cultural and Heritage Organisations

CILIP Libraries Change Lives Award 2016

The Award-giving took place at the CILIP AGM at Leeds Museum on 29 September.

“The CILIP Libraries Change Lives Award is a national award open to UK-based library, information and knowledge-based services or initiatives from any sector that have a positive and demonstrable impact on their user community.

¹⁰ *Books for Keeps*, 220, Sep 2016, <http://content.yudu.com/web/1mjdv/0A1midx/BfKno220sept2016/html/index.html>.

¹¹ See: <https://www.rethink.org/>.

The award is organised by CILIP's Community, Diversity and Equality Group and CILIP.¹²

The winner was **Norfolk Library and Information Service** for its 'Healthy Libraries' initiative, a county-wide initiative to promote healthier living and target the county's most serious health priorities.¹³

Working in partnership with Norfolk Public Health, the 'Healthy Libraries' initiative is delivered across Norfolk's 47 libraries. Socially-based group wellbeing activities include a monthly wellbeing or nutrition-themed 'neighbourhood lunch' and adult colour-me-calm sessions. Exercise-based activity has included hula hoop challenges and a pedal-powered smoothie bike, used to raise awareness of the benefits of the government-recommended target of five-a-day fruit and vegetable portions. Practical sessions include slipper swaps to prevent and reduce falls among elderly people.

Norfolk library staff have been trained to understand health improvement and mental health first-aid and to offer information, advice and guidance on local health services, including signposting relevant local health projects. As well as actively promoting health and nutrition, the service is helping to target some of the county's key health challenges including obesity, early years' health and falls among the elderly, which currently cost local Public Health an estimated £19 million every year.

"Almost two thirds (65.7%) of the adult population of Norfolk are overweight or obese and instances are increasing among the child population of Norfolk, who have one of the lowest levels of childhood activity in the East of England (49.7%). An estimated 16,400 people in Norfolk have dementia (diagnosed or undiagnosed) and the recorded annual number of strokes is very high. Norfolk's population has an older age profile than England as a whole and falls are estimated to cost Norfolk and Waveney health and social care services around £19 million every year, not including unknown costs such as GP time treating people who have fallen."¹⁴

Between May 2015 and April 2016, over two thousand Norfolk residents participated in a dedicated health-based activity under the programme.

¹² Taken from: <http://www.cilip.org.uk/cilip/cilip-libraries-change-lives-award>.

¹³ The LCLA film of Norfolk's work, and the acceptance speech by Sarah Hassan (Assistant Head of Service) are available at: <http://www.cilip.org.uk/advocacy-campaigns-awards/libraries-change-lives-award/2016-libraries-change-lives-award-winner>.

¹⁴ Taken from: <http://www.cilip.org.uk/news/top-award-norfolk-libraries-countywide-health-initiative>. Statistics and other information taken from:

Claire Gummerson. *Health Needs Assessment: executive summary – falls prevention in Norfolk*. Norfolk County Council: Norfolk Public Health, 2014.

Kadhim Alabady. *Health Needs Assessment – Stroke or Transient Ischaemic Attack (TIA)*. Norfolk County Council: Norfolk Public Health, 2014.

John Ford *et al.* *Living in Norfolk with dementia: a Health and Wellbeing Needs Assessment*. Norfolk County Council: Norfolk Public Health, 2014.

Elizabeth Barnett. *Tackling obesity – a Health Needs Assessment for Norfolk*. Norfolk County Council: Norfolk Public Health, 2015.

Norfolk's win has been picked up by a journalist who has written a very positive piece for *Information Daily*.¹⁵

The two finalists were Renfrewshire and Sefton.

Renfrewshire's Skoobmobile is a specially-adapted mobile library outreach service which travels around the county to schools, nurseries and community events to encourage early years' wellbeing through combined reading, play and exercise. Over the school holidays, 'Play In the Park' takes the mobile to parks and green spaces and encouraging families to get on-board to listen to a story and complete an outdoor activity trail. Working with community groups, third sector organisations and health agencies, the primary aim of the service is to help improve children's life chances by encouraging a lasting interest in reading, literacy, physical activity and learning, bringing the opportunities of the public library service directly to children and families where they are gathered in the community.

