Ex Cathedra

The first eLucidate Ex Cathedra, the first word in the UKOLUG e-journal - well, obviously, WELCOME. Welcome to the successor to the UKOLUG Newsletter, welcome to the new world of UKOLUG! A world that, as befits an – or rather the – eInformation Group, is largely electronic.

At its heart, the new website with a password area for members has been long talked about but, in the event, has been produced, and has gone live, very quickly. I think it is pretty good and I should like to congratulate both the designer, and the team who got it live so quickly after the Online Meeting in December – while I was sunning myself in South Africa (well, giving a short course, actually!).

We, the management committee, see the website as being at the centre of everything that UKOLUG is and does, and we hope that you will bookmark it and return to it regularly, as your principal means of keeping up-to-date with both our, as well as industry, events. We plan to make it as dynamic as any website without a full-time webmaster can be. It will grow.

Areas such as the Fact Sheets will be added to, and other, new areas will evolve. As the CILIP SIG whose concern is electronic information, we feel that the site should offer as much as possible to its users. We shall welcome any feedback on the site, as well as ideas for additional member or non-member areas.

Some of you may be in the throws of evaluating eTNA – the e-commerce project that UKOLUG has been market validating. Some of you have had problems logging on – the promised security demands several levels of password control, and the process was probably not well-enough explained in the early versions of the documentation. This is what such testing is designed to find out. Please, can I ask everyone who has signed up to test the system, to complete their questionnaires and return them with as much comment as possible, as soon as possible.

In 2004, we are hoping to have a more extended meetings programme than we have managed in previous years – those of you who have already visited the website will know of several meetings to be held in the first few months of the year: Usability testing, Blogs and Wikis, Information Architecture, Content management, Legal issues, Info-glut, and Reference management to start with.

Also, from 2004, we are offering certificates of attendance for you to add to your portfolio of work towards your continuing professional development. If you need one, just let us know and it will be sent to you after the meeting.

As I write this (some of it from Munich airport!) as Christmas approaches, I am conscious that you will not read it – even with the electronic immediacy of our new eLucidate – until the new year. All I want for Christmas is a new keybard – you would not believe how many letter-ohs I have had to insert, with a heavy thump (and a sigh) long after the sentence ended – no not keybard, keyboard! This may explain why Ex Cathedra is a little shorter than usual. I hope you all feel duly rested and refreshed after the Christmas break, and will have a peaceful 2004.

**Chris Armstrong
Chair, UKOLUG**

Online

Column Editor: Johanna Westwood, Advisor, University of Wales, Aberystwyth.

COPAC

Load of Reading Pamphlets records
COPAC have loaded c. 3,300 records from the University of Reading Library. These records have been created as part of a recent RSLP project, the 19th century pamphlets project, concerned with improving access to 19th Century Pamphlet Collections (1801-1914).

Most of the other project members were CURL member libraries whose records are incorporated into the COPAC database. Adding the pamphlet records from Reading means all the records created for this project are accessible through COPAC. Records created as part of some other RSLP projects will be loaded into COPAC in the future.
(11th November 2003)

National Library of Scotland catalogue load complete
COPAC have completed the load of National Library of Scotland (NLS) catalogue. This is a large legal deposit catalogue (c. 3.5 million records) which enhances the range of materials available on COPAC, particularly those relating to the study of Scotland and the Scots. Most documents are for reference use within NLS only, but those with the class mark prefix 'ILS' are available for inter-library loan.

At the moment a significant proportion of the loanable stock is not recorded in the NLS main catalogue, so will not be visible on COPAC either, but the ILS collection contains items published in Scotland or about Scotland.

EDINA

Go-Geo! Now available as a trial service (17 November 2003)

EDINA and the UK Data Archive have announced that the JISC-funded Go-Geo! - A geo-spatial resource discovery tool - is being launched as a trial service for academic users.

Visit http://www.gogeo.ac.uk/ and discover details about geo-spatial datasets and related information and resources within and beyond the GB tertiary education sector.

Education Image Gallery - New Service (3 November 2003)

EDINA has been successful in its bid to develop and host a new image service, the Education Image Gallery, using content licensed by the Joint Information Systems Committee (JISC) from the world-famous Getty Images archive.

Users at subscribing institutions in Further and Higher Education will have free access to a collection of 50,000 images for use in learning, teaching and research. An initial 40,000 images will be available at the time of launch; the remaining 10,000 images will be selected in response to user feedback. Drawing on the vast resources of Hulton Archive, PhotoDisc and the Getty Images News Service (current events and sport), the service will offer approximately 3,000 images per decade from the late 19th century through the whole of the 20th century to the present-day, the 21st century.

Selected by JISC's Images Working Group, the images cover key subject areas across the curriculum including history, entertainment, sport, science, fashion, politics, music, conflict, film, art, leisure and womens studies. Each image is accompanied by extensive metadata, including keywords.

It is intended that the Education Image Gallery service will be available for institutional subscription from the beginning of January 2004, preceded by a one-month free trial period from 1 December 2003.
http://www.jisc.ac.uk/collections

Elsevier science direct
(http://www.sciencedirect.com)

Five million articles
Elsevier announced in October that five million articles are now available on its electronic platform, ScienceDirect®. Elsevier's extensive full text collection covers over 1800 journals from the core scientific literature including titles such as THE LANCET, Cell and Tetrahedron.

COUNTER Code of Practice
24 October 2003 - Elsevier signed a declaration of compliance of the usage reports of its product ScienceDirect®, with the international COUNTER Code of Practice (Release 1) which governs the recording and exchange of online usage data and primarily focuses on journals and databases.

The COUNTER Code of Practice is supported by a global organization of librarians, publishers and their professional organizations, and promotes credible, consistent, and compatible measurement of the usage data from online information resources around the globe. COUNTER (Counting Online Usage of Networked Electronic Resources) is a multi-agency, not-for-profit organization whose objective is to develop and maintain a single, internationally accepted, extendible Code of Practice that allows the usage of online information products and services to be measured more consistently.
http://www.projectcounter.org/

JISC

JISC, The UK's Joint Information Systems Committee, announced that it has secured agreements with seven major international publishers via NESLi2, the national electronic journals initiative for Higher and Further Education, since the launch of the new programme in June this year. Discussions, and finalisation of agreements, are continuing with other publishers and it is anticipated that further announcements will be made including Elsevier, Nature, Science and John Wiley & Sons. This will result in a further significant increase in the number of accessible e-journals for 2004.

Web of Knowledge

CCC Available in WoK
WoK announced that users can now access Current Contents Connect from within the WoK platform. The benefits of this move include the ability to use the Cross Search function from the Web of Knowledge portal page.

The Cross Search allows users to Search across ISI Web of Knowledge Products and External Collections. In the search results users will see a list of records and ISI product buttons (including CCC) which users can then click on to enter the individual record. It is most beneficial as a resource discovery tool. Instructions on how to use the Cross Search function can be found in the User Guides and Workbooks on the following page: http://wok.mimas.ac.uk/support/#documentation

Internet News
Column Editor: Kevin Bell; e-mail:
kevin14@ntlworld.com

The E-commerce minister, Stephen Timms, has stated in a 'Guardian' interview - http://www.guardian.co.uk/online/insideit/story/0,13270,1083080,00.html - that "he wanted broadband Internet access across the whole of the UK by the end of 2005." A laudable sentiment, tempered somewhat by the fact that the government will not provide any funds to bring this about. Will they be so reluctant to claim the credit if the target is achieved?

The government's activities in promoting Internet usage can be found in the monthly report from the office of the e-Envoy http://www.e-envoy.gov.uk/EStrategy/MonthlyReportsArticle/fs/en?CONTENT_ID=4004747&chk=KuuvQz . As a result of the Get Started campaign, 37, 000 people attended taster sessions and over 130, 000 people requested further information. One of the slightly more bizarre aspects of the campaign is the crediting of a 'Coronation Street' storyline about a UK online centre with kick-starting the campaign. Perhaps if the Japanese model was adopted - http://news.bbc.co.uk/1/hi/technology/3278375.stm – more people would be interested in broadband and the experience would be greatly improved for those currently connected (I use this term advisedly!).

The issue of e-voting is still topical with a report from 'The Times' - http://www.timesonline.co.uk/ showing how vulnerable the current systems are to manipulation and attack. The many areas of potential risk, such as voter identification or software that alters votes, combined with the lack of a verifiable audit trail will have to be totally overcome before any system can gain public confidence. However, there is a potentially more immediate threat to online users, that of web attacks using HTML coding in emails - http://news.bbc.co.uk/1/hi/technology/3243635.stm. This form of attack places links in an email that, if clicked, allows the attacker to place programs on the host computer (the Qhost virus). Worryingly, it is claimed that, depending on the email program being used, it is not even necessary for the link to be clicked for it become operational, merely opening the email is sufficient.

