



research school of **informatics**

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| Project Title: | Community engagement in public libraries: An investigation of the 'creative' process and methods to capture and transfer good practice |
| Student Name: | Hui-Yun Sung |
| Supervisor Name: | Dr Mark Hepworth & Dr Gillian Ragsdell |
| Start/End Date: | April 2008 – March 2011 |
| Funding Source: | Self |
| Department: | Information Science |

Project Description:

An awareness of the importance of effective community engagement is increasing. This research aims to investigate 'good practice' i.e. where public library services currently conduct creative community engagement and how this good practice (tacit and explicit knowledge) can be captured and transferred. An action research approach will be taken. But partners will be actively involved throughout and will evaluate knowledge capture solutions. Leicester Libraries have been chosen due to their innovative and effective methods for engaging with people and involving their audience in service design. Focus groups, individual interviews and observation will be conducted to capture service providers' and the users' viewpoints. Developing approaches that enable transmission of knowledge will be explored. Similarities between strategies and practices plus factors for success will be identified. Innovative methods will be used to capture this complex and primarily tacit, experiential, knowledge and make it accessible for other public library services.