The service targets schools more than a mile from a public library and nurseries and preschools more than 0.7 miles from a library; and works more intensively with schools in the Scottish Index Multiple Deprivation zones. From its launch in April 2015, to February 2016, there were 10,907 visits to the Skoobmobile by children and 1,859 visits by adults, lasting from 20 minutes to 1.5 hours. The service has visited 28 different primary schools, 21 pre-5 establishments and all schools for children with additional support needs, working with community groups, third sector organisations and health agencies.¹⁶

Sefton Library Service goes out into homes and care homes to record the life stories of local people in the first stages of memory loss, to provide a reminiscence tool for the patient's care and a valuable primary history. The work is delivered in partnership with the Alzheimer's Society, Age Concern, Age UK and care homes in the Sefton Area, who refer people recently diagnosed with memory loss. Residential care workers are using the material to establish a rapport with their residents and find topics of conversation. Reminiscing to rekindle forgotten memories (cognitive stimulation therapy) has been shown to slow the progression of the condition. Memories recorded include wartime experiences, accounts of childhood times, and family and working lives spent in what is now the Sefton district of Merseyside. The recordings are accessible to the public via the local history archive at Crosby Library.¹⁷

¹⁵ S A Mathieson "Norfolk uses data in libraries' public health drive", *Information Daily* 11 Oct 2016, <http://www.theinformationdaily.com/content/post/norfolk-uses-data-in-libraries-public-health-drive>.

¹⁶ The LCLA film of the Skoobmobile at work is at: <http://www.cilip.org.uk/advocacy-campaigns-awards/libraries-change-lives-award/2016-libraries-change-lives-award-shortlist>.

¹⁷ The LCLA film of Sefton's work is at: <http://www.cilip.org.uk/advocacy-campaigns-awards/libraries-change-lives-award/2016-libraries-change-lives-award-shortlist>.

Library support for homeless people: responses to a call for information, October 2016

The Network received an enquiry from CILIP for information on libraries' provision for homeless people to form part of a briefing for Lord John Bird¹⁸; we put out a call to Network contacts, and received the following responses (some great examples of work with the community here!).

Archives West Midlands

Recently as part of an Arts Council funded project called Strong Rooms [¹⁹] run by Archives West Midlands in Rugby and Coventry, Culture Coventry worked with Crisis, the homeless charity to deliver an archives-inspired arts project. Three participants lasted the whole 4 workshop programme and, as a result, created and performed their own poetry, gaining a huge amount of confidence and a connection with the story of the city through the collections.

In Rugby, the Hope 4 centre, a local homeless charity, gave us access to their facilities. Their generosity and support gave us real confidence in what was our first experience of running an exhibition in a public space. I invited the regulars at Hope 4's weekly Sunday lunch, more than 40 homeless or people at risk of homelessness, to come and view the exhibition and spoke to them about the archive collections behind the inspiration. One chap, who visited the exhibition, had recently left the army, He talked about his interest in art and was very motivated by doing something totally different to his usual day-to-day.

I know this is more of a one off and for archives rather than libraries but it takes doing something once to see how it can be done better and in a more rounded way in the future.

The project was run by Archives West Midlands in collaboration with Soul City Arts and Arts Connect and more details are available here at www.strongrooms.org.uk

Sam Collenette, Archives and Historic Environment Manager,
Warwickshire County Record Office

¹⁸ As you may have seen, Lord John Bird brought a debate on public libraries to the House of Lords, see: <http://www.thebookseller.com/news/house-lords-libraries-and-bookshops-debate-404111>; <http://www.thebookseller.com/news/government-defends-record-library-closures-and-amazon-taxation-during-lords-debate-414116>; and <https://hansard.parliament.uk/Lords/2016-10-13/debates/C8C0345D-B9F6-4EF9-BFE2-A58A6618529D/LibrariesBookshopsAndBooksellers#contribution-347B64FA-20CB-41B6-A2F4-45D15688E845>.

¹⁹ See the article mentioned above: Did you see? *ARC Magazine*.

Kirklees Library Service and The Mission (Huddersfield): Using reader development and creative activities to promote reading and good mental health to vulnerable adults

Overview:

The Mission is a charitable organisation in Huddersfield providing advice and support to people in need - those with housing issues, in temporary accommodation or looking for housing. Within the centre there is an affordable café and space for community groups and activities. As well as offering practical help and support around housing, benefits, job seeking and financial advice, The Mission engages with partner organisations to offer a range of positive cultural and art based activities to improve the well-being of all attending the centre. Kirklees Library Service worked with The Mission to provide a range of reader development and creative activities. Joint planning ensured that activities were suited to the participants and a year of activities culminated in working with local artist Stephen Waterhouse to produce a piece of collaborative art work (on the theme of "identity and community") for display in The Mission café.

