

eLucidate

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Statements and opinions expressed in this newsletter are those of the various authors and should not be taken as being endorsed by CILIP or UKOLUG.

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Postcard from SE1

I'm sat in my office overlooking the Minor Injuries Unit of Guy's Hospital at London Bridge on a dreary Friday morning awash with filing, a bloated inbox, unopened mail and a severe headache post-England's dramatic exit from Euro 2004. The dull but persistent thump, thumping intensifies at the prospect of a morning attempting to re-establish order out of the anarchy resulting from another typical week at the e-information coalface.

Early in June the 26th UKOLUG AGM agreed to change the name of the Group from UK Online User Group to the UK electronic Information Group (UKelG) with effect from 1 January 2005. It is an essential change of direction to future-proof what has been a hugely successful collective of e-information professionals from a multiplicity of sectors and backgrounds. Our basic remit remains unchanged, but we have to deal with a much wider and complex information landscape in the 21st century.

On the same day of the AGM we held the meeting I'm an information professional – get me out of here! which was designed to address the essential paradox facing the profession; that those people with the responsibility for upholding good practice in information retrieval and knowledge management essentially are drowning in a sea of e-data, failing in many respects to practice what they preach to their customers on a day-to-day basis. It was an invaluable day, documented elsewhere in this issue of eLucidate, and hopefully will pave the way for an ongoing dialogue on information management strategies that this Group can articulate and act upon.

One aim for the day was to identify concerns and needs within the information community to enable us to define our future role and services. There is a growing need to address the tools and software packages that process information for us; to begin to evaluate their role in reducing infoglut and filtering the information landscape for relevant, focused and timely information. The Group's reference management training and awareness days, alongside our attendant web environment on the subject, have proved to be immensely popular with members, primarily because they enable the information professional to make informed decisions about leading bibliographic management tools. I feel that there is huge potential to expand this portfolio of support to other areas of activity.

An issue that arose from the "Get me out of here!" meeting was that the email clients that habitually we all use are not necessarily the best tools for effective

email management. Are organisations considering the practical functionality of email software as an information management tool when they acquire it for their workforce? An outcome of the meeting was the need to provide a checklist and comparison chart that will enable individuals and organisations to evaluate email clients against crucial information management criteria: effective threading and sub-folder capabilities, for example.

Taking the bull by the horns I launch my office re-organisation, sorting out the hard copy filing and attacking the unread email mountain. I am struck by the sheer complexity of arising issues that the profession is facing, reflected in the nature and diversity of my filing classification system and 'to do' list. E-collection development and budgetary considerations, e-mail and other computer-mediated communication technologies, the increasingly complex area of legal compliance (freedom of information, data protection, copyright, computer misuse...), records, content management and the establishment of institutional repositories, e-publishing, marketing and communications, equality and diversity issues surrounding access to electronic information, e-literacy and training, sector-specific developments (in my case HE/NHS with a huge range of attendant concerns and considerations), network and information security, staff development and training, research support, virtual teaching and learning. The list goes on.

The demands on the information profession are huge and growing and I hope that this Group will lead the way in mapping the territory and maintaining a community that shares ideas, experience and best practice. I am keen to hear your views on our services and web resources. Are there any training needs that we are overlooking? Do you have any suggestions for improving existing services?

As this is my first few weeks in a new post I'd like, on behalf of the management committee, to thank the outgoing Chair Chris Armstrong for all of the support he has given the Group during this transitional period as we settle into being a CILIP Special Interest Group. I'm sure in his position of Vice Chair he will continue to be a source of great support and benevolent encouragement to us all.

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Peoples Archive: an online collection of autobiographical footage

In May UKOLUG was invited along to the London champagne breakfast launch of the Peoples Archive, a resource that uses Internet technologies to create a large-scale multimedia oral history experience and online video service.

Peoples Archive is a company dedicated to capturing for posterity the memories, recollections and stories of the great thinkers and creators of our time. Biologists, filmmakers, chemists, physicists and craftsmen are included in the portfolio. Edward Teller, who helped create the first atomic bomb, recalls his childhood and memories of his father; animator Jules Engel, famous for his contribution to Disney's "Fantasia" talks about the first animated film he ever saw.

A member of the team noted: "What you see here is more than just stories, it is the people who are telling them. The project began with the idea of how wonderful it would be to be to see Isaac Newton talking. Not just because only he could describe the processes of his work as he experienced them, but because it would be so wonderful to see him and get a sense of who he was. We can't bring you Newton, but we can bring many others, leaders of their fields, and give you the chance to see them not as figures from history but alive, as alive as their work. Each contributor is invited to tell us the story of their life and work, in their own words. There is no time limit, allowing them to speak at a level of detail appropriate to the complexity and importance of their work. These videotaped sessions are separated into their constituent stories, transcribed, titled and placed on our site."

When using Peoples Archive you can:

- Watch the stories, listen to them as audio tracks or read their transcripts;
- Conduct detailed searches on any subject;
- Bookmark any stories you find particularly interesting;
- Link to all stories on similar subjects within the archive;
- Find regularly updated links to relevant books, websites, lectures, screenings etc.