If you are at a loose end and feel that sudden urge to increase your awareness of the Information Society, you could do a lot worse than browse on over to the British Council's newsletter page - http://www.britishcouncil.org/info@uk/bulletin.htm#current – and check out the latest, or even some of the archived, newsletters. There really is a wealth of information here, both from the UK and internationally, and something is sure to catch your eye; how about

Biometric Screening at US borders, or EU Cyber-detectives? A particularly interesting link from the newsletter is to KableNet – http://www.kablenet.com/ - "Europe's leading independent authority on e-government and public service IT and telecoms markets". KableNet has lots of current articles, not just from the UK and Europe, but from around the world, relating to e-government. The stories are updated daily and provide a useful current awareness service.

In closing, I wonder why it is that when you type 'internet' into Google and hit 'I feel lucky' the returned page is Microsoft.com?

Intranets and CM
Column Editor: Martin White, Intranet Focus Ltd; e-mail: Martin.white@intranetfocus.com

Increasing intranet usage
I took part in a rather interesting conference in London in December last year which had as its subject Practical Strategies to Encourage the Frequent and Consistent Usage of the Intranet for Demonstrable ROI. This title probably merits an entry in the Guinness Book of Records for the longest conference title, but at least it does set out what the objectives of the conference were. For the record the conference was organised by Marketing Week Conferences, and as a result many of the delegates had a marketing communications background.

One of the topics that came up in the early sessions of the conference was the value of promotions as a way of getting employees to use the intranet. Stuart Butterfield is the web manager responsible for the intranet at HBOS plc. The intranet supports over 60,000 staff and one feature of the intranet is the way in which the company uses competitions to stimulate the use of the intranet.

These competitions are designed in a way that winning them requires an employee to make effective use of the intranet. A typical question might be to ask which charity HBOS has just supported with a grant. Employees have to dig into the intranet to find the information and in doing so will explore areas of the intranet that they might not otherwise use, and at the same time learn about the work of the company. Butterfield reported that the tricks in getting a high level of participation were to offer 'substantial' prizes (£100 plus) and make sure that the fun and the business elements are combined. This results in learning about both the business and the intranet, and also allays the fears of senior managers that staff will just do the fun stuff and not gain anything useful out of the exercise other than a wide-screen TV!

New content management resources

I'm finding that almost all my intranet consulting work is now being driven by clients seeing the implementation of content management software as a way of managing decentralised content contribution. One of the best sites for CMS information is http://www.cmsreview.com/ , the brainchild of Bob Doyle, with www.cmswatch.com from Tony Byrne as a joint leader. Bob has now launched three new web resources. The first is http://www.cms-forum.org/ which is a structured home for the information and intelligence that circulates on www.cms-list.org. The problem with cms-list is that there has been no accessible archive, and the threads are impossible to navigate. The combination of the two is quite inspirational.

The second development is the CMSWiki at http://www.cmswiki.com/. If you don't know what a wiki is then this is a good place to start. Again the aim is to provide access to the global knowledge base of CMS implementation issues, as well as enable vendors to get in on the act. Finally there is the CMS Blog which acts as an integrator for a range of other blogs, based on RSS feeds. (See http://www.eevl.ac.uk/rss_primer/ for an excellent introduction to RSS). Add to all these resources. Bob Doyle is also the Editor of the DMOS directory on CMS vendors, and has accumulated a list of links to around 900 vendors at http://dmoz.org/Computers/Software/Internet/Site_Management/Content_Management/

Personas

One of the neat methodologies that I have been using recently to develop the information architecture of intranets has been that of personas. For many years market researchers have concentrated on defining target groups of users, such as "Mothers under 25 with two or more children at school".

Alan Cooper, an American software designer, and the author of Visual Basic 1.0, realised that as technology enabled software companies to provide more functionality for the same price there was an increasing danger that the user experience would be so bad as they tried to cope with new releases that they would prefer to stay with the current version, which would have a huge impact on the sales of software. In his book The Inmates are Running the Asylum, published in 1997, Cooper used some of the outcomes of the market research industry, which was at that time starting to move towards personas.

A concise statement about personas has been developed by Alison Hunt in a seminal article in Online http://www.infotoday.com/online/jul03/head.shtml

To summarise what a persona is

- Personas are hypothetical archetypes, or "stand-ins" for actual users that drive the decision making for interface design projects.

- Personas are not real people, but they represent real people throughout the design process.

- Personas are not "made up"; they are discovered as a by-product of the investigative process.

- Although personas are imaginary, they are defined with significant rigour and precision.

- Names and personal details are made up for personas to make them more realistic.

- Personas are defined by their goals.

- Interfaces are built to satisfy personas' needs and goals.

It is well worth reading some other papers on this methodology at

http://www.cs.utexas.edu/users/almstrum/cs373/general/personas.html

http://www.boxesandarrows.com/archives/print/003348.php (May 2003 edition)

http://www.boxesandarrows.com/archives/print/002343.php (March 2002 edition)

Reference Management

Column Editor: Tracy Kent; e-mail:
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(Editor's note: Tracy's column has been carried over from the final issue of the UKOLUG Newsletter as it is still current)

Managing references beyond the library walls…. Palm top access for Endnote 7

Managing references has always been carried out sitting down – whether in a library or a study or research centre. With the latest version of Endnote 7 you can now download references to your Palm top and be anywhere! The new Endnote application for Palm OS handheld devices allows you to search, enter and edit references and then hotsync the references when you return to your desktop.

WriteNote

Whilst we are on the subject of working outside, ISI research Software have added the WriteNote software to the CHEST licence. WriteNote is a bibliographic software package aimed at undergraduates with access via IP authentication. Over the next few months there are plans for authenticating via Athens making access to this software beyond the "library" walls. The CHEST licence, software for the academic community, research councils and selected associated organisations, runs until 31 December 2007 with the last sign up date of December 2004.

Managing the references retrieved….
RefVIZ

RefVIZ is a software package which seeks to analyse references retrieved to provide evidence of connections amongst them. RefVIZ, working with Endnote, Reference Manager and Procite, analyses and groups references according to the thematic content. In turn, this provides visual overviews of the main topics covered in the references. This visual representation seeks to demonstrate how topics are interrelated possibly prompting additional areas for further research.

This is done by either organising references conceptually or highlighting related terms by presenting a review of which subjects tend to be discussed together by term or by group.
Further details from Adept Scientific on 01462 480055; or email refviz@adeptscience.co.uk; or on the website at http://www.adeptscience.co.uk/

SciPROOF

Another package is that of SciPROOF which is a technical authoring toolkit. It integrates with Microsoft Word and expands the native spellchecker from databases within the scientific, biomedical and chemical area. The Style Checker proofreads and suggests term styles, such as upper case characters for acronyms such a DNA, PCR, PAGE, etc.

While the Symbol Checker will flag unique characters such as Greek words or letters, often preceded or followed by a hyphen, and suggests the corresponding Greek symbol. There is a glossary and a direct link to PubMed, allowing the writer to instantly access definitions and references without leaving the Word document. The aim of the tool is to make the production of manuscripts more efficient and with the highest degree of accuracy.

Further information about sciPROOF available from Adept Scientific on 01462 480055; or email sciproof@adeptscience.co.uk; or on the website at http://sciproof.adeptscience.co.uk/

Ensuring YOUR references are retrieved…

A recent article by Christina Desai in C&RL News provides a tongue in cheek look at how to ensure references are retrieved such as writing controversial articles so that other authors react to your work, either to bolster their arguments or to disagree with your conclusions, researching appropriate subject headings and, of course, writing good articles based on solid research and reasoning!
Further tips can be found in
C M Desai : Ten tips for practitioners of citation analysis in the Library. C&RL News. January 2003 p21-23.

Public Sector News
f**rom Penny Garrod**

2003 and all that

2004 - another new year dawns so will try to capture and encapsulate some of the newsworthy items from the end of what was another 'challenging' (to use the politically correct term) year for public sector folk. But first a quick look at the bigger picture.

'Unity' could be the watchword for libraries in 2004, as Resource – the Council for Museums, Archives and Libraries aim to erode the barriers between academic, public, government, health, research libraries etc. to make way for 'joined up' thinking and services on a grand scale.

