

Coventry City launches Talis Engage

Community information -who owns it? The Library? The Council? The Community? Or somewhere in-between? As the role of the library service evolves to provide more services, this has become a common question. As ownership became hazy, the logical method prevailed: the community owns their own information.



On Wednesday 19th August 2009, Coventry City's councillors, library staff and members of the community gathered to launch their new solution, Talis Engage, and express their vision on how their community information should be managed. Personalised as the People Link, Talis Engage plays a vital role in Coventry City Council's community information strategy. They plan to re-develop the role of the library to become enablers to information rather than the traditional perceptions of gatekeepers. The new solution hopes to empower the community to easily create, organise, publish and find details of events, organisations and groups as and when required.

On the day of launch, approximately 1200 organisations had already participated in updating their community information online. With plans to grow, not only within the library, but also within hospitals, colleges, universities and other key places across the City, there are positive expectations for the solution to truly become a city wide facility.

Lord Mayor of Coventry, Cllr Jack Harrison explains: "As a diverse City, [home to 300,848 citizens of 70-80 nations] I'm

particularly keen to engage with our frequently changing demographics, those that represent Coventry today, those people who are hard to reach. I want it to not only give people the information they need, but also enable people to solve their own questions and their problems."

Implementation of Talis Engage began in Nov 2008, and as an early adopter, Coventry City Council played a vital role in its development. Karen Berry, eGovernment Officer at Coventry City Council commented "We experienced some teething problems along the way, but there are very exciting times ahead. We've had great feedback from our staff already, who are excited about editing the information from anywhere

[Talis Engage is a web based application]. Our old system was an 8 year old Access database, so logging in and editing information from anywhere is a real exciting luxury." Karen continues "One thing we are

particularly proud of is the range of languages we have available in Talis Engage, which can help us communicate with and meet the needs of our diverse community."

Carmel Reed, Service Manager Library and Information Service at Coventry City Council comments: "This is a really exciting time for Coventry. People Link will enable the people of Coventry to access their information more easily, more regularly, and more accurately than they ever have before. The whole idea of empowering them to contribute is really quite exciting and that's where we see the major momentum."

The foreseeable future lies around further promotion, raising the profile of the solution and encouraging participation. Thereon, our focus will be on the developing the different types of information, reaching out to other major sources of information across the City and encouraging them to participate too.

As Talis Engage continues to grow, watch this space as we keep you updated with latest implementations and launch events.



FIND OUT MORE

More information about Talis Engage is available at www.talis.com/engage or contact sales@talis.com.