

There is a comprehensive bibliography, details of how the author's research was carried out, an index and a table of contents as well as many tables and graphs included in the text.

## **The Intranet Management Handbook: Martin White**

London, Facet Publishing, 2011

*Editor's note: perhaps unsurprisingly, given the interests of the UKeiG membership, there has been considerable interest in this book; here is a further review to the one that appeared in the last edition of eLucidate. Martin White is, of course, the UKeiG chair.*

*Reviewed by Jayne Dunlop*

As someone who is trying to reinvigorate a disorganised and, in places, out-of-date library intranet, I was interested to see what Martin White had to offer to those of us who find managing an intranet a less than straightforward task. I wish I had read the book a long time ago, and also wish that those who have been involved in creating the library intranet had seen the book during the development of this part of this internal website. Having this volume at the start of an intranet project would be very useful and managers of intranets should find it a good reference source.

White points out that intranet managers often do not set out to assume their role and may have had very little support or guidance in creating or maintaining an intranet. This is something I have

noticed in my institution, and having support in the form of White's book is to be welcomed.

The author has been involved in over 100 intranet projects worldwide, and uses his experience when delivering training. In his book he distils his knowledge into a readable and well structured format. Much of the success of intranets depends on good planning and this book gives sound guidance on how to develop an intranet from conception to implementation.

The first part of the book deals with the foundations that are required, including a general chapter on managing intranets, defining user requirements, building a business case, developing a content strategy and enhancing collaboration. All of these are very necessary to ensure the sustainability of the project, and the delivery of current, relevant and required information to stakeholders. If these elements are not included, then it is probable that the intranet could become disorganised, people will not update it regularly, it will lose its focus and people would inevitably stop using it as a source of information.

The second section of the book deals with technology and software considerations, and content management systems, with a chapter devoted to the use of Microsoft Sharepoint. Design is not dealt with in this volume, as this is the subject of other recent publications. This section of the book is not so technical that it is inaccessible to the general reader, but is helpful to those selecting software and looking at expanding the reach of the intranet to mobile access, social media and the use of cloud computing.

The next section deals with operational planning. Responsibilities need to be given to members of the intranet team, and a project plan should be devised. This needs to be carefully managed to deliver a robust product. Issues such as risk management, records retention, data protection and copyright, need to be addressed at the start. It is better to clear about the practicalities at the start of the project, otherwise it could veer off track.

Marketing is essential to publicise the intranet and to encourage people to use it. Once the intranet is in use, then feedback and user satisfaction should be sought to see if it meets the needs of stakeholders. In the final part of the book, White deals with governance and strategy, and the importance of knowing who owns the intranet and manages its future. These are core issues in ensuring the continued relevance of the resource.

The book gives useful advice, clear diagrams and guidelines, and takes the reader through the process of intranet managing in a structured and logical way and provides resources at the end of each chapter for further reading, should readers want to explore the issues dealt with, in greater detail.

The intranet management handbook is a good starting point for those new to intranet management, those who are thinking about setting one up and those who maybe need some help in getting a tired and unruly intranet back on track. It is a book that I will be dipping into from time to time to find inspiration. It has given me some things to think about and has reinvigorated my

enthusiasm to develop a plan for the future of our library intranet, and its proper management. I think it will prove to be very useful tool for those who are keen to develop and improve the structure and usefulness of intranets.

*Jayne Dunlop is Subject assistant librarian, University of Ulster*

### **Improving Students' Web Use and Information Literacy: A Guide for Teachers and Teacher Librarians. James Herring**

Facet Publishing, 2011

*Reviewed by Janet Morton*

This latest addition from Herring's body of publications for teachers and teacher librarians on the internet has many benefits. The web is established as an information source, so it is only befitting to have an update of his practical tips based on sound pedagogical theory.

The style layout is clear making it a joy to dip into. Each well structured chapter follows the same format stating clearly its scope with individual introductions followed by helpful headings, and completed with conclusions re-emphasising the coverage, and supported by lists of references. There is of course a comprehensive index, and the chapter references are compiled together to form the bibliography, which in itself makes for an interesting read.