Aim of the project:

In order to bring about improved mental health, provide an opportunity to work collaboratively and encourage an enthusiasm and interest in books and reading, the project aim was to engage with at least 20 adults, enabling them to

- access a wide range of books
- access information on library services
- be supported in joining the library and becoming active library members
- participate in a range of creative activities linked to books and reading.

Input:

Time: Librarian time for planning, activity development and meetings with The Mission staff. Librarian time delivering activity sessions. Librarian time spent at The Mission, meeting and talking to service users in an informal environment e.g. at the cafe or when refreshing the on-trust library. Joint librarian and Mission staff meetings with artist Stephen Waterhouse.

Cost: Small monetary cost for resources, fee for artist Stephen Waterhouse. Total cost was just under £450.

Conclusion: The project cost very little in monetary terms, but was time consuming with regular meetings, delivering the sessions and continuous evaluation/assessment. As a result of the time spent on this project, not

only was it a success and all outcomes were met but **50** people took part rather than 20 which was the original aim.

Activities:

- Sharing and talking about books which the library service donated to The Mission's on-trust library
- A block of 6 book chat and art sessions focussing on sharing picture books and exploring the illustrative styles (one session a week for six weeks)
- A block of 6 book chat sessions which used various art techniques to respond to poetry (one session a week for six weeks)
- Linking with The Mission's creative writing class to promote library books and resources with a particular emphasis on good mental health
- Organising a visit to Huddersfield library where participants could join the library and find books to support their creative writing classes, as well as find out about how the library could support their job searches and self-supported study
- Hosting a creative writing session using bibliotherapy techniques for the group at Huddersfield library
- Working with artist Stephen Waterhouse to help the group to produce a collaborative art work for display in The Mission
- A celebration event with an official un-veiling of the collaborative art work - participants, friends, family, Mission staff, library staff attended

Outputs:

As a result of the project activities, the 50 participants

- took part in creative book chat and art sessions
- had access to and experience of library resources and support
- had art work displayed in The Mission
- had the opportunity to take part in a wide range of literary and artistic activities based on books and reading

Outcomes:

- Book chat sessions and creative writing sessions **improved the participants' knowledge and awareness of library resources**
- Artistic and literary themed activities **improved participants' feelings of well-being**
- As bibliotherapy methods were utilised during book chat sessions, participants had time for **self-reflection and discussions around shared and personal experiences**
- Library visits gave participants **more confidence** in using the library and follow-up sessions at The Mission showcasing online library resources gave participants the **knowledge and confidence** to use the library catalogue, and online account information themselves

- An **increased enthusiasm** and interest in the activities ensured the project maintained momentum and new participants joined as a result of **peer recommendation**
- Participants felt pride and a **sense of achievement** when their art work was completed and displayed

Evaluation

Evaluation of this project was continuous with changes made in response to feedback. Participants were actively encouraged to recommend topics, books or poems for discussion. End of project evaluation was discreet and included general conversations with participants collected during the year, and comments made during the celebration event.

"This was a great project to be part of. Joint planning was the key for me - having a clear idea of who was doing what, meant library staff and The Mission staff worked effectively together. I know from the comments made in the centre how much all the activities have been appreciated, and there was a real buzz after some sessions particularly the time spent with (artist) Stephen. The adults who use The Mission have a huge range of issues and problems (many have experienced homelessness at some point) and seeing them engaged in something so positive has been fantastic. Although engagement in activities can be sporadic from people who are homeless we keep the door open. Being able to run activities which are free to access is only possible by working with other agencies and with volunteers. I hope we can continue to work together with the library service and help The Mission's clients tap into what the library has to offer." Samuel Moss - Activity Co-ordinator at The Mission

"I have not been involved in a project like this before, but really enjoyed the opportunity to work with the adults who use The Mission. Everyone was enthusiastic and had lots of ideas. I was a bit nervous about the unveiling of the finished art work, but everyone (including me) loves it. It really reflects the people who took part, and their ideas around identity and community."
Stephen Waterhouse, artist

Project participants

"I have been going to The Mission for a long time. I get a lot of advice there and the staff have helped me feel more confident about my future. I like to get involved in any new things that are happening and that's how I met Judith from the library. We got talking in the café and she said that she was starting some book chat sessions which were looking at children's books and giving us the chance to draw and copy the illustrations as well as discuss them. I went along and really enjoyed the sessions. I was

surprised how much I remembered about the books I'd read as a child, and how involved I got in the art sessions. I volunteer in The Mission café so when Judith said she was doing more sessions but focussing on poetry I said I would not only come along but would help to spread the word and encourage people to attend."

