**TRANSCRIPT**

**INTERVIEW WITH DOROTHY SICHI**

***CONDUCTED BY LOUISE SIDEY***

**THE GLASGOW WOMENS LIBRARY, THE UNIVERSITY OF STRATHCLYDE**

**Interview Status: X open to public** \_ confidential \_ anonymous

**Name of interviewee:** Dorothy Sichi (D.S) (F)

**Date of birth:** -

**Name of interviewer:** Louise Sidey (L.S) (F)

**Name of videographer:** N/A

**Number of sessions:** 1 **Session** (22nd February 2021)

**Length of interview:** 1.12.05

**Place of interview:** Remotely via zoom

**Dates of interview:** February 22nd 2021

**Language of interview:** English

**Name of transcriber:** Louise Sidey

**Date of transcription:** 15/03/21

**Software used to read DVD:** VLC Media Player

**Editorial Note:**

The interview was easy to transcribe and all of the recording was audible and clear. However there were a few technical glitches, and the internet dropped a few times- which are accounted for in the transcript. Prior to the interview, G.M was given this sample list of questions:

So, to begin can you tell me a bit about your role with GWL?

How did you end up at GWL, what drew you to this specific institution?

Prior to the pandemic what was a normal working day like?

How have you had to adapt?

What is your workspace like?

What has been the biggest challenge?

What other challenges have you encountered whilst at GWL? And how do they compare to now?

Have you been surprised by anything you have enjoyed during this time?

You opened on Tuesday the 1st September on a phased return, what was that like?

What do you miss most about the library?

How have you found the transition onto digital online life?

How do you manage to find a work/ life balance?

Have you still managed to work with the community?

**Interviewee’s Biographical Details/ taken from GWL website:**

Dorothy joined GWL as Adult Literacy and Numeracy Tutor after working as a Community Tutor with West Dunbartonshire and then a Workplace Tutor for Glasgow City Council. The ALN post is an exciting opportunity to work with women who live locally and the wider Glasgow area. Dorothy’s role as tutor supports women on a 1:1 basis, helping them gain confidence with their reading, writing and number skills and to use the resources in the library to support their learning.

Whilst studying for a Post Graduate Degree at Strathclyde University Dorothy grew to enjoy supporting people with literacies issues and being able to guide learners to become self-directed learners. In recommending GWL to others, Dorothy cannot tellothers enough about the fascinating place the library is to visit, to learn and to meet other women, where they can feel adopted by a vibrant team who work together in a very supportive environment.

**Transcript and Time-Coded Summary**

00:00:02.100 --> 00:00:15.269

Louise Sidey: Perfect okay so I’ve got you here on the 22nd of February, February Dorothy 2021 and just to first just to get kind of an oral consent, just to make sure that you consent to this interview.

00:00:16.020 --> 00:00:17.850

Dorothy Sichi: Yes, I’m happy to be interviewed.

00:00:18.570 --> 00:00:27.780

Louise Sidey: Perfect, great em okay so just to begin, em, if you want to start by telling me a little bit about your role with the Glasgow women's library.

00:00:29.550 --> 00:00:34.890

Dorothy Sichi: Okay. I am one of the three adult literacy and numeracy tutors.

00:00:36.330 --> 00:00:37.680

Dorothy Sichi: And I have been working at the library now, since 2016 and my role is to support any woman who refer are referred by different organizations em for support for their reading writing and numbers and sometimes that might be IT support as well.

00:01:04.380 --> 00:01:14.010

Louise Sidey: Mm oh perfect, em, so I guess how did you kind of you come to this role in 2016 and then where you, what what kind of brought you to the library?

00:01:14.010 --> 00:01:17.310

Dorothy Sichi: Yes, I know it’s a very interesting journey actually. I used to work in Glasgow City Council eh supporting employees, em, with similar needs, em, and so my role, I was taken on as an ALN tutor to help employees with anything to do with. You know what they have to be to write or calculate. So over the years I got to know Donna through various network, a partnership meetings with we’d go and you know different ALN groups across the city would meet periodically and Donna was there, from time to time and as the Council started to sadly phase out their ALN support we had resources that we didn't use and we wanted to go to a good home, so a couple of times I contacted Donna and said look we've got these resources would you like them. Em I’d rather they went to the woman's library and, and and she did indeed take them and then my role in 2015 changed completely I wasn't an ALN tutor certainly I was doing an online role helping to build those platforms which was quite interesting but that's not what I wanted to do and I emailed Donna about more resources and she said she asked why, and I explained and then she said oh, I can offer you some hours, I can offer up to 16 hours of Tutoring and I got very excited and I said ahh I’ll take them all, please. So em, [laughter] so that's what happened, so I was, I often tell people I was plucked from one job and placed in a wonderful job, so I mean I have been very fortunate. I just, I do believe I’m a woman of faith, so I do believe in the god moment and I just was just in the perfect place so and 16 years I was full time council so that was quite a period of adjustment. And to reassure my husband, I was doing the right thing, so. [laughs]

00:03:49.710 --> 00:03:50.190

Louise Sidey: Yeah.

00:03:50.850 --> 00:03:54.540

Dorothy Sichi: But it was. It definitely it was definitely the right thing, so. And so that's that. And my hours are slightly different know because I began as a sessional tutor. And so on no I am a part time staff member so on I’m not sessional anymore, so we rely very heavily on funding for our posts and em, like many of the, can’t remember how many of us main that are on the staff team 23/24 that heavily and on funding so.

00:04:36.720 --> 00:04:37.170

Louise Sidey: How do you kind of work to get that funding, or is there kind of a separate team allocated for that?

00:04:43.200 --> 00:04:50.280

Dorothy Sichi: Yes, it tends to be know myself and Donna is involved because Donna is the development worker and mostly through Sue. I haven't seen anything to do with the funding application since I’ve been in the women's library so yeah. And she does also applications on she keeps us very much informed as to over the past year it's changed its name to the community’s fund no and so our money comes from Glasgow City Council so em it’s changing, the money is getting less.

00:05:26.190 --> 00:05:26.970

Louise Sidey: Okay.

00:05:27.660 --> 00:05:28.770

Dorothy Sichi: Um but yeah that's something we just have to try and manage. I don't know how but this year is going to be okay.

00:05:37.050 --> 00:05:38.250

Louise Sidey: Oh good.

00:05:38.340 --> 00:05:41.010

Dorothy Sichi: But I’m just not sure about next year, so we'll deal with that when it comes. [laughs]

00:05:42.930 --> 00:05:52.770

Louise Sidey: So your saying that there's like about 23 to 24 and they all kind of are they volunteers and then paid workers, as well as well they're all the kind of adult literacy and numeracy-

00:05:52.830 --> 00:05:56.940

Dorothy Sichi: Oh no sorry no I’m totally misled you there

00:05:57.660 --> 00:05:59.250

Dorothy Sichi: I meant the whole GWL library staff team.

00:05:59.730 --> 00:06:00.480

Louise Sidey: Oh yeah.

00:06:01.500 --> 00:06:03.960

Dorothy Sichi: So there is about 23/24 of us and there's only three.

Louise Sidey: But three

00:06:05.370 --> 00:06:07.800

Dorothy Sichi: But three ALN tutors.

00:06:08.130 --> 00:06:09.330

Louise Sidey: Okay right yeah.

00:06:09.990 --> 00:06:14.790

Dorothy Sichi: But in that pot of money that funds the ALN team it also funds other members of staff and the library.

00:06:19.410 --> 00:06:20.640

Louise Sidey: Okay yeah.