The archive is constantly developing. In time it will not only be adding new people but new fields. It is dedicated to creating a perpetually growing archive of not only the individuals who have influenced our world with their work, but of the intellectual and creative history of our times.

If you'd like to recommend subjects for inclusion please do so. Perhaps the information science profession should be represented in some form? Recommendations on a postcard please. Institutional and personal subscriptions are available. For more information e-mail: info@peoplesarchive.com

Gary Horrocks

JIBS – What's It All About?

The JIBS (Jisc (assisted) Bibliographic dataseviceS) User Group is one of the major independent forums for end-user feedback of the UK's networked resources. Its raison d'être is to bring matters of concern to the attention of the data suppliers and the data service providers and to act as act as a two way communication channel amongst all parties in the networked resources landscape; a different slant from that of UKOLUG.

As with all things virtual the Group's remit and areas of interest are dynamic - we are not only concerned with the electronic resources per se but how these are embedded and repurposed within the academic environment. Our strong topical workshop programme mirrors this aim with recent and forthcoming sessions on OpenURL Resolvers and resource listing tools. We aim to be able to advise, raise issues, garner feedback and engender interest amongst our membership in all aspects of the JISC's (The Joint Information Systems Committee) Information Environment programme. Our membership and representation covers Higher and Further education, the Research Councils and the NHS.

We aim to have JIBS representation on as many of the JISC working groups as possible. We see this as a vital communication strand direct to the JISC. As representatives of the community we are then in a strong position to lobby, negotiate and advise the major database and service providers on the real issues that tax so many of us. We have regular meetings with the service providers and advise how they might best work with the community whether this is the timing of database releases, the setting of enhancement user groups, licensing or customer support issues etc.

The coming year, as ever, looks busy. We shall continue to liaise directly with suppliers and data centres with issues such as accessibility, information skills support material repositories and JISC/EduServ costing models and licence terms high on the agenda.

Our major communication channels are the JIBS website, www.jibs.ac.uk, and our emailing lists – details of which can be found on the website. Please do take the time to look at the site and contact any of the Committee members if you have specific questions.

F. Boyle

Biography May 2004

My current post is Electronic Resources Manager at the University of Oxford based in the Systems and Electronic Resources Services Department (SERS) of Oxford University Library Services. The ever widening remit includes the management and development of electronic resources within a large complex environment. My responsibility not only lies in looking at acquiring the content but also maintaining and further developing the user interfaces and the integration and repurposing of information.

I am involved closely with institutional wide developments such as the VLE, portal and eprint repositories. I have been and continue to be involved in a number of national externally funded projects including SHERPA, INFORMS and DCOCE. Issues that we are currently grappling with include federated searching, content management systems and developing user support. My previous incarnations include posts at the University of Liverpool, the Imperial Cancer Research Fund and the Royal Society of Chemistry.

I have served as a member of the UKSG Committee and I am currently the Chair of the JIBS User Group Committee. I have presented and written widely on the subject of electronic resources management over a number of years.

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Online

**Column Editor: Elizabeth Kensler
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WALES ON THE WEB

Wales on the Web (<http://www.walesontheweb.org/>) is a bilingual online guide providing access to Wales-related information and services on the web. This All Wales Portal contains over 3500 websites chosen and evaluated by staff based at the National Library of Wales. The service is funded by Cymru Ar-lein of the Welsh Assembly Government.

OCLC FIRSTSEARCH

OCLC plan to discontinue access to the Union Lists of Periodicals database via OCLC FirstSearch on August 31, 2004. The database will be removed from the OCLC Base Package and will not be updated as previously scheduled. OCLC report that while there has been declining usage of the Union Lists of Periodicals database, local data records have been available to users via WorldCat for over the past year. They assert that union list information via WorldCat is more visible, complete and current.

INGENTACONNECT

Ingenta have announced the first Beta site launch of [IngentaConnect.com](http://www.ingentaconnect.com) (<http://www.ingentaconnect.com/>) – a single point of web access to content (including electronic journals)

currently available via Ingenta.com and IngentaSelect.com. While the final site launch is planned for late summer 2004, the site does currently allow for searching and browsing and further enhancements will be released before the final launch. Until IngentaConnect.com goes live, Ingenta.com and IngentaSelect.com will continue to run as normal alongside the Beta site and will remain the access platform for users until the unified platform is completed.

BRITISH LIBRARY

JISC (<http://www.jisc.ac.uk/>) and the British Library (www.bl.uk) have announced 2 new collaborative projects which aim to provide digital resources to support learning, teaching and research in HE and FE. The latest is "British Newspapers 1800 – 1900", a £2m project with funding from the Higher Education Funding Council (HEFCE). This online Newspaper Archive project will digitise over one million pages of fully searchable texts and associated images from out-of-copyright 19th century newspapers from the British Library. The newspapers will be selected through an online consultation with the further and higher education communities in the summer of 2004. This project follows closely on from a project to digitise 12,000 items of sound recordings from the British Library's Sound Archive. The Archival Sound Recordings is a £1m project, with funding from HEFCE. This online resource of nearly 4,000 hours of recordings will include classical and popular music, broadcast radio, oral history, and field and location recordings of traditional music and will be made freely available to further and higher education.