Policy-makers at national and local government level have to be convinced that libraries have a key role to play in the delivery of services which 21st century citizens will value and use, and which meet current national, regional and local agendas. Moreover, libraries have to improve the way in which they convey this message to local authority chiefs and politicians in order to raise their profile and ensure adequate funding is made available to sustain existing services as well as develop new services and content.

The Common Information Environment (CIE)
Unity is to be achieved through joint activity and the sharing of information between key organisations. Therefore the JISC has set up the Common Information Environment Working Group to "promote educational excellence through technology in the public sector". The members of the group are:

- The JISC (Joint Information Systems Committee): http://www.jisc.ac.uk/
- The British Library: http://www.bl.uk/
- Grid: http://www.escience-grid.org.uk/
- NeLH – National Electronic Library for Health: http://www.nelh.nhs.uk/
- Resource: http://www.resource.gov.uk/

- UKOLN: http://www.ukoln.ac.uk/

These organisations will collaborate to develop an on-line information environment "based on common standards so that electronic resources and services can be made available to the widest possible audiences" (from the 'Memorandum of Understanding').

Appointment of new Chief Executive at Resource
The Chair of the Common Information Environment Working Group is Chris Batt OBE, who has recently been appointed Chief Executive of Resource. Chris has been Acting CEO since May 2003, and was previously Director of the Libraries and Information Society Team at Resource, where he was instrumental in implementing the People's Network project. Prior to joining Resource Chris was Director of Leisure Services at the London Borough of Croydon, and he has been at the forefront of ICT developments in libraries throughout his distinguished career. Assuming that Chris continues to chair the CIE Working Group suffice it to say ...watch this space.

Single Regional Agencies
The nine Resource regional agencies for museums, archives and libraries, many of which were set up in 2002, seem to be making good progress with website content. An overview of the agencies and the areas they each cover can be found on the Resource website via a clickable map of England:
http://www.resource.gov.uk/action/regional/regionsmap.asp

There are direct links to the websites of each of the nine agencies, as well as key facts including the number of museums, libraries etc. within a region, which provide useful insights into the size and demographics of the respective regions.

The agencies have names which often ending in 'MLAC' e.g. SWMLAC – the South West Museums, Libraries and Archives Council (hard to pronounce), or SEMLAC for the South East and EEMLAC for the East of England.

Their websites provide a wealth of information on the three domains, for example: newsletters; directories of museums, archives and libraries within the region; news of regional activities and projects, and Regional Development Agency news. SWMLAC provided a seasonal touch to their header in December by substituting a graphic of a Christmas tree for the 'A' in SWMLAC. The site also features tourism guides, and a gateway to newspapers and media within the region - useful stuff for information professionals, but would also be useful for people moving to an area, house-hunters and tourists. Perhaps they are missing a commercial opportunity here?

Public library projects become national services

A series of successful public library projects, that were developed with national funding (e.g. DCMS/Wolfson; New Opportunities Fund; People's Network Excellence Fund), are starting to be rolled out as part of a national portfolio of resources and services.

"Stories from the Web" is an innovative Reader Development Programme managed by Birmingham Libraries and hosted on the UKOLN website: www.storiesfromtheweb.org. The service has received recognition for its work by Resource and will be working in future with The Reading Agency http://www.readingagency.org.uk/ on a variety of activities for children.

At the end of 2003 thirty-seven library authorities had signed up to Stories from the Web, and the next phase involves adding new content to the website. Two new members of staff have been recruited to identify new titles, book extracts and poems for the target age groups of 8-11 years and 11-14 years.

SeamlessUK http://www.seamlessuk.info/ is a gateway or portal to local and national information developed by Essex County Council in partnership with Fretwell Downing and MDR Partners with New Opportunities Fund funding. The project is based on open systems (XML, Z39,50), fully accessible, and supports partnership working, with content provided by a range of organisations, including Age Concern, NHS Direct Online and the BBC. In the final months of 2003 a series of regional seminars were held to showcase the product and attract new subscribers to the service.

Ebooks and e-audio services

Ebooks featured in this column back in April 2003, and since then progress reports from both the London Borough of Richmond (which has had ebook services since March 2003), and Loughborough University/Co-East/Essex Libraries indicate that progress is being made.

The Loughborough/Co-East project has now started to loan out ebooks in Essex public libraries loaded onto Personal Digital Assistants (PDAs), and project staff have had to negotiate with ebook suppliers who are new to the UK public library market. Further information on the Loughborough/Co-East is available at:
http://www.lboro.ac.uk/departments/dis/disresearch/e-booksinpublib/index.html

British Library lists rare books on Amazon

The British Library knows how to seize a good opportunity having teamed up with the mighty Amazon

recently. BL have added details of over 2.55 million BL bibliographic records to the Amazon.co.uk books catalogue, of which 1.7 million pre-date the 1970 introduction of the ISBN.

Amazon customers will have a wider choice of books, as specialist and antiquarian booksellers will be able to list their stock, which will include many old editions of popular titles as well as the esoteric. For example, the 1951 edition of Enid Blyton's The Enchanted Wood is mentioned in the news item detailed below. Who knows - I may be able to find those much loved 1950s editions of the Rupert Annual after all. For the full story see: http://www.bl.uk/cgi-bin/press.cgi?story=1391
Also: ZDNet UK News Nov 24th 2003:
http://news.zdnet.co.uk/

Reveal – launch of resource for Visually Impaired People

The Reveal website was launched in September 2003 providing much needed information about services and resources for visually impaired people. Reveal comprises a catalogue of resources and a register of suppliers. The catalogue lists books in Braille and Moon, audio books and digital talking books, tactile diagrams and a host of other accessible materials. Reveal includes details of who produces, loans or sells accessible materials, and information about the different kinds of accessible materials.

Reveal adheres to W3C accessibility guidelines and MARC 21 bibliographic standards, and is compatible with the Z39.50 protocol. Funders included: the Department for Culture, Media and Sport; Resource; the British Library; Lloyds TSB; the Ellerman Foundation; the National Library for the Blind, and the RNIB.

UKOLN, based at the University of Bath, http://www.ukoln.ac.uk/ was involved in the design of the overall Reveal strategy, and the development of the bibliographic standard and collection descriptions schema http://www.revealweb.org.uk/

Current Awareness

Column editor: Jane Grogan; e-mail: Jane.Grogan@gchq.gsi.gov.uk

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.h tml

ELECTRONIC PUBLISHING

Coyle, Karen. "E-Books: It's About Evolution, Not Revolution" netConnect (Fall 2003): 8-12. (http://www.libraryjournal.com/article/CA323334). - Coyle has long tracked the e-book phenomenon, and is active in professional and industry groups such as the Open eBook Forum. Therefore, she knows whereof she speaks, and thus this is a piece that anyone interested in e-books should read. Beginning with the fall of the Rocket Reader, Coyle contrasts that debacle with the countervailing statistic that ebook sales are growing (albeit for different platforms). After a quick nod to public domain and university-based projects, Coyle surveys the commercial landscape and variant models for ebook publication and marketing, with an eye toward the particular needs of libraries. – [*RT]

Hane, Paula J. Stable and Poised for Growth: Interview with Mark Rowse. Information Today (USA) 20 (10) November 2003: p1, 22-28.
Mark Rowse is founder and CEO of Ingenta, founded 1998 as a public/private partnership with the University of Bath, now with 160 staff worldwide. The interview covers the company's technology investments and product initiatives, and industry trends. Ingenta has made key acquisitions and partnerships, and now has multiple revenue streams, but within a single vision – as a business serving the needs of publishers, and also helping libraries and users to access publisher content, via its e-journal access platform. The original STM and academic focus has been extended to the corporate market. Now profitable, Rowse promises more responsiveness to customers, investment in servers and enhanced digital rights management technology. A new 'e-book' business is being developed with Oxford University Press, also tools for publishers to upload their own content, and automated reference extraction. – [PL].

