

Empathy and cultural representation

1. How would you define 'cultural representation' amongst library staff within the social inclusion context?
2. Will the cultural staff profile of public libraries be the same in 20 years time?
3. How does the 'low level resistance' to cultural change described in the report affect the social inclusion offer from public libraries?
4. In your experience, how empathic are public library staff?
5. Is intuitive¹ empathy more important than cognitive² empathy when working with disadvantaged groups?

¹ Described as 'genuine' in the research survey

² Described as 'simulated' in the research survey

Social inclusion and community librarianship

1. Do public libraries fully understand what is meant by social exclusion?
2. Does the conceptual blurring of 'inclusive' political objectives have an impact on library service outcomes and effectiveness?
3. Is there a direct relationship between inclusive organisations and inclusive services?
4. Can the tick box culture of local government be overcome by public libraries?
5. Are policy directives helping or hindering the mainstream concept of community librarianship?

Skills, partnerships and professional identity

1. Those involved directly in the provision of social inclusion services scored higher on the Professional Empathy measure: is this why they are directly involved?
2. How, if at all, can training be used to develop empathy skills amongst public library staff?
3. How can public libraries draw upon the experience, knowledge and skills of other social service sectors?
4. Can public libraries deliver socially inclusive services and maintain their own professional identity?
5. What are we really looking for in a community librarian: should the emphasis be on 'community' or 'librarian'?