

found. Both reports provide links to explanatory help pages detailing how to correct or modify the page to overcome the difficulties encountered.

Comparing the two reports, the Bobby™ help pages were the more detailed, and also provided links to further discussions and illustrations of the consequences of the particular problem being highlighted.

The RNIB's 'web access centre' part of their web site provides a great deal of background and detailed practical information for creating accessible websites. The list of broad topic areas leads to further levels of topic choices, each one containing much detailed and useful information and guidance. In particular, their 'Design and management resources' section links to 'checkpoints and techniques', which gives an A-Z topic list of specific topics and further links to other checklists, such as 'layout and structure', 'linearisation', 'multimedia'. The direct link is [www.rnib.org.uk/xpedio/groups/public/documents/publicwebsite/public\\_checkpointsandtechnique.hcsp#TopOfPage](http://www.rnib.org.uk/xpedio/groups/public/documents/publicwebsite/public_checkpointsandtechnique.hcsp#TopOfPage).

If you are looking for a different way of learning about web accessibility, rather than the bite size chunks approach, you may like to take a look at this online book from Mark Pilgrim, <http://diveintoaccessibility.org/>.

If you are looking for a book about designing for web accessibility, there are a handful of titles listed on Amazon, try accessible web sites in the search box. For another range of in-depth resources and links from W3C, visit their Web Accessibility Initiative web site.

## Reference Management

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### Full text availability

The unanswered question when supporting reference type software is that of "Why can I not link to the full text?" A perfectly valid question and one for which there are several possible responses...

Firstly, you can use the OpenURL links within packages such as Endnote. This provides a short cut to different resources in fulltext whether the original is from an OPAC or a database via the various resolvers available such as TOURS.

A list of possible resolvers can be found on the JISC website at [www.jisc.ac.uk](http://www.jisc.ac.uk)

These services, once configured, will provide links to full reprints or access to an electronic Inter Library Loan form. As information professionals we need to ensure that the links from these resolvers are accurate. This can be made difficult with the various bundled deals Institutions sign up to which often embargo electronic access to the latest issues. This is further compounded by the lack of back linkage in that if users find an item of interest in an OPAC there is often no option to download this data into their reference package.

To help in this, the second type of response for finding full text is to use the inbuilt connection files that allow users to connect out to a specific resource – whether database or library catalogue. The connection files are dependant on the Z39.50 protocol which needs to be configured.

Most packages come with a wide range of files but little information about what and how the resource(s) should be searched to obtain full text. You may find examples of keyword searching being interpreted as subject headings or any field being a title field search with word order searching imposed but not made clear. This may well diminish the functionality of this type of connection file. So if you are directing users to using such a service be sure you know what you are searching.

It is also worth checking whether the connection file has been configured to support additional features such as language fields (does each record have a language field completed?) or date range or phrase searching options.

Thirdly, you might try writing your own connection filter to your own full text resource such as your own OPAC or to the Cross Ref database. It would be necessary to provide an adequate, workable connection file to enhance the searching capabilities. The bath profile tried to set a standard on the implementation of Z39.50 when searching bibliographic databases so you may want to check that at [www.ukoln.ac.uk](http://www.ukoln.ac.uk)

The problems with database indexing generally and the lack of uniformity for truncation, author searching and such like is something that Chris Armstrong's company at [www.i-a-l.co.uk](http://www.i-a-l.co.uk) have been deliberating on for some time.....

If you do write connection files for databases or opacs you may wish to submit them to the adeptscience knowledge base for wider dissemination at [www.adeptscience.co.uk](http://www.adeptscience.co.uk)

Employing one or more of the methods above provides some opportunity to begin pulling together the referencing side of research and the actual research process itself.

### **Legal issues and reference software**

Linking to full text and capturing references into this sort of software needs to be done with some caution. Reference software itself is promoted as storing and maintaining bibliographic information for which there is no copyright attached. Where care needs to be taken is when additional data is added such as abstracts or full text.

So here are a few areas to give some consideration to when implementing such software:

Review what the software is to be used for based on the contract for the software licence

- Does the licence allow references to be distributed outside of the organisation to where research groups are based? Or it is for in-house use only?
- Are you using the software to provide a service, for example, such as Current Awareness? You may find you are liable for any services provided if your licence covers only personal use of the software
- Review the licences for the subscription databases by checking the terms of conditions of use. Single electronic copies of data searches can often be held in semi-permanent storage for personal use on magnetic storage medium. But be careful : some licences determine how many records you can store personally – say 5000 or can share only within one organisation. Read the small print if you are to promote this software and your database collections

Copyright is infringed by an form of copying, electronic storage, if unlicensed. So, for example, you cannot distribute electronic copies of data searches as this would infringe copyright. Abstracts, articles and chapters enjoy copyright and several copyrights may co-exist.

It is useful to be clear if users frequently search and download from the same databases time after time. So familiarise yourself with terms of use and the database licences signed. Make your users aware of the issue by promoting this side of the research coin. Use the websites to ensure users can use the software with confidence or are aware of any limitations – particularly if they wish to load this type of data on the web for purposes such as promoting their research. Please read any contract you sign carefully to ensure that you are able to use the

software you require and learn the basics of relevant copyright legislation. If in doubt, check with your legal department.

In the next issue I will consider new products on the market which are of use for managing references.

## **Public Sector News**

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### **Introductions**

This column is now brought to you by ALGIS! ALGIS represents information professionals working in local government and most of our members operate information services either in local authority departments or corporately. A few work in central government and a few in the private sector. We are affiliated to the Local Authority Research and Intelligence Association which aims to promote research within local government.

### **What is happening in the public sector?**

In local and central government at present the requirements to meet the e-governments targets of 2005 and the implementation of the Freedom of Information Act from January 1st 2005 are probably highest on the agenda.

### **E-government**

In June the Office of the Deputy Prime Minister (ODPM) issued a snappily titled paper on e-government: Defining e-government outcomes for 2005 to support the delivery of priority services and national strategy transformation agenda for local authorities in England. It can be found at [www.localgov.gov.uk/page.cfm?pageID=186&Language=eng](http://www.localgov.gov.uk/page.cfm?pageID=186&Language=eng) . This document sets out the priorities for delivering e-government in local authorities and identifies 'required', 'good' and 'excellent' outcomes. 'Required' outcomes must be in place by the end of 2005, 'good' by 1 April 2006 and 'excellent' outcomes will be agreed between the authority and ODPM around 'promoting awareness and take-up of e services.'

The head of the new e-Government Unit, which has replaced the Office of the e-Envoy, begins his new job in September. Ian Whatmore is at present UK managing director of Accenture and will report to