

particularly useful for answering elusive queries. Contact instructions are available from the UKOLUG pages. Should there be a key contact for alerting staff to appropriate changes or is it up to individual staff? <http://www.ukolug.org.uk/content/public/links/refmanlinks.html#discuss> .

You might even want to consider setting up an internal mail list to keep your users up to date with filter changes, software upgrades or new products such as *RefViz* (an add-on to *Endnote*). Most software companies also provide email notices of upgrades, new products, etc so check if there is a useful one for your product. A good example is that from *AdeptScience* (www.adeptsience.co.uk) or *ResourceMate* (www.resourcemate.com).

5. Who will provide direct user support?

When users run into difficulties how can they be supported? They might want to telephone the help desk (is this the library or the IT desk or a named individual?); email (again is this IT or library email addresses or to their subject representative?) or visit in person?

What is clear is that, having introduced the software, the hard work really starts as users begin to request specific help with exploiting the software. Once this happens it makes the building of a frequently asked questions page all the more necessary!

6. How will you ensure the software stays relevant?

How will you obtain and encourage feedback on the software once it is in place? Are questions asked during Annual Surveys or via Suggestion forms? How will you keep informed about developments in the reference software market? How will you keep users up to date as well? There are several links on the UKOLUG website which might be of interest including the *Scholarly Electronic Publishing bibliography* <http://www.ukolug.org.uk/content/public/links/refmanlinks.html#uptodate>

The most important lessons to be learnt in implementing bibliographic software are that the significant time commitment of staff and the willingness to collaborate with your users in developing innovative applications yield their own rewards : no matter which package you choose!

Software updates

WriteNote 1.6 is available and now works with a wider range of web browsers and platforms including Macintosh and Linux. More importantly, the software now allows formatting of papers with in-text citations on most word processors without the need for a plug in. A great improvement! The software also implements Unicode support to provide researchers with a standardised means of interchanging, processing and displaying the written text of most languages. *WriteNote* is sold as an annual, unlimited site-wide

CHEST subscription to academic Institutions. The *AdeptScience* website also provides a list of universities and colleges who have previously requested trials. Further details from www.adeptsience.co.uk

Public Sector News

Column Editor: Penny Garrod, Public Library Networking Focus, UKOLN. p.garrod@ukoln.ac.uk

Museums, Libraries and Archives news

From *Resource* to *MLA* – change of name for Government body
Resource: the Council for Museums, Libraries and Archives issued a bulletin in January 2004 announcing that the word 'Resource' was to be dropped and in future they would be known as the Museums, Libraries and Archives Council (MLA). This brings the national body in line with the regions i.e. the nine Regional Agencies (except London) are 'Museums, Libraries and Archives Councils' prefixed by two letters designating the region they represent e.g. 'SEMLAC' is the South East Museum, Libraries and Archives Council, and SWMLAC is the South West Museums, Libraries and Archives Council etc.

Curriculum Online Roadshow

MLA is collaborating with the Department for Education and Skills (DfES) as part of an initiative to encourage the cultural sector to make their eLearning resources available through Curriculum Online. <http://www.curriculumonline.gov.uk>

A series of Curriculum Online Roadshows will be held at Regional Agency offices throughout England, starting with Newcastle (NEMLAC) on 4 March and finishing with Taunton (SWMLAC) on 26 April. These events aim to explain the educational and policy context behind Curriculum Online, and provide practical examples from pilot sites. Further information and bookings will be available from Regional Agencies - contact details can be found on the MLA website at: <http://www.resource.gov.uk/action/regional/regionsmap.asp>

Chief Executive of MLA gives keynote speech at international conference in Canada

A conference entitled: *Beyond Productivity: Culture and Heritage Resources in the Digital Age* attracted experts from around the world to Calgary, Canada on 26-27 February 2004. The event was organized by the Canadian Heritage Information Network (CHIN) in collaboration with its departmental partners, Canadian Culture Online Program (CCOP) and eCulture. Chris Batt, Chief Executive of MLA, provided the keynote speech on the first day, and the event was broadcast

via a live Webcast.