00:06:21.030 --> 00:06:21.300

Dorothy Sichi: Sorry about that

00:06:22.410 --> 00:06:24.900

Louise Sidey: No it’s okay, I was like you've got no army of you

00:06:25.590 --> 00:06:26.220

Dorothy Sichi: No, I wish. I wish. We’re so busy, It would be amazing to have loads. I mean it's great having three of us because. Before em Debroah came along it was just Donna and I and we are always getting referrals. We are always busy.

00:06:45.480 --> 00:06:52.860

Louise Sidey: Because I suppose, especially at the moment, but the pandemic, do you think you've seen a prize, or do you think there's been a decrease in people?

00:06:54.240 --> 00:07:12.780

Dorothy Sichi: It feels as though there’s been a rise, you know I often I quite like statistics and stuff like I’m not very good at it you know looking at the detail of the learners who have come and gone em. I don't like the idea of when learners leave, but they leave for all sorts of different reasons. It feels like over the past year we've had more referrals we've had quite a few referrals from the Scottish refugee council, City Mission and, and there’s another organization Soheli and we just had one referral so we've had seen an increase in learners whose first language isn’t English.

00:07:44.520 --> 00:07:45.420

Louise Sidey: Of course, yeah.

00:07:45.630 --> 00:07:46.140

Louise Sidey: And I guess.

00:07:46.770 --> 00:07:52.650

Dorothy Sichi: No, and again any a sorry to interrupt, no, no, not that many referrals from em. You know, learners who are not ESOL learners you know. There has definitely been lot more ESOL learners.

00:08:05.700 --> 00:08:14.580

Louise Sidey: Really okay, and I guess it must be really hard as well just because you're kind of almost depending on the fact at the moment that you need technology. And I guess that also kind is a barrier at the moment which wouldn't really be there usually with people coming into the library.

00:08:21.990 --> 00:08:25.200

Dorothy Sichi: Yes, and we were very fortunate well Scottish government rolled out, the connecting Scotland funding in September, October and Donna and Gabby the volunteer coordinator applied for two separate and rounds, pots of funding. So Donna applied for 20 devices for our learners. And Gabby applied for I don't know how many for her volunteers, and so the criteria, was that you had to be either shielding or you had to be so this is for this was to address digital poverty across Scotland for hundreds of organizations across country. You probably know a bit about it. So we got-

Louise Sidey: I think we are breaking up slightly.

Dorothy Sichi: We applied for twenty something devices, did you hear that?

00:09:41.550 --> 00:09:45.630

Louise Sidey: Yeah sorry it broke it broke down but I’m back in the room, I think.

00:09:46.380 --> 00:09:50.700

Dorothy Sichi: Okay, and so we applied for twenty devices and we got twenty, no we didn’t get twenty. We got some MiFi’s as well, so the we got twenty gig of data and these little devices, you know the portable WiFi. It's called –

Louise- Oh yeah

00:10:08.280 --> 00:10:15.360

Dorothy Sichi: It’s called different things but the ones that we were given that there were Vodafone ones never called MiFi and their about the size of a phone and you just plug it in and it's got 20 gig of data every month for the learner.

00:10:28.170 --> 00:10:29.220

Louise Sidey: Wow that's great. And that I guess that is a lot, although when you’re on zoom that maybe is not as much.

00:10:34.740 --> 00:10:44.760

Dorothy Sichi: No it's not it's not as much when you're on zoom, but it was great to get the learners online and it wasn't an easy process and it still isn't because yeah a lot of our learners still need a lot of support and I’ve had one of my learner's has just given up and her device unfortunately so. We had about 10 chrome books and 10 iPads. And she's just life's too challenging it is too tough, for her to have to deal with family issues and a chrome book which doesn't really know how to use because she's not confident on the Internet, you know. I met her in the park several times when the way that was reasonable and em that was fine because I could show her what to do, but anyway we'll just have to wait until we're back in the library.

00:11:28.650 --> 00:11:31.980

Dorothy Sichi: And, but overall, mostly it has been a great em, asset to have those devices.

00:11:38.160 --> 00:11:43.650

Louise Sidey: Yeah, that I think that's absolutely amazing that you've managed to kind of make that transition, because I think. When I was looking at your role especially I thought it must have been one of the more difficult ones to kind of move online because, like you're saying it's kind of it is also that kind of technological barrier of really not knowing how to use the devices, a lot of time.

00:11:59.190 --> 00:12:01.980

Dorothy Sichi: Yes definitely and I mean Donna has been great at just supporting Deborah I with regard to okay how do we, how do we address this with the learners you know how do we shift from meeting them face to face and sitting in ah cosy wee corner with a nice cup of tea and just having a chat to be like this and and, and finding you know different resources finding things to do, online and we don't always find things to do online, we have to be quite creative and em currently, I'm having to be my my my eldest Learner is eighty.

Louise Sidey: Wow

00:12:46.050 --> 00:12:47.880

Dorothy Sichi: Yeah.

00:12:48.690 --> 00:12:50.940

Louise Sidey: My grandma who's eighty wouldn’t know how to use it.

00:12:52.500 --> 00:12:58.470

Dorothy Sichi: Well, have to see she's looked after by two carers so she doesn't do that all by herself but

00:12:58.710 --> 00:12:59.190

Louise Sidey: Okay.

00:12:59.400 --> 00:13:07.920

Dorothy Sichi: I have another leaner who is seventy- six who does it all by herself and she's amazing, oh she's fantastic em, but em I’m having to be very creative with this learner who's at who's eighty who’s got learning difficulties and her memory when she was young, is good but you know she she finds it difficult ,her short term memory is difficult and it's trying to be creative kind of find the right type of resources, you know. That’s one of the things that's I’m going off on a tangent here I’ll stop after this one.

124

00:13:37.110 --> 00:13:38.910

Louise Sidey: But no it's great it's great.

125

00:13:39.270 --> 00:13:49.020

Dorothy Sichi: The connection with this learner and that is that I stay in Bonhill in Alexandria, which is in the veil of leaving don't know the you know that part of, towards in between Dumbarton and Balloch. And em my learner who is eighty was born in Alexandria, and because I know the area, em you know we can talk about a lot of the things that she did this, a young woman and and because she doesn't remember things like that, and she was actually born and what was the local police station, because their father was a local sergeant.

00:14:19.680 --> 00:14:22.200

Louise Sidey: Ah wow that's amazing.

00:14:22.410 --> 00:14:38.880

Dorothy Sichi: It’s lovely actually all of her and her siblings were all born and as police station, and so we often we often look at the pictures that's now being converted into flats and and so which we chat about that that's a good connection but yeah finding other things to do, online is difficult, you know and

Louise Sidey: of course.

Dorothy Sichi: But we get the only sometimes when we don't. Sometimes when the resource doesn't always match up to the learners needs, and this is generally we just have a good chat about everyday life, and you know, sometimes that's just what the learner needs. They don't want to engage in learning that particular day because they're having a bad day or a bad week or. You know, having to home-school kids constantly and it must be so tough, so tough.

00:15:19.860 --> 00:15:20.940

Louise Sidey: yeah, because yeah I was gonna say that, like a lot of the women that are coming to you as well, probably have childcare duties. And then before where it would have been like coming physically into the library, they would have kind of had that space it's very much like kind of a separate space where they can just be with you, but I guess now it's the blurred the boundaries. Between kind of that time for themselves and now having to care and care duties I guess.

00:15:44.850 --> 00:15:50.550

Dorothy Sichi: Yeah and it must be so stressful for them, because that learn that I was supposed to be on with this morning, she has, she's a single parent. She’s lived in Scotland, for at least 10/12 years and she's got four children. All and ranging between. Eh I think are the eldest is maybe S3. And her youngest is maybe four and has just missed up for going back to school today because she's you know, for I think it's just P1, 2 and 3’s which have gone back today.