CROSSREF SEARCH PILOT

A group of journal publishers are participating in the CrossRef Search Pilot (<http://www.crossref.org/crossrefsearch.html>) during 2004 which will assess the value of "a free, federated, full-text, interdisciplinary, interpublisher search focussed on the peer-reviewed scholarly literature". This pilot initially involves 9 of the 290 CrossRef publishers: American Physical Society; Annual Reviews; Association for Computing Machinery; Blackwell Publishing; Institute of Physics Publishing; International Union of Crystallography; Nature Publishing Group; Oxford University Press; and John Wiley & Sons. Through a special, reciprocal arrangement between Google and CrossRef, this Pilot launches a Google search with filtered results limited to the full text of journal articles from the participating publishers. This cross-publisher search can be launched from the site of any of the involved publishers' websites or from Google.com itself.

BIOMED CENTRAL

Following news last year that JISC had funded a 15-month BioMed Central membership agreement, allowing all UK HE staff to freely publish in BioMed Central's 90+ peer-reviewed journals in which all research content is freely accessible, BioMed Central (<http://biomedcentral.com/>) now report that all universities, polytechnics and research institutes in Finland have become BioMed Central members. This involves 25000 publicly funded researchers and teachers who will now have free publication in and access to all BioMed Central journals.

OPEN-ACCESS JOURNALS INDEXED IN ISI

Thomson-ISI has reported that ISI currently indexes content from nearly 200 Open Access journal titles. A list of titles covered is available from (<http://www.isinet.com/oaj/>).

DOAJ

The Directory of Open Access Journals (<http://www.doaj.org/>) has been updated to include article level records. Of the over 1100 open access journals indexed on DOAJ, 270 of these are now searchable at article level – providing direct access to freely available full text online of peer-reviewed scholarly journals.

Internet News

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The Last Mile

This is a term given to the final stage of internet access and, for some hopeful users, can be the most difficult. A recent development is a wireless technology that utilises roadside furniture, lampposts, road signs etc., containing low-powered transceivers thus enabling very localised access <http://www.lastmilecoms.com/>. Could this be the technology to bring broadband to everyone?

Bye bye IE

Not being particularly "techie", I always resisted changing from Microsoft products on the basis that at least they, sort of, worked together and had a familiar feel. However, there seems to be a major problem with Internet Explorer, which may have caused my recent computer crash due to a virus. I have found an item on the why's and wherefore's of replacing IE and will be taking my courage in both

hands and getting rid of this potential open door to my computer. You can read the article and get a replacement browser here:
<http://software.newsforge.com/software/04/07/01/123233.shtml?tid=78&tid=82&tid=90> I just hope it doesn't all end in tears!

Full circle?

I may be missing the point here, but AT&T are marketing a service that sends phone calls over the internet
<http://www.technewsworld.com/story/news/34901.html> . It's probably something to do with the US system of privatised telephone networks as discussed in this follow-up article:
<http://www.technewsworld.com/story/34574.html> .

MSN Search revamp

Microsoft has announced the public preview of its search engine, designed to take on the likes of Google and Yahoo! There is a very full article about it at the following link:
<http://searchenginewatch.com/searchday/article.php/3376041> , which describes the changes and where Microsoft sees the development leading. At this stage, all that is happening is that MSN Search is getting a cleaner look with the more weighty changes taking 5 to 10 years to develop.

The UK, the US and Australia to fight unwanted spam e-mail

It was reported on the ITV news website that agents from the three countries will work together to track down rogue e-mail marketers who send their messages across national borders to avoid prosecution. The agreement means agencies in the three countries will share information and work together to investigate and prosecute these irritating people who send out billions of dubious pitches each day. Unfortunately, the first meeting is only scheduled for October, so I will have to keep adding to my Blocked Senders list – I wonder how long it is now?

Directgov

Further to my last report about Directgov, the Office of the eEnvoy has carried out a user survey that indicates they have produced an easily used website:
http://www.cabinet-office.gov.uk/news/2004/040428_digital.asp . Their efforts are to be applauded as it is now very much easier to find that elusive official information. The site is also to be made available on digital television, bringing it within the reach of nearly ten million households.

This is to be my final column for UKOLUG, and I would like to express my gratitude to Peter for giving me the opportunity to practice newsgathering and editorial skills in a most supportive environment. I hope someone will step forward to keep the column going and I wish them every success.

Intranets and Content Management

Column Editor: Martin White, Intranet Focus Ltd; e-mail:
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How many intranets are there?

At the Internet World exhibition in June I was struck by the number of low-cost CMS products, with server license fees in the range £15000 -£40000. The vendors are all keen to target the intranet market, especially in smaller organisations and in the public/not-for-profit sector where they felt there was more growth than the web market. This started me thinking about just how many intranets there are in the UK.

Each year National Statistics carries out an E-commerce survey among some 12,000 businesses in the UK. National Statistics have had very considerable definitional issues with this survey, and so it is classified as 'experimental', meaning that the results should be used with some care. The 2002 E-commerce Enquiry to Business results were published in late 2003 and are the most recent available. Among the questions asked were whether the business had an intranet. This is of course where there is an immediate definitional issue, as many larger companies have multiple intranets. One of my clients is certain that they have 350, and suspect there may be twice that number!