Lin, Nancy. ACLS History E-Book Project: Report on Technology Development and Production Workflow for XML Encoded E-Books New York: American Council of Learned Societies, 3 October 2003. (http://www.historyebook.org/heb-whitepaper-1.html). - The History E-Book Project of the American

Council of Learned Societies seeks to "assist scholars in the electronic publishing of high-quality works in history, to explore the intellectual possibilities of new technologies, and to help assure the continued viability of the history writing in today's changing publishing environment." The project released 500 books on the web in September 2002, to those who have licensed access to the collection. In this whitepaper, Ms. Lin lays out in an informative, readable, and understandable way the technical infrastructure they created to put these books online. Decisions are documented, with accompanying justification, as well as sufficient detail to fully understand what they chose to do and why. Overall, this whitepaper is a rare glimpse into why and how a particular technical infrastructure was developed to support publishing books online, and should be required reading by anyone seeking to do the same. – [*RT]

O'Leary, Mick. "E-Books Scenarios Updated" ONLINE 27(5) (September/October 2003) (http://www.infotoday.com/online/sep03/oleary.shtml). - In this column O'Leary takes a look back at some forecasts of the future of e-books he made some three years ago. He admits that a few of his predictions were off, including that the use of e-book readers would be "commonplace" by now. But he believes his predictions about the uses of e-books were "right on". These predictions include: 1) use, not read (that is, that e-books will be mostly for using for reference types of activities rather than sustained reading, 2) aggregations, not single works (for example, for searching), 3) institutional customers, not individuals, and 4) subscription pricing, not transactional. In association with his "use, not read" trend, he puts forward this rule of thumb: "The more time you spend with a book at one sitting, the less attractive it is as an e-book," which seems true to this reviewer. – [*RT]

Pedley, Paul. "Tips on Negotiating Licences for Electronic Products" Free Pint (145) (18 September 2003) (http://www.freepint.com/issues/180903.htm?FreePint_Session=8baf0efb6b21698e1891023742586e74#tips). - "Electronic products" are not just databases. These days, we are also talking about "news feeds, e-books, reference materials, encyclopaedias, newspapers or electronic journals." If you haven't been there already, you may one day find yourself in the position of having to wrangle with vendors in order to obtain an optimum licensing agreement for your institution. One key point the author makes here is that "a licence does not confer ownership rights. It merely specifies the conditions upon which databases and other copyright works can be used and exploited, and by whom." He provides a well-thought-out list of ten things to keep in mind when you are negotiating such agreements. These includes such basic things as understanding what you are reading and knowing what will happen if there is a

dispute, and issues you may not have considered, such as being sure the contract can not be reassigned without your permission. – [*SK]

Rehmann, Ulf. "Documenta Mathematica: A Community-Driven Scientific Journal" High Energy Physics Libraries Webzine (October 2003) (http://library.cern.ch/HEPLW/8/papers/3/). - This article provides a brief overview of Documenta Mathematica, a free peer-reviewed mathematics e-journal (founded in 1996) that also has a low-cost annual print-on-demand edition. What did it cost to produce the e-version of this journal in 1999? The author, who is the journal's Technical Managing Editor, estimates it cost approximately 200 euros. Of course, the authors, editors, and referees were not paid; however, the author notes that this is typical for mathematics journals, which also usually require authors to submit TeX typeset files for their manuscripts. Assuming a modest 400 libraries worldwide accessed the journal, the author estimates that they saved 128,800 euros compared to what it would have cost if the journal were priced like the typical mathematics journal. (The author does not attempt to calculate the costs of readers printing e-journal articles.) The author also provides production cost information for the proceedings of the 1998 International Congress of Mathematicians. – [*CB]

Youngstrom, Erica. "Technology poses problems for journals" Yale Daily News (21 November 2003) (http://www.yaledailynews.com/article.asp?AID=24250). - Lots of us assumed that journal subscriptions online would naturally be cheaper than the print versions. It has not turned out that way. Granted, the online versions are easier and more convenient to use, but according to Yale Associate University Librarian Ann Okerson, journal subscription costs are going up at a rate of nine percent a year...and how many library budgets are increasing at that same rate? The problem is particularly acute in the sciences; at Yale, for example, of the $6.5 million Yale spent on journal subscriptions in 2001-2002, $3.6 million went for scientific, medical and technical journals. Price increases for journals in other disciplines have not seen such dramatic increases, but prices are not dropping, either. A key issue is whether it is necessary to also continue with print subscriptions. Most faculty members understand the economic issues involved, but some worry about ongoing access to out-of-print materials, etc. One professor conceded, "Maybe not every department has to have a hard copy at every university." Another professor said that although he acknowledges the financial aspects involved in the dissemination of information, "as a researcher I sincerely wish it was free." – [*SK]

GENERAL

Bennahum, David S. "Warren Buffet for Coupon-Clippers" Slate (12 November 2003)

(http://slate.msn.com/id/2091142/). - You may have seen a sign in your local grocery store telling you it is no longer accepting coupons downloaded/printed from the Internet due to fraud/counterfeiting. This article discusses a new and intriguing way that people are using the Internet to maximize their savings from grocery coupons. A website called The Grocery Game analyzes the dead tree coupon inserts from Sunday newspapers all over the country and identifies whether each coupon offers a "'rock bottom sale' (buy now!) or a mere 'phantom sale'." The website takes all this information and provides a shopping list geared to each subscriber's local supermarket. (Subscribers pay $10 for eight weeks of shopping lists.)

It is interesting to read how Teri Gault, The Grocery Game's founder, got her start analyzing coupon amounts and grocery prices in Southern California, mainly due to financial necessity. She began publishing her findings online in February 2000, and now "she franchises the business across the country, with six franchisees covering supermarkets in 22 states." The website also includes a message board for subscriber discussions. The author speculates about how "a collaboratively filtered, 'smart mob' nation of coupon-clipping shoppers" could significantly change the coupon business as a whole. And, he points out, "When it comes to consumer services, Internet companies can be divided into two broad categories: those with gee -whiz technology that isn't necessarily useful, and simple ideas that help people to better accomplish an existing task. The latter have fared better than the former." – [*SK]

Borbone, Martin. Common sense content management: what organisations need to know. Managing Information, 10 (10) (December 2003): 36-38.
Looks at the preparatory steps to take and questions to ask before choosing a content management system (CMS). Emphasises the need to view the CMS as a business system, rather than an IT system and to analyse information needs and the ways the content will be used. Identifies three core principles to be adopted when implementing a CMS: "Design the content before you design the solution," auditing, analysing, classifying and structuring the information should all be done before looking at the CMS. "Adopt a content-centric perspective," the technology is only supports information management processes, it is not the solution. "Manage content for what it is, not what it looks like," content management must be independent of presentation or delivery format to ensure flexibility for the future. The author also addresses the issue of cultural change and the importance of getting the support of users at an early stage to ensure the success of the system. – [LR]

Cedergren, Magnus. "Open Content and Value Creation" First Monday 8(8) (4 August 2003)

(http://www.firstmonday.dk/issues/issue8_8/cedergren/index.html). - The author defines open content as materials that others can improve upon and redistribute, or as content that is produced without expectation of immediate financial reward. He argues that this sort of open content is becoming an important development track in the shifting media landscape. He suggests that open content is distinct from open source programming, yet related in some ways. However, content by definition is not programming, and invites additional, extensive and subjective responses and review. Therefore content creates new value streams, often with broad appeal to non-technologists. The author explores the dynamics of value creation in terms of the economic literature as well as the dynamics of software piracy. He asserts that the lifespan of open content will be heavily influenced relationships between producers and distributors, all of whom are presumably working for free. – [*TH]

Fox B. Digital double act. New Scientist 180, 2417, 25 (18 Oct 2003)
A German inventor has developed a single disc of the usual thickness that can serve as a CD and a DVD [DJH]

Hirtle, Peter B. "Digital Preservation and Copyright" Copyright & Fair Use (November 2003) (http://fairuse.stanford.edu/commentary_and_analysis/2003_11_hirtle.html). - Hirtle provides a very useful overview of all the various aspects of copyright law that may apply to a library or archive's work to preserve digital content. The upshot of the piece is probably contained in this excerpt: 'Fortunately, while there is no general exemption for preservation activities in copyright law, there are exemptions that can help individuals and especially libraries and archives legally preserve expressive works for the future. There are some specific exemptions for certain types of actions and for certain actors. Furthermore, in the absence of a specific exemption, one can always consider fair use as a defense when making a preservation copy.' Most the remainder of the piece provides the justifying details for that statement. This should be required reading for any library or archive intent on preserving digital material that may be under copyright. – [*RT]