00:16:23.910 --> 00:16:24.300

Louise Sidey: yeah of course.

00:16:25.500 --> 00:16:28.260

Dorothy Sichi: And you know and then she's got no Internet. You know, and always.

Louise Sidey: It’s so difficult.

00:16:30.690 --> 00:16:39.090

Dorothy Sichi: All these young for people are just desperate to get back to school and em yeah.

00:16:39.990 --> 00:16:46.050

Louise Sidey: You can't be home-schooled at all in that situation like when all the materials are online I guess.

00:16:46.260 --> 00:16:46.620

Louise Sidey: mm hmm.

00:16:47.610 --> 00:16:50.580

Dorothy Sichi: Yeah exactly so yeah just my heart goes out to them, because it’s hard.

00:16:53.160 --> 00:17:03.420

Louise Sidey: Yeah I guess it is that you can't even imagine, and I guess usually would the literacy learners would they come library in the kind of hours that their kids would be in school, I guess, or can sometimes they bring-

00:17:03.840 --> 00:17:04.350

Dorothy Sichi: Yes

00:17:04.770 --> 00:17:05.640

Louise Sidey: Yeah, yeah.

00:17:06.240 --> 00:17:07.770

Dorothy Sichi: I mean occasionally I’ve had Mum’s with babies come in, because you know they don't have anybody to look after them, but most of the time, yes, it’s within school hours at a time that suits them. And yeah.

00:17:23.160 --> 00:17:23.940

Louise Sidey: That is really great.

00:17:24.300 --> 00:17:28.080

Dorothy Sichi: That's not normally the pattern, you know.

00:17:29.370 --> 00:17:40.770

Louise Sidey: Because you know what would your day, kind of prior to the pandemic, what would your kind of normal working day be like almost and how many kind of people would you see on a daily basis, even em?

00:17:41.490 --> 00:17:44.250

Dorothy Sichi: Typically, em, so. Oh gosh, it’s actually quite hard for me to remember.

00:17:48.540 --> 00:17:49.650

Louise Sidey: Yeah I know I feel it’s actually quite hard, me putting you on the spot.

00:17:52.530 --> 00:17:58.890

Dorothy Sichi: No, but I mean it's only a year ago, and so typically I would probably see a learner at the library we’d open at half nine the doors are open, and some learners like to be in a half past nine and I would sit with the learner for no more than two hours, so. Because two hours is plenty because you know, you would never do more than two overs over zoom but two hours face to face is fine and em and then I would probably fit in a couple. I probably fitted in about four learners a day, on a busy day. I would up properly fit in about four learners a day on a busy day you know and yeah finishing that five o'clock and.

00:18:39.960 --> 00:18:45.930

Dorothy Sichi: But sometimes learners just want to drop by for an hour or sometimes em they get know they would be coming in by public transport, I have one, one, lovely learner I know who always runs late always. She always comes in late in the day full of apologies book and she and I think to myself if you get in a wee bit earlier, you would have more time to learn, but it's just you know it’s just the way she is and so um. Yeah so that that would be a typical thing and yeah you know, being able to. Not that I take learners into the archive a lot but I, I encourage them to. And you know we could take a wee look round and I think this past year has really made me. Em, shift that when we get back in to being more of a priority to allowing learners to see what's in the archive more often than we may have done in the past em, eh at the movement and obviously we can access that but. You know, also encouraging learners to come along to things like story cafe you know before the pandemic, and so it was just getting them to have a loving them to have a wee taste of what part of the program as and how accessible is for them, because.

00:20:19.650 --> 00:20:20.190

Louise Sidey: Yeah.

00:20:20.520 --> 00:20:24.900

Dorothy Sichi: You know, often learners don't feel confident to join a bigger group. And to listen or to or what I mean is that they don't want to sit in a group and think are they going to ask me to read something out or something like that you know so yeah it's about just encouraging them to. All you need to do is set have a cup of tea and listen. You don't need to do anything you know what and the story café is the most gentle introduction and it's nice when I can encourage a learner to go along to that.

00:20:57.630 --> 00:20:58.080

Louise Sidey: Because yeah.

00:20:58.200 --> 00:20:59.850

Dorothy Sichi: Because it’s a great experience, It means -sorry.

00:21:00.630 --> 00:21:07.800

Louise Sidey: No that's my, so at the kind of cafes that you do is that kind of it's almost like a story, is a story time kind of event?

00:21:07.980 --> 00:21:09.390

Dorothy Sichi: So yes uh-huh. So normally if the numbers are reasonable, we meet around a small room table where there's lots of tea and coffee and sandwiches and biscuits and cake. And because it's over a lunch time periods, so the story cage is half past 12 to half past 2 though when it’s not online and it's near to the kitchen so there's plenty of ah you know replenished ports of tea and em it's just a lovely atmosphere, you know you just certain they listen to somebody reading you a story or bits of a stories or poems or visiting author, em, telling you about her book or her new collection of poems or whatever and it's just some lovely gentle em two hours.

00:22:07.830 --> 00:22:08.850

Louise Sidey: yeah, of course.

00:22:08.850 --> 00:22:09.300

Dorothy Sichi: It’s nice.

00:22:10.530 --> 00:22:19.500

Louise Sidey: And yeah because I saw that you guys almost you obviously pride yourself in the kind of reading and literacy thing, but you also do kind of encourage women to kind of go to these kind of extra events I didn't get I think that's a really important thing, I guess, making more connections, is what a largely probably you guys are encouraging these women to do.

00:22:29.520 --> 00:22:33.840

Dorothy Sichi: Yes, uh-huh. I know and really for us, and for all our learners there’s a big festival that we are doing and this first time I’ve been involved in it and so it's called Open The Door and it's in May.

Louise Sidey: Oh yeah I have heard of that.

00:22:51.450 --> 00:22:55.410

Dorothy Sichi: And so what we're trying to do is to encourage our learners along to a little part of open the door and just explaining and we're going to be looking at three historical women, women who are writers, but also women who are artists, at the same time and, and so what we've done is we've taken one of the artists and she's called Zarina Hashmi and she's from Pakistan. Actually that's wrong, she was born in India I'm sorry and and sadly, she passed away last year from Alzheimer’s and em. So we're taking a little bit of her artistic work. And asking the learners to, for example, there's one piece of art that's taken from a house in India or somewhere that our town or a city called Alagar and there's these seven drawings so she's talked about the seven significant things in our house, or to do with our family so we've kind of flipped that on to the learners and said if you were to take some things from your house you know, an write about them, or even put just a caption underneath what would they be you know? And that's that's Donna’s creativity. It's not mine.

00:24:29.370 --> 00:24:30.960

Louise Sidey: You know that sounds amazing.

00:24:31.080 --> 00:24:48.180

Dorothy Sichi: It's such a lovely thing to do, and then you start to think yourself okay right, what am I going to take out of my house. Something so I can share them with learners but one of our learners has done something already which is lovely and she's she's from Iran. Em she got quite emotional when she was talking about it as well, so. Em that was tough, you know yeah it's hard to think you know, whenever I make learners cry I feel awful you know I just, I just feel so. Oh my goodness, why did I ask that question but anyway, you know. It's a nice thing to be able to do this festival and to be able to give them an opportunity to even if they only attend one workshop. Em and it's this festival will be running over five days and there's something for everybody in it, you know absolutely something for everybody in it so em. We’re hoping that we can get a couple of our learners to attend but we're hoping that we can get each of our learners to do something in relation to that em one artist.