By taking the percentage adoption and the number of companies per band I came up with a figure of 150,000 intranets in a total of 1.6 million businesses, roughly 9%. Of course this varies widely with the size of the business. For businesses with more than 1000 employees the adoption level is around 80%. The survey excludes the public sector, education and other not-for-profit organisations, so perhaps in 2002 there might have been 200,000 overall. I doubt that the growth in new intranets has been high so I'll take the 200,000 as a conservative figure for the UK.

I have not been able to find comparable data for the US but there is another UK survey, Business in the Information Age – International Benchmarking Study 2003. This study has been carried out by the Department of Trade and Industry since 1997 as a means of showing how advanced the UK is as an e-

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

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

Sharing ideas and good practice – a role for UKeIG?

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

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

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

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

Reference Management

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Software update

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

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

Linking to the full text

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

To take the architecture further there is the Bison-Futé model, a conceptual generalization of the OpenURL framework which aims to extend the scope of open and context-sensitive linking beyond web-based scholarly information by suggesting directions and guidelines as to how the current OpenURL specifications could be extended to become applicable beyond the scholarly information environment.

Further details at <http://www.dlib.org/dlib/july01/vandesompel/07vandesompel.html>

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

Short Notes

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

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

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

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

And yes, I did return the card!

Chris Armstrong
UKOLUG Vice-Chair

Cheap Microsoft software for NHS staff

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

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

In the wake of the Libri report

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

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

Claire Pillar

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

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

The contributor wishes to remain anonymous

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

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

Milk Tray - because this lady loves Milk Tray

Smarties - because only Smarties have the answer!

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

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

Whispa...

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

Current Awareness

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

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

CATALOGUING ELECTRONIC RESOURCES

Chen, Ya-ning and Chen, Shu-jian. "A metadata practice of the IFLA FRBR model. A case study for the National Palace Museum in Taipei." *Journal of Documentation* 60(2) (2004): 128-143.

Reviews the application of various experiments with the FRBR model, and discusses its application to Chinese painting and calligraphy at the National Palace Museum. Describes how the four layers (work, expression, manifestation and item) were applied, noting that the FRBR model was used to the support use of the CDWA metadata elements. Discusses the difficulties of reconciling generic (Dublin Core) formats with domain specific needs, and the problems of information granularity. - [CJU]

Eden, Bradford Lee, editor. "MARC and Metadata: METS, MODS, and MARCXML: Current and Future Implications" *Library Hi Tech* 22(1) (2004)

It's a brave new world for bibliographic description, which this special issue of *Library Hi Tech* makes readily apparent. With articles contributed by a wide range of experts on topics like METS, MODS, EAD, and MARC, there is something here for anyone interested in cataloging, metadata, and where the field is going. The editor of this issue, Brad Eden from the Univ. of Nevada, Las Vegas, lined up so many authors for this issue that the contributions have been split into two issues, with the second to follow in the summer. According to Brad, this next issue will look more to the future. [Full disclosure: I contributed a piece that will run in the next issue] – [*RT]

Gadd, Elizabeth, Oppenheim, Charles and Proberts, Steve. **RoMEO Studies 5: IPR issues facing OAI data and service providers.** *Electronic Library* 22(2) 2004 121-138.

The Open Archives Initiative Protocol for Metadata Harvesting defines the roles of 'data providers' or (who disclose metadata: DPs) and 'service providers' (who "harvest" it into services: SPs). The purpose of the RoMEO project is to investigate the IPR issues relating to the self-archiving of research papers under the OAI-PMH, and the subsequent disclosure and harvesting of the metadata by DPs and SPs. The paper reports the results of two surveys of DPs and SPs regarding intellectual property issues. Both SPs and DPs sought a standardised way of describing the rights status of both documents and metadata. The authors promise that the sixth paper in their series (submitted to Program) will describe a solution to this issue. – [CE]

Hunter, Philip and Guy, Marieke. **Metadata for harvesting: the Open Archives Initiative, and how to find things on the Web.** *Electronic Library* 22(2) 2004 168-174.

The authors provide a very clear account of the origins, background and rationale of the OAI, and some account of the issues, both technical and non-technical (the type of information to be included, IPR matters, ease of installation of e-prints software) involved in establishing and managing university e-print archives. They also give a brief account of the technical issues relating to one particular implementation of metadata repurposing, which involved two e-journals published by UKOLN, Exploit Interactive and Cultivate Interactive. – [CE]

Metadata Practices on the Cutting Edge Washington, DC: National Information Standards Organization, 10 May 2004. (http://www.niso.org/news/events_workshops/MD-2004_agenda.html).

The PowerPoint presentations from this one-day workshop on emerging metadata practices are available at this web site. Topics include metadata quality, interoperability, linking metadata, metadata for image collections, RSS, MODS, METS, and MPEG-21. Contributors include representatives from OCLC, CrossRef, the Library of Congress, universities and the private sector. Given the wide range of presentations, if you're interested in metadata you can likely find something of interest here, but no single topic is explored in much depth, and you are sometimes left wondering what the speaker said about a particular slide if there are no accompanying notes. – [*RT]

Miller, Dick R. **"XOBIS -- An Experimental Schema for Unifying Bibliographic and Authority Records"** *Cataloging & Classification Quarterly* (forthcoming) (http://elane.stanford.edu/laneauth/XOBIS_CCQ/XOBIS_CCQ.html).

