business nation. I will admit to a degree of interest in this survey as I wrote the report for 2000. The survey covers eleven countries, with 3000 businesses surveyed in the UK and 500 in the other countries.

However the numbers do not make sense. The country with the highest intranet penetration is reported to be Canada with 58% of businesses having an intranet. The UK figure is reported at 52% (compared to 9% from the National Statistics survey) and the USA figure is 48%. According to the DTI survey the top three uses for intranets in the UK are knowledge-sharing, business helpdesks and personal diaries, which I also find very difficult to accept.

### Sharing ideas and good practice – a role for UKeIG?

Despite the number of intranets in the UK there is still no defined forum for the exchange of ideas and good practice. If you assume for a moment that of the 200,000 intranets only 5% have a full time intranet manager that means there are 10,000 intranet managers in the UK, which is around half the membership of CILIP. Even be really conservative and take a 2% level and you still come up with 4000, or twice the membership of the IIS. Certainly there are a few conferences on intranets, but not that many. Perhaps eight a year in the UK based on the brochures I have for 2003. I've remarked on a number of occasions that intranet managers are very lonely people because of the lack of any formal, or even informal, networking opportunities.

Of course one of the reasons usually given is that there is a huge concern about giving away confidential information. But detailed screen shots are not required to have discussions about job descriptions, views on content management software, how to get support from senior managers, and ideas for marketing an intranet. One of the features of the Intranets conferences in the USA are the evening sessions (there is absolutely nothing else to do in Santa Clara than count the Cisco offices to get to sleep!) when delegates have a chance to ask questions of a panel of intranet managers, and also to show some selected screen shots of their intranets. It all works out very well, and there is an acceptance that any commercial information that may be imparted does not leave the conference room.

Now that UKOLUG is proposing to change its name to the UK Electronic Information Group (UKeIG) perhaps one avenue of expansion might be to see if we can provide a home to the intranet community in

the UK. I think there might be a lot of potential, but given my line of business I would!

# Reference Management

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#### Software update

Endnote 8 has now been launched with upgrades to: New Unicode support – this development makes working with multi-lingual text, maths symbols or other technical characters easier for Endnote to cope with. This feature has been missing from earlier versions of Endnote. It does mean that you don't have to limit the content of the reference database to English or Western European languages alone.

Increased storage capacity for larger records and libraries is now available in version 8. If you use handheld machines, Endnote has increased the capacity to work with Palm®OS handhelds However, if you tend to work with others who have earlier versions of Endnote then version 8 is not for you. In order to support the Unicode feature, version 8 is unable to work with lower versions of the software. So beware!

#### Linking to the full text

To help researchers locate full text to bibliographic references retrieved, many information services and providers support OpenURL Resolvers. Indeed, Endnote has a OpenURL link feature built in. Open URL effectively checks the server details of the host institution to identify if the full text is available to the user or to point them in the direction of the full text – maybe to a library catalogue for instance. This is beginning to merge the function of reference management and link resolution for researchers. A useful article on this development can be found at http://curtis.med.yale.edu/dchud/writings/blm.html

To take the architecture further there is the Bison-Futé model, a conceptual generalization of the OpenURL framework which aims to extend the scope of open and context-sensitive linking beyond web-based scholarly information by suggesting directions and guidelines as to how the current OpenURL specifications could be extended to become applicable beyond the scholarly information environment.
Further details at
http://www.dlib.org/dlib/july01/vandesompel/07vande
sompel.html

Developments such as these take reference software beyond bibliographic citations (which have no copyright implications) into the legal world of copyright, database protection and other legal wrangling which will be covered in the next issue of elucidate.

## Short Notes

**More on "ID Cards, the National Identity Register and Data Protection"**

Yesterday, I received a credit-card-like certificate from the Prescription Pricing Authority (PPA), which entitled me free prescriptions and glasses (and one or two other things) despite the fact that my salary is well in excess of the entitlement figure. When I enquired, the PPA claimed that their data were taken from the Inland Revenue who, by almost the same post, had just confirmed my correct salary to me!

If this is an example of government agencies sharing their data, it only serves to confirm the worries expressed in the recent discussion on this topic in LIS-CILIP and in my last Ex Cathedra.

UKOLUG and CILIP believe that there are information policy issues surrounding the National Identity Register, Data Protection and the sharing of information by government agencies, which are of concern to civil society, and we shall be working together to publish a response.

And yes, I did return the card!

**Chris Armstrong**
**UKOLUG Vice-Chair**

**Cheap Microsoft software for NHS staff**

NHS staff can take home some of the Microsoft Office applications that they are licensed to use at work, and that are covered by Software Assurance, such as Word, Access, Excel, Outlook, PowerPoint and FrontPage. Staff keen to get their hands on a copy of the latest edition software only need to pay a fulfilment fee to cover packaging, shipping and handling costs, which is around £17, compared with its normal retail price tag of around £400.

For more information:
http://www.nhsia.nhs.uk/def/pages/inform/informish18/p6.asp#microsoft

**In the wake of the Libri report**

Do you know of a public library which still uses the Browne issue system? Dalston library in Cumbria

(open 7 hours a week) does (although there is a PC with Internet access). Quaint might be the word...

**Claire Pillar**

Libri's recent report Who's in Charge published April 27th 2004 by Tim Coates as an analysis of "what is wrong with libraries today and a recipe for their renewal" (http://www.libri.org.uk ) has attracted much media attention on the role of public libraries outside of the profession press. Amongst various accounts BBC noted on its website (http://news.bbc.co.uk/1/hi/uk/3661831.stm ) the focus on the lack of relevance to the 21st Century Library user, concentrating on the themes of book and building provision. Meanwhile, commentators as varied as Will Hutton in the Observer (May 2 p28) and Janet Street-Porter in the Independent (April 29) have made high profile responses to the report in their respective columns. Again though much of the focus of the popular reaction has been mixture of a debate on Books, Library Management and Building.

So where does this leave the profile of Public Libraries and e-information in the popular consciousness and how significant is this in the context of public libraries? UKOLUG would be interested to hear the views of members on this via our newsletter or on our discussion list.

**The contributor wishes to remain anonymous**

**Which chocolate bars would persuade our members leak their passwords...**

Rolo - Do you love anyone enough to give them your password!!!

Milk Tray - because this lady loves Milk Tray

Smarties - because only Smarties have the answer!

Passwords - are they a polite Topic of conversation? Then again, I can Whispa it to you, as long as it is a secret be-Twix us... Aww, okay, my password is 'thorntonscontinentalsinalargebox' - with no spaces, don't forget...the Whole, Nut just the first part....

It has to be Flake, coz only the crumbliest flakiest worker would fall for the crumbliest flakiest chocolate bar... after all, if they were offered a lion bar, they might be lion about the password...

Whispa...

My thanks and congratualtions to Alison Attard, Vicky Mitchell (and husband), and Marilynn Reid. A special mention goes to Karen Blakeman who when told that 'the editor's decision is final...' replied: "Oh Snickers!!!"