00:25:55.830 --> 00:26:07.770

Louise Sidey: That sounds amazing though and is it all kind of have you been doing this kind of online at the moment kind of contacting them and then they've been kind of a guess collecting these objects in their own houses or?

00:26:08.280 --> 00:26:09.750

Dorothy Sichi: Well, yes it's been through so we have one group that runs every week oh conversation café, which is

Louise Sidey: Oh yeah

00:26:14.910 --> 00:26:18.690

Dorothy Sichi: Which is really Deborah's group. And Deborah heads that up sometimes but she’s also on annual leave she's also studying and has a child of eight, so she’s a busy mum. And something that I take conversation cafe for her, but most of the time it's an hour of fun a little bit of learning. A lot of discussion about Wi-Fi stuff and things like that so we've talked about on that particular group, then that was where this learner, now after as having a discussion about. I would always like to have a discussion, first of all with the learner before and I could. I could never envisaged working just with an email, you know, I need to have a face to face conversation em.

00:27:16.110 --> 00:27:16.590

Louise Sidey: yeah.

00:27:17.220 --> 00:27:24.060

Dorothy Sichi: About the seven objects, another of my learner said she's going to write about her new handbags.

00:27:27.420 --> 00:27:29.160

Louise Sidey: Wow, I don't think I’ll ever own seven handbags.

[laughter]

00:27:30.690 --> 00:27:46.830

Dorothy Sichi: I just loved it when she said that I said that’s perfect she's not got that much confidence though in writing and she’s not really made a start on it yet. But you could just you could conjure up the stories, you could make up you know. It's I know she's not an extravagant Pearson either and it was just. No great funny when she mentioned that she says oh I’m sitting here and she's in her bedroom and she's like I’m looking at my seven handbags here that I have that are quite new, I guess, and I say that this is the perfect story.

00:28:06.030 --> 00:28:06.780

Louise Sidey: That is-

00:28:07.290 --> 00:28:11.520

Dorothy Sichi: You know and we'll see we'll see here she gets on with it.

00:28:11.610 --> 00:28:12.570

Louise Sidey: Yeah.

00:28:14.430 --> 00:28:20.610

Louise Sidey: So basically she'll create kind of almost like a story so, the idea is that at the story café, is that you would create this kind of story, and then you could share it with the group kind of?

00:28:24.330 --> 00:28:26.340

Dorothy Sichi: Yes uh-huh or even. You know she could take a picture she do it as simple as taking a picture of each handbag and putting a wee caption underneath if that so she felt, if it was manageable than that's absolutely thing because she's created she's created the picture. She's thought about the context of when she would use a handbag or and you know, but not not that would be plenty. You know, we would never I would never asked them to do something that was. You know too much for them, because A, they've got to want to do first of all.

00:29:04.620 --> 00:29:05.430

Louise Sidey: You know yeah.

00:29:05.460 --> 00:29:09.000

Dorothy Sichi: So very real nice thinking that’s a really good idea, I love it. But if they don’t want to do it, then you know it's, it's not the end idea, that’s main type of thing so it's all about putting them at the centre. You know they might not want to write about seven objects that day

00:29:22.560 --> 00:29:23.010

Louise Sidey: yeah.

00:29:29.340 --> 00:29:31.980

Dorothy Sichi: They may just want to address a later that's coming from Scottish gas or something like that, and they can't deal with us so. Therefore, we have to be there to help them with the language or a hospital appointment em, that they can’t access because they can’t understand the person at the other end of the phone you know if the yeah you know the learners has a first language isn't English then that's a huge barrier, you know. It’s a huge barrier.

00:29:59.190 --> 00:30:00.060

Dorothy Sichi: So it is. So when I first came to the kind of informal interview with Donna, she said. You know, you could be doing knitting one day Dorothy with a learner or you could be helping them fill in a form, and you know it’s a very varied and it is a definitely varied.

00:30:29.520 --> 00:30:30.360

Louise Sidey: I guess every day is different.

Dorothy Sichi: It’s a challenge. Yes, but every day is different. Yeah it is, it is.

00:30:49.050 --> 00:30:49.620

Louise Sidey: Sorry you have just cut out for a second there audio wise.

Dorothy Sichi: Oh dear. Can you hear me?

00:30:56.790 --> 00:30:58.110

Louise Sidey: Oh I think has this gone on mute. Sorry two seconds Dorothy.

00:30:58.560 --> 00:30:58.920

Dorothy Sichi: It’s okay.

00:30:58.980 --> 00:31:03.780

Louise Sidey: I think that should be fine now.

Dorothy Sichi: Okay? You hear me okay.

Louise Sidey: So that should be fine, yeah that's perfect I’ve just taken the headphones out I just because they just cut out. But also be fine and yeah that's so I guess everyday kind of would you just kind of encounter any challenge really?

00:31:15.870 --> 00:31:20.790

Dorothy Sichi: Eh perhaps not every day you know, just, can you hear me okay? Oh dear, me gone.

Louise Sidey: That’s better, sorry they keep playing up.

00:31:38.160 --> 00:31:40.350

Dorothy Sichi: Oh that’s a shame. No I wouldn’t say every day is a new challenge, But you know difficult moments with learners. You know, sad, domestic issues that are going on in the house that I’ve just had to say, look I’m not I’m not a person to deal with this, you need to phone a counsellor or a domestic abuse helpline or, but learn sometimes. You'll be the first port of call you know which is a wee bit troubling at times because you get you know, involved, once build up that relationship, you are involved enough learners life to a certain extent. But, yeah there’s that boundary you're the tutor you're not their councillor, I’ve always been clear I’ve always been very clear in the knowledge of those boundaries, but sometimes you get sucked in before. And I don’t mean in a bad way because they're looking to you for help and you're the first person or the only person that we can trust to talk to. Because they're so scared of their situation so yeah and that’s been hard yeah.

00:32:58.110 --> 00:33:04.590

Louise Sidey: I think that's the wonderful thing about that role, though, that they can go to you as well, it seems I guess it's like any teacher.

Dorothy Sichi: Mm

00:33:05.100 --> 00:33:19.260

Louise Sidey: It's always difficult because you've got to have that professional role, but then also it kind of slips into kind of the more personal, as well as hard to kind of keep that apart and yeah it's wonderful that you can kind of provide that support anyway, I guess.

00:33:21.060 --> 00:33:26.970

Dorothy Sichi: It is. I mean it's good that they’ve got that, they’ve got that go to option.

00:33:29.040 --> 00:33:38.820

Louise Sidey: And I guess at the moment, really, and just kind of what do you really feel is kind of the biggest challenges that you are facing on a daily basis, really?

Dorothy Sichi: Em?

00:33:42.540 --> 00:33:43.710

Louise Sidey: The technical glitches, maybe? [laughter]

00:33:45.900 --> 00:33:47.790

Dorothy Sichi: Probably yeah I think. I hit a kind of low last week, when I found myself saying, oh I’ve had enough of this, zoom meeting I had a kind of last week, when I was like I just want to be back in the library, you know and just have that familiarity of the space and to safely travel on a train to just sit with somebody less than two meters apart. And, but you know I’ve since recovered from that dip last week but yeah. I think the biggest challenge for me is fitting all my listeners and and the meetings and everything into 21 hours. Well before and before the pandemic and my, we have a granddaughter who's going to be to be two in June. And my role on a Monday and a Friday was to look after her. But Kirsty’s been on the furlough. But when she does go back to work I’ll be back on duty again on a Monday and Friday. Which is lovely…

Louise Sidey: That is lovely.

Dorothy Sichi: But I will have to really, you know work as you see I make myself available and a Monday and Friday for work I’ve just emailed a learner this morning to say, yes I will do a meeting on Friday. It’s that’s going to be hard for me to just reign all of that back in again.