See: http://www.chin.gc.ca/English/Conferences_Training/Dccf_Workshop/

The British Library in the 21st century: from dating for bookworms to 'ee-ba-gum'

The British Library <http://www.bl.uk/> made it to top position in the diary column in the Sunday Times 'Culture' supplement on 22 February (p.43) as a result of an event aimed at book loving singles. An email was posted to the lis-pub-lis JISCMail list <http://www.jiscmail.ac.uk/lis-pub-lis/> on 4th February advertising the British Library's first 'Mingle' i.e. "an opportunity for anyone who is single, likes to talk and wants to make friends and network to meet and enjoy a drink - at a private view of our contemporary Chinese Prints exhibition and Treasures Gallery on Thursday 12th February". The event offered literary prizes which included a free book on love from Penguin, Mingles chocolates from Bendicks, and communication and networking advice from Mary Balfour (founder of Drawing Down the Moon).

On a slightly different note, but once again demonstrating the British Library's entrepreneurial flair, Delia Smith and BBC Books have been recruited to create a display of cookery books using BL's comprehensive collection of cookery books, ancient and modern. Apparently the young Delia (who has sold 14 million books in the UK) spent many an hour in the British Library reading room researching traditional recipes. The display, called 'Eating in' runs from 27 February until 25 May 2004 and admission is free.

Finally, moving from the written to the spoken word, the British Library's new portal called: Collect Britain - <http://www.collectbritain.co.uk> features a sound archive of Northern English accents and dialects. Called *Northern accents on t'net* the archive brings together two large audio resources held in the British Library Sound Archive:

* the *Survey of English Dialects* and the *Millennium Memory Bank*.

The Survey of English Dialects was the brainchild of Harold Orton at Leeds University and Eugen Dieth from the University of Zurich, and is "the only systematic survey of our native dialects". The archives cover a wide range of topics, which "documents both continuity and change, offering many insights into local history and the fabric of social and working lives".

Northern accents on t'net at:

<http://www.collectbritain.co.uk/collections/dialects/>

Public Library Web Managers workshop. UKOLN, University of Bath. 5-6 May 2004

UKOLN is planning another Public Library Web Managers workshop this year to take place on 5-6 May 2004 at the University of Bath. The focus will be on building e-content and e-services in order to maximise

the potential of ICT in public libraries. Speakers will include Martin Greenwood, Socitm Insight Programme Manager (Society of IT Management in local government), David Potts, Senior Network Adviser at MLA, and experienced practitioners with a raft of experience of developing and delivering innovative projects and services.

For more information contact the UKOLN Events team:

events@ukoln.ac.uk

or visit the website:

<<http://www.ukoln.ac.uk/events/public-workshop-04/intro.html>>

Citizen Information Project- UK population register

A feasibility study published by the Registrar General for England and Wales on 6 January found that a UK population register could be built for use by public services. The register would provide an effective and secure system for sharing basic contact data for people usually resident in the UK, and could become the authoritative source for the public sector. Citizens who need to update details can go directly through the new registration authority or via a government department with which they have dealings. The register aims to improve efficiency of the public sector by reducing duplication of effort in different departments and agencies. It is also claimed that it would 'raise the quality of basic contact data accessible to all public services and improve the statistical base for policy research and analysis'. Eventually government would be able to 'personalise and target communications and services more easily and accurately'.

<http://www.statistics.gov.uk/registration/cip.asp>

Source: SPIN Bulletin No. 78, 12 January 2004. SPIN Bulletin is published by the Society of Public Information Networks: <http://www.spin.org.uk>; email: bulletin@spin.org.uk

E-Government

Changes to e-GIF

The Office of the e-Envoy is setting up a new central repository of agreed eGovernment standards and specifications for information systems across the public sector. The e-Government Interoperability Framework (e-GIF) is one of the key documents underpinning the UK's eGovernment strategy, which Government departments, local authorities and the wider public sector are required to use as the basis for their eGovernment development. However, the e-GIF is currently split into two separate parts i.e. high level policy statements and technical standards and specifications. The plan is to merge these into a single document with Part 1 becoming the entire e-GIF, and Part 2 being moved to a new 'e-GIF Registry' which will include other standards documentation.