Hugos, Michael. "Toward A New Technology Strategy" Darwin (October 2003) (http://www.darwinmag.com/read/100103/itstrategy.html). - Getting IT "stuff" these days is easy. Much is available at attractive price points. However, utilizing this "stuff" to maximize its potential involves people. The basic point here is that computers should be used for things that they do best -- crunching data, managing inventory, running accounting and financial systems -- which frees people to do what they do best -- "think and communicate and solve problems." This

essay identifies "six basic IT building blocks" -- ASCII flat files, ftp, e-mail, batch processing, relational databases and Web pages. An organization looking to maximize its IT investment can mix and match these in different combinations or tack them onto existing systems to create something entirely new. The objective should be to have systems that handle all of the routine transactions. The oddball stuff "that does not follow one of the simple routine processing rules" can be bounced to a live human being, who uses brainpower to fix the problem. People enjoy working on non-routine tasks. Says the author, "The human brain has been evolving for the last 150,000 years to do just this kind of work." Hard to argue with that. – [*SK]

Jordan, Mark. "The Self-Education of Systems Librarians" Library Hi Tech 21(3) (2003): 273-279 (http://www.lib.sfu.ca/~mjordan/presentations/misc/self-education-systems-librarians.pdf). - If you are a systems librarian, the article title no doubt caught your eye -- I mean, who among us can't say they are self-educated to one degree or another? So if you've read this far you will likely find Jordan's piece to be informative and insightful -- perhaps even comforting. After first discussing the definition of systems librarianship, Jordan provides a brief literature review, highlights essential attitudes and traits of systems librarians, and then provides specific methods to keep up-to-date in key technology areas. Thankfully, as Jordan notes, these days opportunities for developing important skills are "open to anyone with a connection to the Internet and a motivation to learn." Full disclosure: Jordan cites some of my work. – [*RT]

Karat, J., and C. M Karat. "The Evolution of User-Centered Focus in the Human-Computer Interaction Field" IBM Systems Journal 42(4) (November 2003): 532-541. (http://www.research.ibm.com/journal/sj/424/karat.pdf). - Interesting look at Human-Computer Interaction (HCI) over a twenty year period. In the beginning, the authors see a terrain divided into two parts: In one part were the theorists who came out of the behavioral sciences and who emphasized clinical observation of users interacting with technology; In the other part were the technologists who concentrated on improving the hardware and software. These two parts gradually drew together as the general goals of HCI became clearer. Along the way, what practitioners called themselves underwent a change. First, they were "human factors specialists", then "usability engineers", and finally "User-Centered Design (UCD) specialists". This change suggests a broadening of focus and approach. The article is part of a special issue devoted to Ease of Use. – [*LRK]

Kaser, Dick. Execs Agree that Customers are Key: Seeing the bigger picture (CAS); The Secret to our Comeback (LexisNexis); Pushing the envelope (OCLC). Information Today (USA) 20 (11) December 2003: p1, 21-29,50.
Dick Kaser interviews Bob Massie, president of Chemical Abstracts Service (CAS), Bill Pardue, one of LexisNexis' CEOs, and OCLC's CEO Jay Jordan. All agree that corporate success involves customer orientation, ongoing investment, good fiscal policy, strong financial performance, constant improvement, and strength from ownership (even if the nature of the ownership varies). Includes updates on the companies' plans and financial positions. CAS is owned by the American Chemical Society and operates as a not-for-profit company with a different perspective therefore. LexisNexis has made a comeback in the last 5 years by adding more value to delivery of its content. OCLC is actively exploring the space beyond libraries in terms of retrieving digital knowledge objects. – [PL].

Norman, D. A. Emotional Design: Why We Love (or Hate) Everyday Things [sample draft chapters] New York: Basic Books, [eta:] January 2004. (http://jnd.org/books.html). - A thing of beauty is a joy forever. That no one disputes. But quantifying exactly how much of a joy has always been a problem. Researchers know aesthetics play a role in how we evaluate a product but few know exactly to what degree. These things, after all, are hard to measure. So more often than not the pure utility of an object, its "cognitive" aspect as Don Norman would say, is emphasized over more emotional considerations. This produces a lopsided view of how people interact with things, making the prediction of their acceptance or rejection extremely difficult. Don Norman believes both emotional and cognitive aspects are necessary. This belief is backed up by research he discusses in the rest of the book. "Aesthetically pleasing objects," he concludes, "actually work better." – [*LRK]

OCLC Online Computer Library Center. Libraries: How They Stack Up Dublin, OH: OCLC Online Computer Library Center, 2003. (http://www5.oclc.org/downloads/community/librariesstackup.pdf). - How much do you think that U.S. libraries spend each year? If you said $14 billion dollars, you're right according to an estimate in this new OCLC document. That's about half of the $31 billion that libraries spend worldwide. How many people worldwide are registered library users? One out of every six. Think that libraries are irrelevant in the age of Amazon.com? U.S. libraries circulate almost four times as many items each day as Amazon handles, and that's nearly as many items as FedEx ships each day. If you find such statistics about the economic aspects of libraries intriguing, this six-page compilation of facts from diverse sources is for you. – [*CB]

Stott, Victoria. "A Museum Library in Transition" Library + Information Update [Chartered Institute of

Library and Information Professionals (CILIP)] (November 2003): 5pp.. (http://www.cilip.org.uk/update/issues/nov03/article3nov.html). - This article encapsulates the history of an old and venerable British institution, the National Art Library (NAL), based in the Victoria & Albert Museum. As librarians we face both continual change, and uncertainty over our roles. It is both encouraging and refreshing to see that this dichotomy is not new. In 1837 the Museum and its adjunct Library were created in order to train artisans in design, which could be applied to British manufacture. This measure was implemented in an attempt to improve the floundering fortunes in the export of British products. Over the years the MAL saw its mission and services expand and erode in step with the vagaries of the times. The 1960s through to the 1980s proved to be dire times for the NAL. Increased user demand, explosive publishing, combined with the twin evils of budgetary cutbacks and staff lay offs forced the Library to serve only as a 'library of last resort.' Finally at its nadir, the Library was forced to shut down frequently. Presently the NAL is being revitalized. It now has a firm mission, to serve and support the Museum. It will the Gate way, as single access and process for client enquiries related to the Museum's collections. New communications technologies are being utilized to develop a host of user connectivity products and services. All should be in place by 2006. – [*MG]

Young, Arthur P., Ronald R. Powell, and Peter Hernon. "Attributes for the Next Generation of Library Directors" Proceedings of the ACRL 11th National conference, Charlotte NC, April 10-13 2003 (http://www.ala.org/Content/NavigationMenu/ACRL/Events_and_Conferences/hernon.pdf). With so many library administrators retiring within the next decade, there will be a critical need to recruit senior library staff. This paper attempts to identify the attributes (defined as traits, skills and knowledge) that the next generation of library directors should have. In order to identify these attributes, Delphi Technique surveys were conducted amongst incumbent library directors from ARL member universities, ACRL member institutions, and large public libraries. [More information on the Delphi Technique of consensus development may be found at: The Delphi Method: Techniques and Applications by Harold A. Linstone and Murray Turoff, Editors, 2002 or The Delphi Technique] While variations exist, primarily based on the survey participants' background, i.e. on the type of their library affiliation, six common attributes were identified: 1. Leadership Abilities and Skills, 2. Management Skills, 3. Knowledge Areas (technical competencies), 4. Cognitive Skills/Abilities, 5. Interpersonal Abilities, 6. Personal traits. This article will be amplified, as well as survey specifics presented in the authors' book currently in press: The Next Library Leadership: Attributes of Academic and Public

Library Directors, Westport Conn.: Libraries Unlimited. – [*MG]

INFORMATION RETRIEVAL

Fritch, John, W. Heuristics, tools and systems for evaluating Internet information; helping users assess a tangled web. Online Information Review Vol 27 (5) 321-327
Fritch notes that research highlights the increased need for more effective evaluation of web based information and considers the types of questions users should be asking themselves. He states that heuristics and tools can provide three vital functions: the 'reinforcement of the importance of verifying information', a 'catalyst to produce self-articulated and meaningful criteria' and for 'point of need instruction'. The article highlights the amount of work carried out in developing tools within the health sector and explains and discusses 7 types of tools including; evaluation criteria lists, branding, metadata, directories, context sensitive, interactive and tools that use a mixed approach. He notes that although the tools discussed have helped advance a users' ability in, for example, the evaluation of the quality of information over the Internet, each of them has a number of drawbacks and as such users need to be aware of their limitations. As it would appear that no fail proof tool exists education is required to reinforce the importance of evaluation but Fritch suggests that with the proper educational framework heuristics and tools can help users assess authority at point of need plus help establish 'conscious criteria for evaluation' in users' minds. This article provides a useful evaluation of examples of tools within the above categories. – [SM]