00:35:26.280 --> 00:35:35.190

Louise Sidey: Yeah do you feel like at the moment and I think, maybe a lot of people feel this is kind of harder to have that kind of separation between the kind of work and the rest of your life. Because in many ways, you’ve just brought your work into your House and you brought into every other part, it's kind of just merged everything.

00:35:43.230 --> 00:35:51.600

Dorothy Sichi: It has, it has, I mean there have been many advantages to work in a home and but I’ve definitely been em, seeing an increase in my hours you know and I have to be very strict and I’m not very admin-orientated. That’s not one of my skills. So at times I think. I never did that. I forgot to send that email so I find myself up in front of the laptop seven at night. Doing stuff yeah I should have done so.

00:36:29.310 --> 00:36:29.670

Louise Sidey: Yeah.

00:36:31.980 --> 00:36:33.180

Dorothy Sichi: Yeah sorry to interrupt. It takes a very strict boundary control person, time management, whatever you want to call it, to make sure that everything's done in that fine timeline and to be like, no I’m not working.

00:36:48.300 --> 00:36:48.630

Dorothy Sichi: So.

00:36:48.900 --> 00:36:58.110

Louise Sidey: But I feel like as well for your job and your role specifically with the library, that as you're saying, it's not admin based very people centred and very people facing and I guess for you is about you constantly making connections and it's so hard to draw those barriers then. Rather than just being like okay I’ve done this, I’ve done this paperwork ,I’ll shut it down. It's such an emotional at like part of your job is kind of speaking to people and being there for people I guess as well.

00:37:16.260 --> 00:37:17.100

Dorothy Sichi: It is, it is. And you know it's difficult to ignore the phone call when you're doing something else when there was one Friday afternoon I had actually had Milly our granddaughter and a learner called me at five to two to say that she couldn't go online to do the story CAFE session and I was like ah really like I’ll do my best to help me get online, but my hands are full of the moment, you know. I will do as much as I can and text a couple of people who do the digital front of house staff. And I was really so keen for us learner to get online to, to, this there it wasn’t a story café actually it was a creative writing workshop. And she just got her cell phone tense and anxious about not been able to get online which you know you know what it's like when you get anxious about something near your brain goes in circles and it doesn't work properly so she did eventually got on, but it’s difficult to ignore a phone.

00:38:28.110 --> 00:38:38.670

Louise Sidey: No, and in that case as well, you basically are just kind of it shows exactly what it's like working from home that you have kind of these childcare duties you have these other things going on and it's so hard to kind of create that balance and

Dorothy Sichi: I know

Louise Sidey: -and everything kind of feeds into one.

00:38:45.870 --> 00:38:47.100

Dorothy Sichi: Yeah it does yeah.

00:38:48.360 --> 00:38:56.730

Louise Sidey: I guess on the flip side, then, what do you feel the, you said there's some of the advantages and I guess kind of what do you feel are those advantages that?

00:38:58.920 --> 00:39:00.240

Dorothy Sichi: Well, I think.

00:39:01.350 --> 00:39:11.610

Dorothy Sichi: You're able to connect with you're probably able to see more learners everyday yeah because you know you can go from. If you're careful about managing the, the actual zoom sessions, you can you can meet with more learners. Em you can help them improve their skills online and I can choose when I do my admin we keep our database going of when of learners details and so we've got people that information up to date, so I can, if I chose to if I woke up one morning I could do a bit of admin on that database, you know that's an advantage. And you know, it is one of the last tasks I go to do it. [laughs] it's it's got to be done, but it's data entry that sort that's hard going, you know if you're not a natural data entry person. And we also if we were in the library we'd have a learning plan for each learner and read, write a sentence at the end of the session or get the learner today a sentence about how they’ve got on today, the positives negatives and we're as we do that online, we call that a digital schedule. But it doesn’t matter, so let me plan for everybody, so there's a paragraph that feedback that gets entered into, and from that learning plan into the online database. Which is time consuming,

Louise Sidey: Yeah

00:41:03.180 --> 00:41:19.710

Dorothy Sichi: Which takes time and you know Donna would never ask me to you, no she would never comment and where are you with the digital database, she would say look Dorothy it will get done, you know it’s not important, you know, meet the learners first and leave the admin till last. But it gets to a point where you think oh I can't leave it any longer, this it’s just building up you know, in the background and you think that needs to be done.

00:41:35.490 --> 00:41:36.630

Louise Sidey: Yeah so.

00:41:36.960 --> 00:41:46.380

Dorothy Sichi: And so yeah I'll just have sessions where I will just do data entry for many hours some weeks.

00:41:48.540 --> 00:41:54.090

Dorothy Sichi: So yeah I would see and any other advantages are maybe being able to go out for a walk in the locality at lunchtime.

00:41:58.110 --> 00:41:58.950

Dorothy Sichi: But yeah, Bridgeton still has lovely areas to walk to, Glasgow Green. And, but there will be other advantages but. I think those are the main ones at the moment.

00:42:21.270 --> 00:42:27.750

Louise Sidey: Completely and it probably if you're in the Vale of Leven, it’s probably really lovely round there as well, but more in the countryside.

00:42:27.930 --> 00:42:43.920

Dorothy Sichi: Well, it is, but today we're surrounded by houses and we live at the top of a hill and and it's it was quite an industrial area and, but I have to em and there's a particular hill that goes over to eh, the other side of it as Cardross which is on the way to Helensburgh but uh yeah and it wasn't until lockdown I noticed, that I reminded myself, I haven’t actually walked to the top of that Hill and I’ve lived here a long time. So I managed to do it just at Christmas time with my eldest daughter. And so that yeah, I do live in a nice part of the country, you know. There’s Lots of places in this industry leftover bits and bits of untidiness in places but it’s a lovely part of the country yeah.

00:43:26.640 --> 00:43:33.840

Louise Sidey: A nice that you can kind of finally kind of appreciate that area in a different way, maybe, if you are finally making it to the top of the Hill and yeah.

00:43:34.140 --> 00:43:38.520

Dorothy Sichi: Yes indeed and what a view from up there and it’s not massive. We are not talking munro height, we’re talking about a wee lump. But I can see right up to Loch Lomond and you can see right over to the Clyde. Oh can you see over to the Clyde, you can can just see it was a pretty foggy day, that day. We didn’t you see you see the Clyde Dumbarton-side you don't see the tail of the bank. You don’t see the tail of the Bank is opposite Helensburgh. That’s quite an old fashioned term, the Tail of the Bank.

00:44:16.920 --> 00:44:20.820

Louise Sidey: The Tail of the Bank?

00:44:21.510 --> 00:44:22.200

Dorothy Sichi: So, where the Clyde comes down to Helensburgh it’s like a junction so you’ve got the Clyde, the Garloch, you’ve got Loch Long and then away in the distance you’ve got the Holy Loch. So it’s like. I don’t know why it became known as Tail of the Bank.

00:44:45.420 --> 00:44:47.010

Louise Sidey: Yeah, yeah wow it's kind of like a junction, the way it splits off. Like a dragons tail maybe [laughter]

00:44:49.740 --> 00:44:50.880

Dorothy Sichi: Yeah I think so, Tail of the bank. We need to investigate that one.

Louise Sidey: So, so would you I guess you would usually then you would commute in, is it three days a week that you would work?

00:45:01.320 --> 00:45:03.360

Dorothy Sichi: Yes uh-huh, so I would generally go in by train. Yeah it’s quite a journey. But I mean it's not bad, it means if you drive it would be more stressful it would take long, it would take the same amount of time it wouldn't be any quicker yeah.