This preprint of an article destined for *Cataloging & Classification Quarterly* discusses an experimental XML schema for encoding bibliographic and authority data elements called the XML Organic Bibliographic Information Schema (XOBIS). More information is available on the XOBIS web site. This paper is based on an August 2003 presentation to the International Federation of Library Associations and Institutions (IFLA) Functional Requirements for Bibliographic Records (FRBR) Working Group in Berlin. Whether XOBIS itself ever goes anywhere or not, the concepts laid out by this proposal can inform and inspire us to consider the possibilities of a post-MARC world. – [*RT]

CONTENT MANAGEMENT

Nicolle, Lindsay **Councils juggle online services.** *Information World Review*, Issue 199, February 2004. Pages 14-15

To meet the e-government deadlines set for 2005, local councils need to focus on rolling out enterprise content management systems (ECMS). This means moving beyond simple websites and managing content such as e-commerce, emails, catalogues, audio and video, databases and an array of structured and unstructured data. Joined up government demands that this kind of content is integrated in local authority information systems that work seamlessly together. The article explores the costs and technical issues around implementing ECMS as well as the cultural barriers to change. There is also a quick overview of ECMS providers. – [LR]

White, Martin. **Content management software: Success factors for its selection and implementation.** *Business Information Review* Vol 21(1) (March 2004): 36-43.

The article describes the issues involved in the successful implementation of CMS. The author begins by relating how under-funded intranets based around Front Page and a central webmaster have led to the growth of decentralised models and the use of CMS. The author explains the key features of a CMS: content creation through templates; content review supported by work-flow; content versioning closely managed; content tagged and held in a repository; content re-purposed for delivery to specific audiences; site design framework independent of structure and comprehensive administration functions. Metadata and search are considered: most CMS's will include functionality to include Dublin Core, and in the UK there is support for the e-Government Metadata Standard. The author considers several technology options, including: products developed by an internal IT department; open source CMS products; commercial CMS products and corporate portal applications. Total cost, selection and implementation are explained. The author concludes by listing ten key factors for success: 1) understand the implications; 2) adequate preparation; 3) the total cost of implementation; 4) CMS implementation takes time; 5) write the specification in terms of business requirements; 6) careful vendor selection; 7) treat the implementation as a project, 8) manage expectations; 9) manage process change; 10) communicate the progress of the implementation. – [JW]

ELECTRONIC PUBLISHING

Guterman, Lila. **"Scientific Societies' Publishing Arms Unite Against Open-Access Movement"** *The Chronicle of Higher Education* 50(29) (26 March 2004): A20.

<http://chronicle.com/cgi2-bin/printable.cgi?article=http://chronicle.com/prm/weekly/v50/i29/29a02001.htm>.

Reacting to the growing influence of the open access movement, a group of scholarly not-for-profit publishers has issued the "Washington D.C. Principles for Free Access to Science." This document supports free access to selected important articles, to all articles either immediately or after an embargo period as determined by publisher policy, to scientists in developing nations, to reference linking systems, and to search engines for

indexing. However, it does not support financing journals solely through author fees, and it does not address the issue of the relatively unfettered use of scholarly literature that the "Budapest Open Access Initiative" strongly advocates: "By 'open access' to this literature, we mean its free availability on the public internet, permitting any users to read, download, copy, distribute, print, search, or link to the full texts of these articles, crawl them for indexing, pass them as data to software, or use them for any other lawful purpose, without financial, legal, or technical barriers other than those inseparable from gaining access to the internet itself. The only constraint on reproduction and distribution, and the only role for copyright in this domain, should be to give authors control over the integrity of their work and the right to be properly acknowledged and cited." In addition to discussing the DC Principles, the article also briefly examines the new BioMed Central variable institutional fee structure (it was previously a flat fee determined by the size of the institution), which has its own controversial elements. – [*CB]

Mackie, Morag. **"Filling Institutional Repositories: Practical Strategies from the DAEDALUS Project"** Ariadne (39) (2004) (<http://www.ariadne.ac.uk/issue39/mackie/>).

Filling an institutional repository with scholarly articles can be a tough job. This article discusses a variety of innovative strategies used by the DAEDALUS Project at the University of Glasgow to encourage faculty to contribute articles and to support the effort to do so. Initially, the project built support by giving presentations, offering a conference on open access, and including key faculty members on an advisory board. When this did not result in the desired contribution levels, project staff focused on contacting faculty who had personal publication Web sites or who had published articles in either open access journals or journals that clearly permitted archiving. Inevitably, it was unclear whether a subset of articles that faculty wanted to contribute could be legally stored, and project staff needed to contact publishers for clarification in these cases. Unfortunately, the project has been given "significant amounts of content that cannot be added because of restrictive publisher copyright agreements." – [*CB]

GENERAL

Bausenbach, Ardie. **"Character Sets and Character Encoding: A Brief Introduction"** RLG DigiNews 8(2) (15 April 2004) (http://www.rlg.org/en/page.php?Page_ID=17068&Printable=1&Article_ID=992).