Kanellos, Michael. "Microsoft aims for search on its own terms" CNET News.com (24 November 2003) (http://news.com.com/2100-1008_3-5110910.html). - Microsoft is tinkering with various technologies that, essentially, would link search functions more closely to the operating system -- specifically, the forthcoming Longhorn OS, a major update that should hit the streets in 2006. This article specifically mentions an experimental application, Implicit Query, that "retrieves links, music files, e-mails and other materials that relate to applications running in the foreground" -- without the user specifically having to search for them. The author says that such applications may "undermine the utility of commercial search engines," by making its own software the most convenient place to initiate a search. More than 1,000 internal users at Microsoft are currently using a prototype application called Stuff I've Seen, that stores "every screen that has popped up on a given computer monitor for a year" right on the hard drive, creating a local database that is easily queried. In fact, the experimental search applications mentioned here are concerned mainly with the universe of information that exists on the local hard drive -- which may not be so

limited when, according to studies conducted by the company, "up to 81 percent of Web pages accessed are repeat visits." Thus, the links someone is interested in may already be residing on his or her computer. – [*SK]

Klein, Leo. "The Expert User Is Dead" Library Journal (15 October 2003) (http://www.libraryjournal.com/article/CA323336). - This essay, by fellow Current Cites contributor Leo Robert Klein, touched a very sensitive nerve. It is a wonderful, articulate rant against bibliographic "experts" who are fixated on giving users what the experts think they need rather than what the users really want. We make a huge mistake, Klein maintains, by assuming that our users are just like us. They aren't. Like it or not, most library users carry over their Web search habits into proprietary database searching. The returned results that come up first are the ones most likely to be utilized; many users do not scroll down or click to go onto the next page of results. Their objective is to seize on something usable as quickly as possible, so they can complete their research projects. As information professionals, we may lament this, but we are hard-put to change peoples' habits. So we need to be working with them rather than against them, by designing library websites with user-friendly interfaces rather than sites for "expert users." Says Klein, "The expert user is dead, not because we no longer need sophisticated tools to find information -- emphatically we do -- but because we can no longer get away with designing for expert users only." – [*SK]

Ramalho Correia, Ana Maria, Teixeira, José Carlos. Information literacy: an integrated concept for a safer Internet. Online Information Review Volume 27 (5) 311 – 320.
This article highlights the need for the further promotion of, and education in, information literacy emphasising the need for people to be successful exploiters of information from the Internet whilst appreciating the ethical and moral issues concerning the dissemination of information over the Internet. The authors provide an excellent overview, through a brief review of the literature, as to what is meant by information literacy and this is found to include information literacy, library literacy, media literacy, computer literacy, network literacy and digital literacy. The article then goes on to discuss these in relation to the European Commission's focus on ICT literacy. In conclusion the article identifies that information literacy has been to-date very much contained within the library profession and argues that the concepts surrounding information literacy as discussed in this article need to be promoted at all levels of the education system and should be incorporated into the national curriculum as one of the key skills of students. A very interesting article and one that will be of interest

to all working within education and the information profession. – [SM]

Sinclair, Jenny. "Online Health Sites a Worldwide Worry" The Sydney Morning Herald (16 September 2003) (http://www.smh.com.au/articles/2003/09/15/1063478109311.html). - A study by a Melbourne researcher -- who is also a nurse and a communications consultant -- concluded that most health-oriented websites "failed to meet basic standards." Many are "commercially driven," the study found, and others are downright misleading. The study reviewed the top 100 sites returned by a Yahoo! search for breast cancer, diabetes and depression, and compared them to the Health On the Net Foundation's code of conduct. The biggest failing was the amount of unverified information found on 58 of the sites. Other issues: "user confidentiality, openness about sponsorship and, importantly, making sure that users treat the information as complementary to proper medical treatment, rather than replacing it." The study did find that there was plenty of good information out there, and that it is generally a good idea for people to have unfettered access to online health information. – [*SK]

INTERNET ACCESS

Bialik, Carl. "Radio Reporter Tests Wi-Fi for Filing Stories on the Go" Wall Street Journal (17 October 2003) (http://online.wsj.com/article_email/0,,SB10661702513143900-H9jeoNplaN2npyna3yHaayFm4,00.html). - ABC News Radio correspondents, as part of a current trial, have been filing their stories via public Wi-Fi connections rather than using their traditional digital audio recorders and then rushing back to the studio to file. Not only does this save time, but "the station gets live reports complete with ambient street sounds." This story follows Bob Schmidt, a veteran correspondent in New York City, as he gathers man-in-the-street reactions to a revelation that some Manhattan movie theatres will begin selling reserved seats for $15. Filing stories via Wi-Fi is not exactly a smooth, trouble-free process. Before he even does any interviews, Schmidt scopes out a potential Wi-Fi hot spot. "As with many such access points, its origin is unclear; some individuals and businesses leave their connections open to the public, sometimes unwittingly." Since this one provides too faint a signal for Schmidt to use, he misses filing in time for the 11 a.m. newscast. He also runs into several technical issues involving his laptop, and the whole experience proves somewhat frustrating. In spite of the precarious Wi-Fi situation -- "It's really the wild, wild west," Schmidt said -- he is bullish on the future of the this technology as a media tool. – [*SK]

Cochrane, Nick. "Too Much Information" The Age (11 November 2003)

(http://www.theage.com.au/articles/2003/11/10/106832
9472603.html). - "Despite having more information at
our fingertips than any generation before, there is little
evidence that our ability to make good, timely
decisions has improved." Who can argue with this?
We are increasingly computer-literate and Internet-
literate, but we are woefully lagging when it comes to
information literacy -- this refers to society as a whole,
of course, and not to information professionals. We are
bombarded with facts that we can memorize, but we
don't know how to sift and synthesize, According to
Ralph Catts, a University of New England researcher,
"people need to check for authenticity, currency and
reliability." British researcher Sheila Webber points out
that "information illiterate doctors are 'literally a
disaster area' because health is 'a matter of life and
death'." One thing we can do is pay more attention to
how our personalities influence our information-
seeking behavior. Read information literacy researcher
Jannica Heinstrom's study, Fast Surfers, Broad
Scanners and Deep Divers, to find out which one of
the three you are. Other issues having a negative
impact on information literacy: "the spread o f
unfiltered information" and unequal access to
technology and connectivity. – [*SK]

**Rennie, Frank, and Robin Mason. "The Ecology of
the Connection"** First Monday 8(8) (4 August 2003)
(http://www.firstmonday.dk/issues/issue8_8/rennie/ind
ex.html). - The authors argue that the growing
pervasiveness of broadband access, combined with
the increasing educational opportunities that follow
access, are reshaping how the Internet works. They
see the seeds of "self organization" and complex
processes, combined with greater technological
stability. They describe this more "organic" version of
the Internet as the Connecticon. The Connecticon
operates at three levels: infrastructure (servers and
clients, etc), "human resources (the people who are
online), and complex and creative interaction between
the people. As the network grows and becomes
adaptive, people use it in increasingly subtle and
organic ways. The authors give several examples, all
with a distinctly British flavor, of how the Connecticon
works. These include Welsh Internet Radio, The Great
Book of Gaelic, and The Cambridge Ring North East, a
non-profit, home grown effort to bring broadband
access to residents in the Cambridge region. This
article's principal theories restate and extend some of
the longstanding beliefs that Internet futurecasters
have promoted -- namely, that creativity takes on local
characteristics, and serves local constituencies better,
if high speed access becomes affordable. – [*TH]

METADATA

**Cataloging Culutural Objects: A Guide to
Describing Cultural Works and Their Images** NY:
Visual Resources Association, September 2003.
(http://www.vraweb.org/CCOweb/). - It may be
jumping the gun a bit to review this publication before it
is actually published, but we are nothing if not current
here at Current Cites, so we will do it anyway (so sue
us!). This publication-in-process is a joint effort of the
Visual Resources Association and the Digital Library
Federation. It aims to "provide guidelines for selecting,
ordering, and formatting data used to populate catalog
records" relating to cultural works. Although this work
is far from finished (Chapters 1, 2, 7, and 9 are
available, as well as front and back matter), the
authors are making it available so practitioners can
use it and respond with information about how it can
be improved to better aid their work. A stated goal is to
publish it in print at some point in the future. Besides
garnering support from the organizations named above
as well as the Getty, the Mellon Foundation and
others, the effort is being guided by experienced
professionals at the top of their field. Get the point? If
you're involved with creating metadata relating to any
type of cultural object and/or images of such, this will
need to be either on your bookshelf, or bookmarked in
your browser, or both. - [*RT]