00:45:21.600 --> 00:45:25.380

Louise Sidey: I know and you mean you can just kind of read a book or?

00:45:25.890 --> 00:45:28.440

Dorothy Sichi: Exactly, or have a wee nap.

[laughs]

00:45:32.760 --> 00:45:37.830

Dorothy Sichi: Yeah that’s generally me, and I usually time it for Dumbarton Central so I don’t miss my stop.

00:45:38.220 --> 00:45:39.360

Louise Sidey: Yeah, don’t miss your stop.

00:45:43.170 --> 00:45:49.200

Louise Sidey: And so when library opened and was it the first of September did you did you go back to them with did you have a shift back into kind of face to face learning was that?

00:45:52.980 --> 00:45:55.500

Dorothy Sichi: I did just for one day a week because. We all the people who are happy to go back into the space em, we grouped to ourselves and to bubbles so. And I think there was four bubbles, and so the people who were on a Monday and Thursday and the people that were in em, ach, I can’t remember I can’t actually remember how many bubbles there were. But anyway there was little pockets of us who I was only ever in on certain days. And so I chose to only go in one day and and the main reason was to support a learner. All day I couldn’t sit less than two meters apart, and it was difficult. It was more difficult for her. There was frustration and and she was one of the learners to get a new device but she didn't know what she was doing. Well it's sort of about getting her set up with it. But uh myself and Gabrielle has a chat about it. Because XXX is also a volunteer in the library. And we felt between the both of us we would be able to help her get online. So, and then a couple of other leaners came in from the first of September until we closed again in November so I can’t remember when that was. Em, I’ve lost track. Em so, excuse me.

00:47:46.200 --> 00:47:46.830

Louise Sidey: Don't worry.

00:47:48.150 --> 00:47:50.970

Dorothy Sichi: A wee drink of water. So.

00:47:52.050 --> 00:47:54.930

Dorothy Sichi: I just felt as though it was important.

00:47:55.470 --> 00:47:57.570

Dorothy Sichi: To do that, obviously there is a certain amount of risk. I drove in I didn’t go on public transport.

00:48:02.520 --> 00:48:07.140

Louise Sidey: And, did you did you find that you actually managed to get XXX online then?

00:48:07.680 --> 00:48:09.810

Dorothy Sichi: We did but it was a bit of a struggle because of the language barrier.

00:48:16.380 --> 00:48:17.370

Louise Sidey: of course.

00:48:19.770 --> 00:48:20.790

Dorothy Sichi: Was huge to a certain extent. And we have an ESOL volunteer who is a retired ESOL tutor and she just started volunteering with us. And is a huge help, and I mean all our volunteers that amazing and it's, just as the first time we've had an ESOL trained volunteers so she’s just great support and she told me recently that certain learners get to a certain stage where their language and their language and they plateau. And they don’t go any further.

00:49:00.210 --> 00:49:05.730

Dorothy Sichi: And one of us are ESOL training, and Donna, Deborah and myself and there's been many a time I’ve thought why did I never do that training. Right? Why, why, why. But yeah so I think this is what's happened with XXX the learner that I was supporting on a Thursday.

00:49:22.800 --> 00:49:23.340

Louise Sidey: Yeah.

00:49:23.670 --> 00:49:24.210

Dorothy Sichi: She just.

00:49:25.020 --> 00:49:25.650

Louise Sidey: She's kind of plateaued.

00:49:27.330 --> 00:49:29.550

Dorothy Sichi: Yeah she doesn't seem to be improving.

00:49:31.980 --> 00:49:34.740

Dorothy Sichi: In ways I thought she would with her language.

00:49:40.770 --> 00:49:42.990

Dorothy Sichi: She’s got two primary children. And the things that seem obvious to me but something that she doesn't do is ask her children for help.

00:49:52.590 --> 00:49:54.180

Dorothy Sichi: Yeah, no but yeah.

00:49:57.960 --> 00:49:59.910

Dorothy Sichi: You know there’s pride involved there. You’re their parent. You’re helping them. You can’t reverse the role.

Louise Sidey: Yeah

00:50:11.730 --> 00:50:12.180

Dorothy Sichi: But anyway. We did get her online is just that she's taken a couple of steps back the way because the library closed, she wasn’t getting online regularly. Because she was having difficulty with understanding the process of fixing a particular problem. When we were trying to get on zoom. It’s almost as if she shut down a little bit and decided I’m not dealing with this at the moment. Which is quite right.

00:50:45.030 --> 00:50:49.440

Louise Sidey: Well yeah, I think a lot of people probably feel that way just generally.

00:50:53.730 --> 00:51:06.030

Louise Sidey: Do you kind of foresee then when you do finally get back to the library, do you think it will kind of be a lot of kind of trying to like make up for this kind of time obviously had kind of more time with some people but I guess some people do kind of-

00:51:09.630 --> 00:51:10.500

Louise Sidey: Oh, have I frozen.

00:51:11.130 --> 00:51:11.460

Dorothy Sichi: Me.

00:51:26.580 --> 00:51:27.000

Louise Sidey: Or maybe it is, it might come back in a second.

00:51:27.510 --> 00:51:29.850

Louise Sidey: Are you there?

00:51:31.890 --> 00:51:32.850

Dorothy Sichi: Sorry

Louise Sidey: No it’s fine, don’t worry- back in the room.

00:51:32.970 --> 00:51:37.170

Dorothy Sichi: I think I got your question, I think, when you say when we do eventually get back into the library will we be making up for lost time or this past year and, to a certain extent, with some learners. Yes I feel that we’ll have to reclaim what we've not been able to do for the past year. But I guess they retain. But think that's going to be with some minority, you know. Like the learner that I just talked about yes, we have to pick up a few pieces. And that’s, that's, that's going to take a bit of time. But I think it will happen quite, quite some time reclaim, when I think about what we've lost. And yeah when I think about some of the things the other learners have done. Em one of my learners as decided to take part in that project that's going to be about 10 weeks long. Em with, I don’t know whether you know about the Helen Dumain project. She has worked with the library before, and she is doing her PhD and she's invited as many learners, individuals as she could to come and join her on a project called consciously rising. Or consciousness raising.

00:53:06.390 --> 00:53:07.020

Louise Sidey: Okay.

00:53:10.050 --> 00:53:13.920

Dorothy Sichi: So, it's about looking at our own personal life and experiences and sharing them with a groups. With regards to Women over the years since the seventies. And how they’ve been activists or, in some examples she's given how they've been radical feminists and how they’ve made, em made, em, organization aware of their protests…

00:54:00.960 --> 00:54:01.620

Louise Sidey: Yeah.

00:54:02.940 --> 00:54:06.210

Dorothy Sichi: You know they, through their activist and their various.

00:54:08.340 --> 00:54:09.930

Dorothy Sichi: And yeah so, they’ve only just started.

00:54:12.240 --> 00:54:12.870

Dorothy Sichi: I think for my learner to have joined this is amazing because she's able to do it online until she goes back to work and. Whereas I'm, I'm not sure if she would have done that, if she'd been in the library.

00:54:28.260 --> 00:54:28.950

Louise Sidey: Really

00:54:29.850 --> 00:54:33.180

Dorothy Sichi: And you know some of my other learners have been part of the story café. Em, but you know they’ve gain skills through, through this past year em.

00:54:48.510 --> 00:54:49.590

Dorothy Sichi: And I don't think there will be learners who really have missed being in the library and being side by side and being able to journey in. And just being able to journey in and and come for a cup of tea. And a little bit of learning. Then you know mostly they'll definitely be a real desire to get back to the way it was.

00:55:15.540 --> 00:55:16.920

Dorothy Sichi: But I think it’s mostly. Mostly we won’t have a lot to recap on or catch up on, I think we’ll be doing okay.