"As I have written some of my own poetry, the poetry sessions were really great and I liked it because everyone shared their feelings about how the poems made them feel. We did art work (quick sketches and drawings using coloured paper/crayons/pens/pencils) to show how we felt after listening to the poems. Doing this made me really think about the poems. When I look back at some of the art work I did I can tell how I was feeling because I chose particular colours or had a particular drawing style e.g. I used sharp lines, or soft shapes, or used pale colours or dark colours."

"We were all amazed when we saw what the artist Stephen produced using our ideas and work. When it was unveiled I felt like crying because it looked so professional and I thought "Did we really do that?" I can't remember the last time I felt as proud of something I'd done."

"We went up to Huddersfield library for a creative writing session. I was able to get my library ticket sorted out and explain why the address was different and that I had lost a book in the past. I was scared to use the library and embarrassed to explain about my library card, so hadn't used the library for years. We had a tour and I loved the reference library because there were big tables and it was quiet. I go there a lot now because there is no quiet space at home! I borrow books a little bit now, but I like to go into the library and just look at the big art books. The pictures in the books inspire me to do more art work, or help me if I want to do some creative writing. I do use the computers in the library as well. I do my job searches and use Facebook."

Judith Robinson (Librarian) Kirklees Library Service, September 2016

Libraries NI

Libraries NI is currently working with the Simon Community to identify barriers to use. We will soon be introducing a way for those who are homeless and residing in a Simon hostel to join the library without proof of a current address. Simon staff will give written confirmation that they are currently residing in the hostel and this acts as the proof of address. This allows Simon clients to access a range of services including borrowing and access to computers and wifi.

Library information will also be placed in welcome packs handed out to Simon clients.

Helen Poston, Operational Manager, Libraries NI

Newcastle upon Tyne

Library staff support homeless customers on a daily basis by providing information regarding showering and laundry facilities in the City as well as locations offering free food day by day. They also refer customers who are in agreement to the Housing Advice Centre (HAC) for confidential advice.

Service Support Assistants meet and greet customers and are able to recognise patterns in behaviour with regulars, build up trust, provide support or advice and first aid when necessary. Informally, food has been passed onto homeless customers from the Library Café, which is managed by a private catering company.

As part of as part of our integration and community hubs programme we are investigating how to relocate some or all of the services of the Council's Housing Advice Centre for homeless people into the City Library. They will join Citizens Advice and the local social housing organisation Your Homes Newcastle to form a comprehensive advice centre. This should allow us to offer help and advice on housing debt, employment and skills; referring people to experts within the building rather than someone having to seek advice at several different sites.

Also advice sheet (attached)

Sharon Traill, Library Service Specialist

Richmond upon Thames

For the past six months Richmond Library Service and SPEAR (a homeless charity based in South West London) have been running a weekly 'shared reading' group for homeless people living within the borough.

During each ninety-minute session the group reads aloud either an especially selected short story or an extract from a longer literary work, as well as a related piece of poetry. We aim to use the literature as a catalyst for examining our own feelings and emotions, or alternatively as a much-needed respite from them too. Shared reading (or even just shared listening – clients are under no pressure to read or to contribute)

is an excellent way of building a sense of belonging and camaraderie, a welcome antidote to loneliness and isolation. Our sessions are also a useful gateway to other services available free of charge through our libraries, from access to books, audiobooks and digital materials to IT advice, community events and job clubs.

The group works well precisely because it's run in partnership between two organisations with similar aims. The library service provides a venue, reading materials and an experienced librarian to lead the group, and SPEAR encourages its clients to attend and provides additional staff and valuable insight.

As much as anything else, the sessions (with obligatory tea, biscuits and fruit) also act as a calm and relaxing social occasion, a place of quiet and contemplation in an otherwise hectic world.