Proceedings of the 2003 Dublin Core Conference
Seattle, WA: Information School, University of
Washington, October 2003.
(http://www.siderean.com/dc2003/search.jsp). - The
Dublin Core Conference has emerged as a rich source
of technical papers squarely focused on practical,
down-to-earth library issues. Surprisingly, although DC
often shows up in many of these papers, it doesn't
show up in all by any means, and the breadth of the
papers belies the apparent narrowness of the
conference title. Were I to be asked to come up with a
name for the conference based solely on the papers,
the word "metadata" must surely be a component, as
that appears to be the binding thread of this
conference. From all appearances, all of the papers
given at the conference are here in Adobe Acrobat
format, and presented through an interesting
application called "Seamark" from Siderean Software,
which also serves as the host for the papers (I can't
help wondering if anyone is backing these up
somewhere, but maybe it is my proximity to the Silicon
Valley that makes me loathe to trust preservation to a
dot.com). Thus, a trip to this site can be a two-fold
benefit -- the papers themselves, and the system that
makes the papers searchable and browseable in new
and interesting ways. In other words, this is a "don't
miss" site. – [*RT]

PRESERVATION

A Guide to Institutional Repository Software New
York: Open Society Institute, October 2003.
(http://www.soros.org/openaccess/software/). - This
brief guide identifies open source software for building
repositories. The criteria for inclusion include that they
are distributed under an open source license, they
comply with the Open Archives Initiative Protocol for

Metadata Harvesting, and they are "currently released and publicly available". Although the descriptions are very brief, this document provides a quick overview of the choices for institutions seeking to launch a repository. Of particular benefit is the summary table at the end, where it is easy to compare features between competing choices. Well, easy if you have a magnifying glass or read it online with Acrobat's zoom feature, given the size of the print. – [*RT]

Applying Fair Use in the Development of Electronic Reserves Systems   Washington, DC: Association of Research Libraries, 2003.
(http://www.arl.org/access/eres/eresfinalstmt.shtml). - This document, which was drafted by noted copyright experts Georgia Harper (Manager, Intellectual Property Section, University of Texas System Office of General Counsel) and Peggy Hoon (Scholarly Communication Librarian, North Carolina State University Libraries) provides U.S. academic libraries with guidance about how to provide electronic reserve systems that both maximize access to needed materials and comply with copyright law. Given the failure of the CONFU talks to develop electronic reserves guidelines, academic libraries must directly interpret the fair use provisions of Section 107 of the Copyright Act to support electronic reserves use. The authors believe that this section provides strong support for electronic reserves if it is properly applied, and they note that under Section 504(c)(2) when academic libraries "act in good faith, reasonably believing that our actions are fair use, in the unlikely event we are actually sued over a use, we will not have to pay statutory damages even if a court finds that we were wrong." This document was endorsed by the ARL Intellectual Property and Copyright Committee and by ALA, AALL, MLA, and SLA. – [*CB]

Byers, Fred R. Care and Handling of CDs and DVDs: A Guide for Librarians and Archivists
Washington, DC: Council on Library and Information Resources and the National Institute of Standards and Technology, October 2003.
(http://www.clir.org/pubs/abstract/pub121abst.html). - Written by a technical staff member at the National Institute of Standards and Technology, this guide should be enthusiastically welcomed by any librarian or archivist who must store and manage CDs or DVDs. When optical discs were first introduced, the hype was that they were virtually indestructible. Of course that was simply hype, and librarians and archivists are only too familiar with the many ways in which optical discs are vulnerable. But what has been difficult to find until now has been solid, authoritative information on this topic presented in an easy to understand manner. This slim report (42 pages including bibliography) is just such a resource. Included are diagrams and explanations of all the various physical architecture of these discs, a discussion about each type of disc regarding life expectancy (as you might imagine, it

depends on a number of factors), how to properly clean them, and perhaps most important given its potential impact on life expectancy, conditions that affect CDs and DVDs. Highly recommended for anyone with something on an optical disc they care about keeping. – [*RT]

Darlington, Jeffrey. "PRONOM -- A Practical Online Compendium of File Formats" RLG DigiNews   7(5) (15 October 2003)
(http://www.rlg.org/preserv/diginews/diginews7-5.html#feature2). - As anyone familiar with the issue of digital preservation knows, the real problem facing those in the field is migration. That is, bringing files forward from dead file formats into formats that can be used with current software. Clearly, one piece of this problem is simply knowing what you have in hand and what you need to make sense of it (i.e., which software may be able to read it). This article describes efforts to help this problem, through an online registry of file formats and associated information. The web site, called PRONOM, is a project of the National Archives of the UK, the contents of which ("over 250 software products, 550 file formats and 100 manufacturers") will be searchable online any day now. With this service, as well as the web site highlighted in this same RLG DigiNews issue, JHOVE, which identifies file formats based on the file itself rather than the often missing or inaccurate filename extension, we are beginning to get some real traction with the migration issue. – [*RT]

Schonfeld, Roger C. JSTOR: a History   Princeton, N.J.: Princeton University Press, 2003. - As the struggle continues over the problem of costly academic journal subscriptions for libraries it can be a welcome break to read this detailed and clearly-written history of JSTOR, the digital archive of the backfiles of hundreds of scholarly journals, which grew through careful negotiations with publishers who have actually agreed to give up royalties. A crucial point of agreement was the exclusion of the most recent years (usually five) of a serial, seen by publishers as the revenue-producing segment of the serial's lifespan; the phrase "moving wall" which describes the concept is now part of the librarian's lexicon. From its beginnings as a Mellon Foundation grant-funded project attempting to provide a solution for shelfspace overcrowding, to its status today as an independent non-profit treasured by scholars worldwide, there is fascinating organizational analysis here, treating issues in intellectual property, the economics of pricing and marketing, management politics, and of course the capabilities and limitations of digital technology. The author has been very thorough in documenting each twist and turn in the narrative, citing sources for every fact and providing a time line, list of abbreviations, extensive bibliography and statistical tables and graphs. This is valuable for all involved in digital archive projects and interesting for the endusers of JSTOR; for any readers who might be undecided

about taking this book on, I'd recommend browsing the epilogue titled "Lessons Learned." It will whet your appetite for more. – [*JR]

SECURITY

Knezo, Genevieve J. . 'Sensitive But Unclassified' and Other Federal Security Controls on Scientific and Technical Information: History and Current Controversy Washington, DC: Library of Congress, Congressional Research Service, 2 April 2003. (http://www.fas.org/irp/crs/RL31845.pdf). - The U.S. Government has always maintained a level of security over the release of scientific and technical information that is deemed vital to national interests. The events of 9/11 have added to and broadened existing controls governing access of this type of information. The challenge to policy makers is how to balance the free flow of scientific information with the needs of national security. Ms. Knezo has produced a well research and well documented (There are 163 footnote references) report that examines the background of these safeguard measures. She also explores several key policy issues pertaining the release of data. The report is organized into four major sections. The report begins with a review and summary of significant pieces of legislation, including patent law, the Atomic energy Act, the USA Patriot Act, etc. Secondly the author examines the various definitions of 'Sensitive But Unclassified' (SBU), and how this term has evolved for use by various governmental and military organizations. The third and fourth sections of the report cover controversies and policy options respectively. The policy options seek to develop a coherent, consistent and balanced definition of the SBU classification, and its application to the publication of scientific and technical information, emanating from both governmental and private sectors. All this shielded by controls designed to prevent sensitive data from getting into the hands of terrorists. A good read for those seeking background information, and current status in understanding how information is to be protected. – [*MG]

Tognazzini, Bruce. "D'ohLT #2: Security D'ohLTs" AskTOG (November 2003) (http://www.asktog.com/columns/058SecurityD'ohlts.html). - If you've ever been irked by seemingly inane computer security measures, this article is your revenge. In it, well-known human interface evangelist, Bruce "Tog" Tognazzini points to self-defeating practices that are so confusing they inherently lead to workarounds, say a post-it full of passwords stuck to the computer monitor. These workarounds lead in their turn to very insecure computer systems. Favorite line: "Excessive security can not only turn your financial and medical information into an open book, it can actually kill you." – [*LRK]

VIRTUAL LIBRARIES

Kawakami, Alice, and Pauline Swartz. "Digital Reference: Training and Assessment for Service Improvement." Reference Services Review 31(2) (2003): 227-236. - It must be a sign of our maturity with electronic reference that many libraries have moved from simply getting the system off the ground to assessing quality of service. This progression was inevitable of course. But even here the newness of the service is reflected. The article looks at an assessment of technical competencies needed to work the digital reference desk at UCLA. The authors found that librarians were still having problems either getting the software to work or taking full advantage of its capabilities. Some of these problems could (and should) be alleviated by improvements to the software, in addition of course to more training. Once that happens we can start looking forward to quality assessments that go beyond the more immediate technical issues. – [*LRK]