Anyone who has worked with computers long enough has run into the character encoding issue. Even if you are able to get a non-English character to display appropriately on your computer, sending the file to someone else is likely to spell disaster for anything beyond the 256 characters identified in the ASCII character set. But thankfully help is near, in the form of Unicode. This excellent overview piece lays the groundwork and explains the issues related to depicting nearly 100,000 separate characters (about 70,000 of which are Chinese) from 55 writing systems. As Bausenbach explains, we are far from character encoding nirvana, but we're on the right track and making progress. Highly recommended for anyone needing a primer or refresher on these issues. – [*RT]

Boutin, Paul. **"Can E-Mail Be Saved?"** InfoWorld (16) (19 April 2004): 40-53. (http://www.infoworld.com/article/04/04/16/16FEfuturemail_1.html).

"Battered by junk and reeling under makeshift fixes, e-mail is ripe for reinvention. Here's how six of the industry's most provocative thinkers envision a brighter day.... Our six experts gave us six different answers. But all of them agreed that positive identification, rather than rejiggered economics, is the key to clearing the clutter from the e-mail channel in the enterprise." Ideas from Eric Allman (author of Sendmail); Bill Warner (developer of the Wildfire voice system); Eric Hahn (former Netscape CTO; now CEO of own startup, Proofpoint); Ray Ozzie (creator of Lotus Notes; founder/CEO of Groove Networks); Dave Winer (chairman/founder of Userland and uberblogger); Brewster Kahle (creator of WAIS, Alexa; now head of The Internet Archive). – [*SK]

Christiansen, Lars, Mindy Stompler, and Lyn Thaxton. **"A Report on Librarian-Faculty Relations from a Sociological Perspective"** Journal of Academic Librarianship 30(2) (March 2004): 116-121. (<http://www.sciencedirect.com/science/article/B6W50-4BP9R8V-1/2/c8ce5b45547451e8e5cbea5cb70e5927>).

Results from a literature review and survey focusing on librarian-faculty relations. The study reveals a tale of unrequited love, so to speak, with much interest in faculty by librarians but "little or no concern" coming from the other direction. – [*LRK]

Jones, William. "Finders, Keepers? **The Present and Future Perfect in Support of Personal Information Management** " First Monday 9(3) (1 March 2004)

(http://www.firstmonday.org/issues/issue9_3/jones/index.html).

Jones explores the impact of decisions to keep or discard the kind of personal data that accretes daily in our inboxes and Blogs -- spam, email, the weather, sports news and more -- together with critical information that has a longer term value. Since what seems mundane today may have strategic value tomorrow, this isn't such a lightweight matter, he says. What follows is interesting deconstruction of the process of parsing through 'stuff', which we often do unconsciously. Even though many information users don't focus on their habits, how we handle extraneous information is an essential part of personal information management, he argues. Bad decisions come in many flavors; keeping too much stuff can be as costly in time as keeping minimal backfiles. What's more, the wrong information competes for attention with more appropriate sources as tasks change during the day. He assesses decision support strategies such as reducing 'false positives' (keeping useless information), and avoiding 'misses' (not keeping useful information). This article is an interesting analysis of how the processes that surround the information cascade combine to take a substantial bite of our time. – [*TH]

Pickering, Bobby. **LexisNexis prepares for battle ahead.** Information World Review, Issue 199, February 2004. Page 10

Interview with Helen Mumford, MD at LexisNexis UK. She talks about the challenges that LexisNexis is facing. – [LR]

Press, Larry. "**The Internet in Developing Nations: Grand Challenges**" First Monday 9(4) (5 April 2004)

(http://www.firstmonday.org/issues/issue9_4/press/index.html).

While the title of this article may seem more grandiose than grand, Press makes a compelling case for wiring the rural regions of the world. He argues that a model for effective deployment already exists, simply by following the strategies of NSFNet as it enabled American universities to connect to the Internet. Of course, it's not that simple; people everywhere would need to "buy in", and cultural perceptions and cross cultural communication remain hurdles at a fundamental level. Most importantly, Press argues, the maintenance of newly networked ports in remote regions must necessarily lie in the hands of the village leaders, not a distant oversight agency. This is a timely article insofar as it illustrates how satellite technologies, wireless networks, and portable energy systems (such as solar technology) can combine to help remote regions and tribal societies "leapfrog" to the network era. What remains is the challenge of securing a long-term commitment to investing funds globally in support of rural networking. – [*TH]

Tebbutt, David. **We are the champions.** Information World Review, Issue 199, February 2004. Pages 20-21

Interviews with three senior information professionals – Bob Boiko, Lynne Brindley and Richard McDermott. They talk about key industry issues such as content management, digitisation and communities of practice. – [LR]

TechWebNews. "**Average PC Plagued With 28 Pieces Of Spyware**" InformationWeek (15 April 2004)

(<http://informationweek.securitypipeline.com/news/18901641>).