00:55:25.350 --> 00:55:34.440

Louise Sidey: Be doing we've done we've done a lot yeah well, I guess, even your transition online as sounds like if you're being able to just do as many and you’re maximizing that time. I think that is the case with zoom you find that because you're not commuting and your kind of your lunch hours are less you kind of maybe you, you weirdly sometimes have more time to do the work, yes, and you do have that kind of social time in between it's very much just kind of constant but then that's hard for also the workers it's hard for you, never having that downtime really.

00:55:56.730 --> 00:55:57.750

Dorothy Sichi: Yeah, yeah, uh-huh because you don't get the same conversations, even though there's members of the team that have put aside sessions for meeting for half an hour having a coffee or chat and the opportunity to go along to book picnic and…

00:56:18.780 --> 00:56:23.760

Louise Sidey: Oh lovely, what is that?

00:56:24.000 --> 00:56:25.110

Dorothy Sichi: Oh, you come along and talk about the book you've been reading and I’ve only managed one.

00:56:25.230 --> 00:56:29.280

Louise Sidey: That sounds amazing.

00:56:29.430 --> 00:56:30.630

Dorothy Sichi: Oh, it’s so lovely and Gabby organizes that once a month and you get lots of good recommendations and and yeah but it’s. You know, do you make that a priority to sit down and go to the picnic or do you go out in sunshine and go for a walk?

00:56:52.200 --> 00:56:53.370

Louise Sidey: Yeah.

00:56:53.760 --> 00:56:56.130

Dorothy Sichi: Before your next learner. It’s really hard.

00:56:58.410 --> 00:56:59.670

Louise Sidey: So is the book picnic online at the moment top.

00:56:59.670 --> 00:57:00.540

Dorothy Sichi: Yes, uh-huh.

00:57:00.570 --> 00:57:18.930

Dorothy Sichi: Yeah, whereas usually if we were in the library we would have the picnic over lunch so we'd set with our lunch around the table and just any volunteers or and I think it's mostly for staff and volunteers I don't think it's for members of the public, you know you have to I think you have to be a volunteer to do that.

00:57:25.920 --> 00:57:29.490

Louise Sidey: I think yeah, I was like I want to join that sounds amazing. [laughs]

00:57:30.690 --> 00:57:35.280

Dorothy Sichi: Well do you know, there will be one coming up. I'm sure it's the first Wednesday of the month. It’s the third.

00:57:37.770 --> 00:57:39.870

Dorothy Sichi: So that's the third and I could-

00:57:41.880 --> 00:57:43.110

Louise Sidey: It sounds so great.

00:57:43.290 --> 00:57:46.530

Dorothy Sichi: Oh yeah it's just so lovely, I mean like you, who’s is, is Gabby supporting you just now?

00:57:54.300 --> 00:57:55.470

Louise Sidey: it is actually Nicola. Well, I can always ask Nicola if I can sneak along.

00:58:04.830 --> 00:58:06.210

Dorothy Sichi: Absolutely so yeah, you’re part of the team for a wee while.

00:58:08.010 --> 00:58:10.050

Louise Sidey: I always love a chance to speak about my books.

00:58:10.650 --> 00:58:11.220

Dorothy Sichi: Do you.

00:58:11.370 --> 00:58:12.930

Louise Sidey: I’m always reading yeah.

00:58:14.520 --> 00:58:18.570

Dorothy Sichi: Oh, I know, and as a lovely thing to be able to do but yeah and, as I think my priorities. You know. Because I set so long in front of a laptop, I want to go to book picnic. But I also need to move I need to you know get that activity, I do exercise with my Pilates teacher, since the start of lockdown on zoom but.

00:58:42.480 --> 00:58:43.290

Louise Sidey: That’s great.

00:58:43.830 --> 00:58:45.060

Dorothy Sichi: I still need a walk.

00:58:45.120 --> 00:58:45.900

Louise Sidey: You know yeah.

00:58:46.200 --> 00:58:48.870

Dorothy Sichi: My back my back needs exercise I can't.

00:58:49.260 --> 00:58:50.190

Louise Sidey: Yeah.

00:58:50.730 --> 00:58:52.980

Dorothy Sichi: No to that unfortunately that's just.

00:58:53.220 --> 00:58:53.700

Louise Sidey: Because it's, way more sedentary. This life, than we would have had before getting out of bed, making a cup of tea then straight in a desk it's just it's not the way that we're meant to live really is it?

00:59:06.390 --> 00:59:12.480

Dorothy Sichi: No, no, so am I really think it's about time I got along to another book picnic. Now I have started talking about it, I think gosh I miss it.

00:59:18.900 --> 00:59:32.760

Louise Sidey: So, what do you do any kind of other events and with GWL I guess like online ones, do they have other? Ren mentioned something like you have a biscuit or a lunchtime?

00:59:33.060 --> 00:59:40.170

Dorothy Sichi: And yes, uh-huh so there's yeah there's a catch-up and, but I have hardly been at them.

00:59:42.420 --> 00:59:44.400

Dorothy Sichi: Yeah, I I tend to phone one of my colleagues, Margaret who's the finance person. Because we often sit at lunch together.

00:59:55.860 --> 00:59:56.610

Louise Sidey: Oh great.

00:59:56.850 --> 01:00:05.610

Dorothy Sichi: And, but I haven't I’ve hardly phoned her but we've had a conversation just recently, which was lovely and but.

01:00:06.390 --> 01:00:18.540

Dorothy Sichi: I miss those conversations you know, while you're waiting for the kettle or to boil or while you're washing up your dishes or preparing your lunch, you miss those conversations you know. And the conversations that go on in the office as well, I mean, even though I don't. I mean the office space is limited for, not everybody has a desk. Which doesn't matter. Because we hot desk and that's fine. And not everybody's in every day so. And that means there's always somewhere to sit. And then, if you can’t sit in the office you can sit in library space and then you get an opportunity to talk to more people and meet people in the space, you see more you know, sometimes if you're a new office space, then you don't see what's going on and the main part of the library and and, em it's good to be able to sit at front of house, because we all have to take a wee turn to do that anyway. So you know when everything's back to normal and what open and we’re open on a Saturday, and we have to cover the Saturday morning and the Thursday night opening, then it’s only fair that we take a fair and even approach to that. And you know so and it's nice to do those things that are a wee bit different because it it keeps your skills fresh. When you're on front of house, it keeps you know if you're doing if you're involved on one of the tours on an open day or a, em this is who we are event, you know, or we have and other occasions where we do tours of the library and it's good to do those things as well.

01:02:05.280 --> 01:02:16.410

Louise: Yeah definitely

Dorothy Sichi: You know, and the only other thing that each of us as a team member do is. Have you heard to the clusters? Em, so for different, and I don’t know the name of all the clusters, but so the clusters are like mini team meetings. So we’ll have, eh I can probably only really tell you three or four cluster names, so we have the green cluster so, they deal with everything to do with environmental issues to do the library and whether it's in the library or inner locality, you know our partnership with different organizations and yeah and then environmental issues, we have the active welcome cluster. Which is all about how do we welcome people into the library and what, what form does that take, inside the library, and as you approach the library. So, for example, I’m a member of that one and so we're currently trying to get Scot Rail to allow us to have a poster up.

01:03:25.890 --> 01:03:27.870

Louise Sidey: Oh in the train station? Yeah

01:03:28.140 --> 01:03:32.070

Dorothy Sichi: Yeah, now it's taken a long-time and.

01:03:32.220 --> 01:03:36.060

Louise Sidey: That just seems madness they wouldn't let you put a poster up.