Colm O'Reilly, Librarian heading this project

Stoke-on-Trent Libraries

We work closely with Open Door, a service which serves drinks and a hot breakfast and hands out food parcels to the homeless and more vulnerable people in Stoke-on-Trent. Our Library ICT Mentors deliver work clubs at Open Door, as well as at foodbanks across the city. Here, they support vulnerable people who require assistance and support with ICT facilities. They have engaged with numerous customers and supported them with online forms, job searching, informal learning opportunities and encourage them to join the library services. They have recently become a direct referrer for Foodbank emergency vouchers.

We received this comment about an Open Door customer who attended a library-based work club:

I had [[xxx] in at Stoke today – came back to say thanks and let us know that he is now working at [xxx] Warehouse in Stoke. (he also wanted help printing out his pay slip!) He's been there about 3 weeks via Best Connection and they've already asked him to send a CV and covering note to become employed by [the Warehouse] directly!

A local MP, Ruth Smeeth, has attended Open Door to present an ICT certificate to one of the Open Door clients.

In December, we received funding through Poetry on Loan (an organisation which promotes poetry through libraries in the West Midlands) for a poet to attend Open Door. Jonny Fluffypunk spent the morning chatting to Open Door customers, and produced a group poem

made up of their comments about the service. He also wrote an individual poem for one of the customers about the ukulele which he is building from scrap materials (the customer had previously been to the library, looking for measurements needed to create that ukulele).

More information about Open Door is here (you can see Lynne, one of the ICT team, smiling behind her laptop):
<http://www.opendoorstokeontrent.co.uk/>.

Emma George, Community Librarian

Diversity in books and other materials for children & young people

“Embracing Differences | Designing the Future”

This is an interesting article²⁰ by author Viet Thanh Nguyen²¹. In it, he argues:

“To have true diversity in the literary industry – and any industry – the powerbrokers, gatekeepers, and owners need to be diverse [...] To achieve genuine diversity, the powerful need to share power (and profits) with people who are not like them. If this kind of equality sounds like science fiction, then you understand the scope and scale of the diversity problem. To solve it, we need more than a few different faces in visible places. We need the redistribution of resources, which would create conditions of greater access for everyone to everything, including the literary industry.”

He cites recent research²² into diversity in publishing, which highlights the lack of diversity.

Until the “science fiction” happens, he urges two main courses of action:

²⁰ Viet Thanh Nguyen “Embracing Differences | Designing the Future”, *Library Journal*, 13 Sep 2016, <http://reviews.libraryjournal.com/2016/09/in-the-bookroom/authors/embracing-differences-designing-the-future/>.

²¹ “**Viet Thanh Nguyen** is a Vietnamese American Pulitzer Prize winning novelist. He is an Associate Professor of English, and of American Studies and Ethnicity, at the University of Southern California [...] Nguyen's debut novel, *The Sympathizer*, won the 2016 Pulitzer Prize for Fiction among other accolades, including the Center for Fiction First Novel Prize, the Carnegie Medal for Excellence in Fiction from the American Library Association, the Edgar Award for Best First Novel from an American Author from the Mystery Writers of America, and the Asian/Pacific American Award for Literature in Fiction from the Asian/Pacific American Librarians Association.” [Taken from: https://en.wikipedia.org/wiki/Viet_Thanh_Nguyen].

²² “Where Is the Diversity in Publishing? The 2015 Diversity Baseline Survey Results”, *The Open Book: A blog on race, diversity, education, and children's books*, 26 Jan 2016, <http://blog.leeandlow.com/2016/01/26/where-is-the-diversity-in-publishing-the-2015-diversity-baseline-survey-results/>.

- “[...] the best the literary world can do is actively invest resources in promoting access. Those who run the industry can pay interns who otherwise cannot afford to work for nothing, recruit and promote people of color, and look outside the Ivy League and their social networks.”
- Writers who are “different” need to stop being pigeon-holed into ‘difference’: “Some writers agree to write these kinds of stories because they are easier to get published. Don’t agree. Believe in your own universality. Write like the majority even if you happen to be in the minority, while never forgetting what it feels like to be a minority. In the end, getting published on someone else’s terms is not the most important thing. Telling the truth, even if it hurts you or your readers, is what matters.”²³

Abbreviations and acronyms

LCLA = Libraries Change Lives Award

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²³ Source: *Library Journal Reviews*, 15 Sep 2016.