If you're responsible for public access PCs, this recently released report by ISP EarthLink and WebRoot Software will not be terribly shocking to you. During the first quarter of this year, the two companies examined more than one million computer systems and unearthed more than 29 million instances of spyware. Most of this nasty stuff was ad-related -- e.g., pop-up windows, ad tracking, etc. -- but more than 360,000 system monitors (which spy on user activity) and Trojans (which masquerade as something benign but which are actually destructive) were detected. "If spread equally across the scanned systems, that means one in three computers contains a system monitor or a Trojan horse." View the Earthlink Spyware Audit here. – [*SK]

INFORMATION ACCESS/RETRIEVAL

Arnold, Stephen. **Data as pure as spring water.** Information World Review, Issue 199, February 2004. Pages 17-18

The article talks about the changes happening with online information providers. These include the threat from free online services, the declining financial performance of the big players and the rapid emergence of RSS – Really Simple Syndication. This is the automatic filtering of content in real-time and the generation of a customised news-feed. The new industry buzzword is "stovepipe" which means an information stream that bypasses an intermediary. Thus trend is gaining adherents in financial services, chemical and pharmaceutical

companies and many government offices in the USA, Canada and France. The article goes on to explain more about RSS and the impact it could have. – [LR]

Fallows, James. **"The Twilight of the Information Middlemen"** The New York Times (16 May 2004) (<http://www.nytimes.com/2004/05/16/business/yourmoney/16tech.html>).

"Information is both invaluable and impossible to value," declares James Fallows, in this engaging essay about how "the Internet's most fascinating impact has been on those who have decided not to charge for their work." Many publishers realize the value of giving away content for free -- there is the possibility of attracting additional paying subscribers and also, those who freeload can be included in circulation figures, making the publication that much more attractive to advertisers. Fallows identifies "two information sources that make us collectively richer and exist only because of fairly recent changes in the Internet" -- blogs and taxpayer-funded data. Blogs, he fully realizes, run the gamut from "a nightmare vision of a publishing house's 'slush pile' come to life" to "an intensified version of insider journalism." And "taxpayer money," he points out, "is still behind a surprising amount of crucial data: nearly all weather observations and the supercomputer-based models that create forecasts; most basic scientific research; most research into disease causes and cures." As a specific example, he mentions Dr. Harold Varmus, who as head of the National Institutes of Health, spearheaded the creation of PubMed Central "as a publicly accessible repository of medical research articles." And he notes such conflicts of interest that result, for example, in commercial weather data providers lobbying Congress to restrict what the National Weather Service puts out for free on its Internet sites. – [*SK]

Hane, Paula. **"Science.gov 2.0 Launches with New Relevance Ranking Technology"** Information Today NewsBreaks (24 May 2004) (<http://www.infotoday.com/newsbreaks/nb040524-1.shtml>).

Science.gov, originally launched in December 2002, calls itself "a gateway to information resources at the U.S. government science agencies." It offers links to authoritative science websites and databases of technical reports, conference proceedings, etc. A new iteration, Science.gov 2.0, was launched this month and, according to Paula Hane, it offers "additional content, technological enhancements, and a newly-developed relevancy ranking technology that helps patrons get to the best documents quickly." You can now access 30 science-oriented databases, up from 10 via the original Science.gov, and 1,700 websites, for a total of 47 million web pages. When you search, your results are "presented in relevancy ranked order," thanks to QuickRank technology developed by Deep Web Technologies. Hane goes on to describe how this works, and pinpoints a particular weakness: "QuickRank filtering is based on placement of key words: if a keyword is not in a prime location in the document, it's likely the result won't be ranked." Gary Price, editor of the ResourceShelf points out another weakness, that "...direct links to citations found via this metasearch tool are not available. This could cause problems in trying to get back to a citation or including it in a bibliography." Science.gov 3.0, due out in another year, will include more sophisticated relevancy ranking, better Boolean capabilities, field searching options and an alert service. – [*SK]

McKeown, Roy. **Accessing the virtual museum: bringing the museum information into cyberspace.** The New Review of Information Networking Vol 9 (2003): 40-53.

The article describes the efforts of London's Petrie Museum to make their collection available over the internet. The author describes the problems in the delivery of museum information over the web: museum sites need to deliver representations of three-dimensional images with background information. The museum's collections include: 80 000 objects, archaeological sources, excavation reports, bibliographic references to the sources, photographic material and Flinders Petrie's papers. All material is now accessible over the web. The author describes the evolution of the searching interface from a limited simple search to using an in-house designed thesaurus for advanced searching and browsing. The interface offers access to photographs of the item, descriptive information about it and bibliographic references to it. It also gives the facility to create a username and password, allowing users to personalise searches and create subsets within the collection. The web surrogates offer an enhanced user experience, presenting more data and more objects than can be made practically available at any one time in the museum. The interface uses a back end database based on MySQL and php. Some materials collected by Flinders Petrie are not housed in the Petrie museum, these have also been included in the web project under the CoVES (Consortium for Virtual Egypt and Sudan) co-operative project, the author describes the partnership projects and the benefits gained. The author finishes by describing the Petrie's efforts to broaden access to its web interface and to Egyptology generally by including OAI and Dublin Core descriptions to the collection. – [JW]

O'Brien, D **The latest news direct to your PC.** New Scientist 182 (2449) , 24 (29 May 2004)
This short article discusses RSS (Really Simple Syndication) newsfeeds. News harvesting software increases the ease of news current awareness, but there are implications for bandwidth consumption. - [DJH]

Udell, Jon. **"Firefox Fills the IE Void"** InfoWorld (19 March 2004)
(http://www.infoworld.com/article/04/03/19/12OPstrategic_1.html).