01:03:36.840 --> 01:03:44.520

Dorothy Sichi: It so convoluted it's ridiculous but anyway we’ve managed to get a planter adopted in station, though. So that’s great.

01:03:45.420 --> 01:03:46.560

Louise Sidey: Oh yeah the train ones?

Dorothy Sichi: Yeah so.

01:03:52.140 --> 01:03:56.790

Dorothy Sichi: The next thing to be done is to get a sign up on that planter which says GWL. So that's part of active welcomes role and other things. And so there's a reader development cluster. Which is all about actively developing reading within in the library program for learners for visitors and. Em that's also the cluster that's involved and open the door festival.

01:04:33.840 --> 01:04:34.950

Louise Sidey: Yeah, yeah.

01:04:36.060 --> 01:04:38.250

Dorothy Sichi: The other clusters em, oh gosh, that’s shocking. That’s only three I can remember.

01:04:46.500 --> 01:04:49.740

Louise Sidey: I'm impressed still.

01:04:49.830 --> 01:04:51.870

Dorothy Sichi: Inspired palate. Yes, and inspired palate is one that and I think that's to do with new ideas and, and people wanting to work with GWL. But there's much more to it than that, so please don't quote me, em

01:05:08.910 --> 01:05:11.460

Louise Sidey: So, kind of like the partnerships and stuff almost?

01:05:12.780 --> 01:05:13.740

Dorothy Sichi: I’m not sure if it's more to do as artists and keeping new creative ideas I don't know I should, I should be able to tell you about it but I cant. And then the only other one that I remember on top of those few. Is, oh it’s gone…Oh fundraising, there’s a fundraising cluster.

01:05:41.610 --> 01:05:42.330

Louise Sidey: Okay yeah. And these clusters are still functioning?

01:05:47.790 --> 01:05:53.520

Dorothy Sichi: Right now, is a house these clusters meet about every two months and sometimes they can take on like a larger role, like the reader development is heavily involved with Open The Door.

Louise Sidey: Okay yeah.

01:06:08.280 --> 01:06:08.940

Dorothy Sichi: And the-or the active welcome is heavily involved with we're currently, we’ve got funding for BSL videos to introduce the library.

01:06:29.850 --> 01:06:30.870

Louise Sidey: Oh, nice okay.

01:06:31.350 --> 01:06:33.900

Dorothy Sichi: So we're currently in the process of em, working with another organization.

01:06:39.090 --> 01:06:43.320

Louise Sidey: And would that be like an online kind of tool?

01:06:43.410 --> 01:06:52.320

Dorothy Sichi: Yes, uh-huh, so how so when you go on the website and if you're a BSL user, then you would click on the video and we've got the funding to get these videos signed by BSL interpreters so that’s we've been working on that for months now to see what the videos look like to to get images for the videos.

01:07:11.610 --> 01:07:15.990

Dorothy Sichi: Em to the organization that we're working with deaf action.

01:07:16.590 --> 01:07:17.370

Louise Sidey: Yeah.

01:07:18.570 --> 01:07:22.560

Dorothy Sichi: They are going to be the ones that that that sign these videos.

01:07:22.800 --> 01:07:24.750

Louise Sidey: And yeah

01:07:25.560 --> 01:07:27.630

Dorothy Sichi: They’re going to be on the website permanently.

01:07:28.620 --> 01:07:29.340

Louise Sidey: Oh that's great. And I guess that means. It must shows that the library, it can reach such a bigger audience in a way you don't just have to be in Glasgow to see what the libraries like.

01:07:38.760 --> 01:07:41.220

Dorothy Sichi: mm hmm sure.

01:07:41.580 --> 01:07:48.900

Louise Sidey: Yeah so I guess, in some ways it's kind of expanding the horizons and reaching like creating a network with like out with Glasgow in a sense.

01:07:50.580 --> 01:07:51.150

Dorothy Sichi: Yes.

01:07:51.240 --> 01:07:51.960

Dorothy Sichi: That's right.

01:07:52.530 --> 01:07:57.870

Dorothy Sichi: I know that's one of the things that Sue says she says, you can be talking to somebody around the corner or across the other side of the world, you know, and obviously it's online or a visitor, you know. In times of non-pandemic. We get visitors from all over the world, which is lovely.

01:08:16.200 --> 01:08:17.010

Louise Sidey: Yeah.

01:08:18.330 --> 01:08:31.890

Louise Sidey: And I guess kind of what, I mean we've kind of already spoken about how you missed the connections with people but what, is that what you miss most about the library, and if you had to miss one thing, although there is probably a million things.

01:08:35.790 --> 01:08:38.730

Dorothy Sichi: I know I think it's just that sense of, em feeling feeling that you're in a nice warm comfortable space. Yeah and when I say warm. I don’t mean you know warmth. Feeling part of an organization that and even if I was a volunteer or a member of the public, you would get such a warm welcome you know.

01:09:10.410 --> 01:09:11.760

Louise Sidey: Yeah

01:09:11.970 --> 01:09:14.250

Dorothy Sichi: That’s something that and I mean I’ve not had a huge experience of working with different organizations, but there's such a wealth of wisdom, em in the staff team and knowledge of how to treat people the right way, you know and how to look after people and how to encourage people and to make people feel really welcome.

01:09:50.100 --> 01:09:50.640

Louise Sidey: Yeah.

01:09:51.030 --> 01:09:53.340

Dorothy Sichi: You know that's so important.

01:09:54.660 --> 01:09:55.740

Louise Sidey: Yeah I think it appears any way that you guys have managed to kind of transition that on to the online the digital world too which is really, really amazing, I think. And a testament to the library and it’s staff really.

01:10:08.850 --> 01:10:14.310

Dorothy Sichi: I know it is I mean it's there's a lot of people worked really hard in the background to do that and that's not an easy thing to transition online because yeah I think of some of the departments I have worked in the council and I think. Like why can’t you know, just you know be nice. And that it's-It’s a very special ingredient in the library.

01:10:43.860 --> 01:10:47.670

Louise Sidey: Yeah I guess kindness and just welcoming and all that yeah.

01:10:48.510 --> 01:10:51.510

Louise Sidey: Yeah it’s wonderful.

01:10:55.140 --> 01:10:55.650

Dorothy Sichi: It is, it is very unique.

01:10:56.580 --> 01:11:00.240

Louise Sidey: Yeah oh well, thank you so much for speaking to me Dorothy.

01:11:00.360 --> 01:11:04.350

Dorothy Sichi: Well it has been lovely Louise. Obviously you have asked me lots of questions. And have you still got a lot of people lined up to interview?

01:11:12.960 --> 01:11:17.970

Louise Sidey: Yeah I’ve got I think so got six more and I’m still, still recruiting.

01:11:18.060 --> 01:11:19.710

Dorothy Sichi: So yeah that's.

01:11:20.460 --> 01:11:23.610

Louise Sidey: No good but everyone's kind of so keen to kind of take part, which is great em.

01:11:27.570 --> 01:11:38.220

Dorothy Sichi: Well, I think that's yeah that's yeah, that’s what I would have expected em, people are always keen to help and always keen to take time to em, you know, do their bit.

01:11:42.150 --> 01:11:42.720

Louise Sidey: yeah.

01:11:43.080 --> 01:11:44.370

Dorothy Sichi: To help in anyway.

01:11:44.850 --> 01:11:46.530

Dorothy Sichi: So when, so what is your research and tell me a bit about you. I know you have already, but just a snapshot sentence or two.

Louise Sidey: I will turn the recording off so this isn’t in the interview.

01:12:00.900 --> 01:12:02.580

Dorothy Sichi: Okay, okay.

**-End of Interview-**