Ronan, Jana Smith. "Staffing a Real-Time Reference Service: The University of Florida" Internet Reference Services Quarterly 8(1/2) (2003): 33-47. - Here's another article on e-Reference, this one on staffing issues. It's billed as the "University of Florida Experience" but the author shows a wide familiarity with operations of all kinds both near and far, in academic and public libraries. It touches on everything from user expectations and skills required to the relative merits of centralized versus distributed workplace environments. All in all, it's a good introduction to the nuts-and-bolts of running such an operation. – [*LRK]

Van de Sompel, Herbert. "Developing New Protocols to Support and Connect Digital Libraries: An Interview with Herbert Van de Sompel" OCLC Newsletter (261) (July 2003) (http://www5.oclc.org/downloads/design/e-newsletter/n261/interview.htm). - As the "father" of the OpenURL standard and a key moving force behind the Open Archives Initiative, Van de Sompel is clearly on of librarianship's leading lights. His ability to think imaginatively about library problems, and to create simple yet effective solutions is remarkable. Therefore, this interview is both interesting and likely to prove prophetic regarding new ways libraries will be able to interoperate (e.g., a SOAP version of the OAI Protocol for Metadata Harvesting). His comments on RDF and the Semantic Web are particularly worthy of your attention. – [*RT]

WEB DESIGN

Broun, Kevin. "Integrating Internet Content" netConnect (Fall 2003): 20-23. (http://www.libraryjournal.com/article/CA323333). - When someone refers to RSS, most people think blogs

(web logs or "diaries"). But as this article explains, one of the best uses of RSS is in automatic web site updating. Broun, Senior Web Developer at the National Cancer Institute (NCI) provides an informative explanation of how they use RSS to automatically update their web site. He also explains how they are also producing RSS feeds themselves, so that others can discover what's new from NCI. – [*RT]

Ryan, Terry, Richard H. G. Field, and Lorne Olfman. "The Evolution of US State Government Home Pages from 1997 to 2002" Journal of Human-Computer Studies 59(4) (October 2003): 403-430. (http://www.sciencedirect.com/science/article/B6WGR-4938JRM-2/2/26fb7e232b69d72e2f09bedae366dc75). - If home page design is your shtick, you're going to love this article examining state government home pages over a five-year period. The authors made screenshots of the various home pages courtesy of the Wayback Machine. They then asked volunteers to group the pages however they thought fit. By analyzing patterns in the groupings, the authors came up with a set of criteria ("dimensions") such as navigation, layout and information density. They then developed additional categories of design from "Simple Rectangle" and "Long List" to Portal. Finally, they discuss how their set of measures relate to the original home pages over time, what was hot, what simply shrivelled up and died. (Available through ScienceDirect.) – [*LRK]

WEBLOGS

LePoer, Peter, and Judith Theodori. "The Design and Management of a Dynamically Created Intranet at Johns Hopkins Applied Physics Laboratory" Intranet Professional: Managing Knowledge Ecosystems 6(5) (September/October 2003) (http://www.intranetstoday.com/Articles/?ArticleID=5510&IssueId=184). - This is a short article focusing on the development and maintenance of interactive resources on the intranet at the Applied Physics Laboratory of Johns Hopkins University. After reading the article, it is evident that success in providing web based interactivity is the result of close collaboration between a librarian and an IT professional. The foundation of the system is a Microsoft SQL Server database at the back end, which when queried, dynamically generates content for their intranet websites. Library staffers maintain the database using a Microsoft Access 2000 front end. It is here that adding, editing and deleting occur via data entry forms. Microsoft Active Server Pages (ASP) are the "glue" which connect the front end interface with the back end database. Scripts running on the server, rather than the client, communicate information to the SQL Server. Based on user input they construct a SQL query, receive the desired content matching the query, then build HTML to dynamically generate standard

web pages. A 'User Favorites' feature, developed using cookies, and server-side and client-side scripts, further enhance the system. The Microsoft.Net platform is being considered for future developments. – [*MG]

Suitt, Halley. "A Blogger in Their Midst" Harvard Business Review 81(9) (September 2003): 30-40. (http://harvardbusinessonline.hbsp.harvard.edu/b02/en/common/item_detail.jhtml?id=R0309A). - Interesting case study in the September issue of the Harvard Business Review, for those who have access either online or receive the dead tree edition. Executives at a fictitious medical supply company learn that one of their employees ("Glove Girl") is commenting on their products and relationships with customers in her own weblog, which has developed quite a following. Largely because of Glove Girl, there has been a significant upsurge in the demand for their surgical gloves. And yet, some of her comments are edgy and not particularly flattering to the company. The executives are unsure what to do about this "unofficial" non-sanctioned communications vehicle. Weighing in with suggestions: David Weinberger, Pamela Samuelson, Ray Ozzie, Erin Motameni (VP of human resources, EMC). The author of the case study, Halley Suitt, maintains her own weblog. – [*SK]

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Book Review

Staying legal: a guide to issues and practice affecting the library, information and publishing sectors. 2nd edition.

Chris Armstrong and Laurence W. Bebbington, editors London; Facet Publishing, 2003. 288pp. 1856044386 £49.95

Since the first edition of this book was published in 1999 there have been a number of changes in the law which impact directly on our work as information professionals. This guide supports the need to be aware of the legal and regulatory framework in which we operate and the ongoing key developments in the area. Its aim is to provide an outline of some of the major areas of information work now increasingly affected by developments in the law.

Topics covered include the legal fundamentals applying to the law and information work; the means of accessing legal information (and the difficulties thereof); intellectual property issues covering copyright, trademarks and patents; contracts including IT outsourcing contracts and the licensing of electronic resources; data protection; cybercrime; self-regulation and the internet; and managing risks.

I turned first to Chapter 7 "Agreements, user licences and codes of practice" by Richard McCracken. Whereas all aspects of the law covered in this work are relevant, negotiating licences and ensuring compliance are now core aspects of our work and, as McCracken states, "if books as physical objects helped define the libraries of the past, then the current negotiation of licences attached to electronic works defines the libraries of the future." McCracken describes the fundamental difference between the outright ownership model and the minefield of defining licensing terms.

The chapter breaks down the areas covered in licensing contracts: the definition of the user population; where material can be accessed; how material can be used and how this relates to fair use; other usage issues such as rights to index materials and deep linking; exit strategies including ongoing access to archives and cancellation and renewal conditions.

My only issue with this otherwise comprehensive chapter is that, although it warns of the responsibilities librarians have to enforce compliance to licensing conditions by, for example, ensuring terms of use are publicised, it does not sufficiently emphasise the steps necessary to do this. I include a discussion during the licensing negotiation of the measures we have in place to attempt to ensure appropriate use of licensed products, followed up by a side letter to the supplier describing the same. This covers the design of the access control system used for the intranet, password changing and distribution policies, publicity work covering intellectual property and fair use issues, and methods for ensuring explicit user sign up to terms and conditions.

In Copyright in the information age Alison Coleman points out more than once that "copyright law is in a state of flux" and that any information more than twelve months old is likely to be unreliable. Rather than attempting to provide a definitive statement of the law at the moment of writing, the chapter focuses on describing some general principles.

These include what is protected by copyright, the rights of the copyright owner and the transfer and duration of these rights, and how these rights can be infringed. However the biggest impact of the EU directive coming into effect concerns the definition of

research and the limitation of the fair dealing provisions to private, that is non commercial, research and private study. How librarians are to deal with making this distinction in all the different types of circumstances in which we operate is an issue which the author throws open.

The final chapter by the editors discusses managing risk. They point out "while the internet and information and communications technologies present enormous opportunities, these opportunities are generally accompanied by substantial risks." The chapter describes the nature of these risks, legal, business and reputational; the need to identify and prioritise them and, of particular interest to the practising librarian, the means by which they can be controlled.

Strategies for risk management described in the chapter include technical approaches such as software and hardware solutions like filtering, monitoring and virus detection software, firewalls and encryption, and policy initiatives including development of IT and internet usage policies, email disclaimers and training and awareness. The book as a whole makes a valuable contribution to the last mentioned of these by greatly raising the awareness of the reader as to all that is required to fulfil the most basic workplace requirement of staying legal.

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