Source: eGov monitor Weekly. No. 109 - Monday, 26 January 2004. <http://www.egovmonitor.com> or email: enquiries@egovmonitor.com

UK Online centres in rural areas

The Department for Education and Skills and the Countryside Commission have funded a report to evaluate the effectiveness of UK Online centres funded under the Capital Modernisation Fund (CMF).

http://www.countryside.gov.uk/Publications/articles/Publication_tcm2-16046.asp

The report focuses on UK Online centres serving rural communities, and notes that the centres are not just places for accessing ICT, but community centres where local people gather and become more involved with their communities.

Sustainability of ICT systems funded under various national schemes, including the New Opportunities Fund, is an ongoing concern for the public sector. UK Online centres in rural areas are no exception - 76% do not have access to broadband. This means the centres are limited in what they can deliver e.g. learning opportunities, such as Learndirect, which require broadband connectivity. The report lists a series of recommendations – many involve finding new, sustainable sources of funding for rural UK Online centres. Easier said than done. However, the report also recommends “promoting the benefits and revenue generation potential of the e-government initiative” as a way of convincing government to dig deeper into their pockets or to attract a national sponsor.

Source: *Connecting the Countryside*. Electronic Public Information published by SPIN. January/February 2004. p.5 . <http://www.spin.org.uk>

Joined up websites for South West London

The London Boroughs of Hounslow, Kingston, Merton and Richmond have joined forces to develop a new website called www.livinlondon.gov.uk. The site, which was launched on 26 February 2004, provides information and services across borough boundaries. The site took three years to develop with £3.5m from the Treasury's 'Invest to Save Budget' (ISB). The site provides citizens with information which are local, but which are based outside their particular borough. Source <http://www.kablenet.com/> 26 February 2004

Change of URL for Department of Health web site

The Department of Health website has changed its' address from 'doh' to 'dh' on 16 February <http://www.dh.gov.uk/> involving the setting up of redirects for key areas of the site. However, not all documents will be included, and where a link fails users will have to conduct manual searches to find the required documents.

The new website is seen as having significant benefits for users, including improved navigation and search, more information about publications and a clear and consistent layout. In addition, accessibility has been addressed as the site currently meets W3C level 'A' standard, but the

Department of Health is working towards the RNIB's 'See it Right' standard.

The new web site uses a Content Management System (CMS) developed by the Office of the e-Envoy (OeE) for public bodies called 'Delivering on the Promise' or DotP – see <http://fastlink.headstar.com/dotp1>.

Source: E-Government Bulletin, Issue 154, 6 February 2004. <http://www.headstar.com/egb>

Current Awareness

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This column contains summaries of articles (print and electronic) about online services, CD-ROMs, networked information, electronic publishing, multimedia etc. including, with permission, abstracts identified with an * next to the author initials, drawn from Current Cites, the monthly publication distributed electronically by the Library, University of California at Berkeley:

<http://sunsite.Berkeley.edu/CurrentCites/>.

The Current Cites database of citations now numbers over 1,000 and is searchable at <http://sunsite.berkeley.edu/CurrentCites/bibondemand.cgi>. This service is called “Bibliography on Demand” because it can be easily used to create printable or linkable bibliographies on information technology topics. Another service offered is full-text searching of all cited articles that are freely available in full-text. You can try it out at <http://sunsite.berkeley.edu/CurrentCites/articlesearch.html>.

CONTENT MANAGEMENT

Kugel, Robert D.. "Unstructured Information Management" *IntelligentBPM* (December 2003) http://www.intelligentbpm.com/feature/2003/12/0312feat2_1.shtml. - This white paper, from Ventana Research, offers a lucid explanation of what "unstructured information" actually means, and why it will consume a significant amount of IT resources in the coming years. Structured data is the easily classified stuff -- names, addresses, zip codes, SKU numbers, etc. Unstructured data "does not readily fit into structured databases except as binary large objects (BLOBs)." Examples given include e-mails, multimedia files, document files.... Although these objects may have some structure -- e.g., an e-mail address -- they are not easily classified for storage in a structured format that makes a typical database happy. As the amount of this unstructured data increases exponentially, solutions are being sought; XML is a big help because of its flexible tagging system. If this data cannot be efficiently stored and retrieved, it has little or no utility. The white paper identifies six potential