Encomium on the open-source cross-platform Mozilla web browser currently known, perhaps inelegantly, as 'Firefox'. If you haven't had a chance to test-drive Firefox, Jon Udall goes over many of the reasons why you should. Feel free to download it at mozilla.org and while you're at it, have a look at the email application 'Thunderbird' too. – [*LRK]

Vakkari, Pertti, Jones, Susan, MacFarlane, Andy, Sormunen, Eero. **"Query exhaustivity, relevance feedback and search success in automatic and interactive query expansion."** Journal of Documentation 60 (2) (2004): 109-127.

Examined how searchers' selection of the search terms used to express the aspects of the topic, and their relevance assessments for feedback, are related to the number of relevant documents and the degree of relevance of documents retrieved by successive automatic and interactive query expansions. The sample group was composed of 26 information science students, who were previously not familiar with the OKAPI system used in the study. All students searched for four TREC topics, half using automatic and half using interactive query expansion. Results indicated that the initial query formulation was important – more terms, covering more of the facets of the search, yielded more relevant results. Interactive query expansion was more successful in retrieving relevant documents, than automatic query expansion, but this success was not always recognised by the searchers themselves. - [CJU]

VIRTUAL LIBRARIES

Digital Library Federation Spring Forum 2004 Washington, DC: Digital Library Federation, April 2004.
(<http://www.diglib.org/forums/Spring2004/springforum04abs.htm>).

Although you don't get to hear the speakers, or chat with them in the hall, or nosh on a deep-fried, sugar-dusted beignet, the presentation slides are the next best thing to being at the Digital Library Federation 2004 Spring Forum in New Orleans. David Seaman, the DLF Executive Director, made a concerted effort to "harvest" all of the presentations then and there, and put them up on the web literally within hours of their presentation. And you are hearing about them through Current Cites no more than a week after they were presented. Now that's current. But besides being current, these presentations often describe cutting-edge digital library projects, from extending the OAI harvesting protocol to accommodate distributed full-text searching of math monographs to XML-based book publishing and beyond, there is something here for just about everyone who is interested in where libraries are going. But although the meeting was held in The Big Easy, it was clear from a number of presentations that building digital libraries would be better characterized as The Big Difficult. – [*RT]

Ford, Nigel. **"Towards a model of learning for educational informatics."** Journal of Documentation 60(2) (2004): 183-225.

Examines theories of learning, and relates these to studies of information behaviour. Several studies of information behaviour have tried to related learning styles, or cognitive styles to searching preferences. Ford reviews these and collates them to form a model of learning-related information behaviour. For those involved in VLE design, this article does not provide an easy guide to the best procedures to use for information skills modules, but that is because the evidence suggests the situation is complex, and the simple guide does not exist. - [CJU]

WEB DESIGN

Fenton, Roger and Armstrong, Chris. **CIQM website quality survey 2004: .gov.uk sites.** Centre for Information Quality Management. April 2004.

This annual survey aims to provide data on the quality of websites in a specific domain. The survey was conducted on a random set of websites and compared to the results of the 2003 survey. 60 websites were surveyed in total. The survey looked at features including having a direct link to the author or webmaster, page dating, validation certificates, low-graphics or text-only alternatives, breadcrumb trails (navigation tools), metadata and corrupt links. The survey identified the need for improvement in a number of areas such as

reducing the number of corrupt links and the need for more pages with breadcrumb trails. Of the sites surveyed, the local authority sites performed best. – [JCG]

Knemeyer, Dirk. "**Jared Spool : The InfoDesign Interview**" InfoDesign (April 2004)

(http://www.informationdesign.org/special/spool_interview.php).

Jared Spool is a hero of mine. He showed me that you could be an advocate of usability and a sensible human being at the same time. He did this by limiting himself to conclusions based on a thoughtful analysis of the facts together with enough flexibility to realize that different situations sometimes call for different approaches. All of these characteristics are on display in this infoDesign interview. – [*LRK]

Michael, Sara. "**Making Government Accessible -- Online**" Federal Computer Week 18(11) (29 April 2004): 21-30. (<http://www.fcw.com/fcw/articles/2004/0419/feat-access-04-19-04.asp>).

Federal Computer Week and SSB Technologies, a developer of web-accessibility software and services, took a look at U.S. e-government initiatives with an eye toward whether these services were usable by disabled citizens. The results were not encouraging. "As the e-government initiatives near completion and gain a broader audience, none of the Web sites evaluated in our recent review were found to be entirely accessible to citizens with disabilities, as required by Section 508. Agencies clearly are committed to the spirit of the law but are struggling with the details." The article discusses Section 508 compliance and related requirements, accessibility pitfalls, and development and evaluation tools. – [*SK]

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Meetings Reports

Impacts of changes in publisher provision of electronic journals - licensing and pricing issues

Report of a meeting organised by East Anglia Online User Group, Royal Society of Chemistry, Cambridge 11 May 2004

The opening presentation was given by Carolyn Alderson of Content Complete Ltd. In a wide-ranging talk she outlined the current state of the science, technology and medicine (STM) publishing world. Mergers and acquisitions, and the offering of bundled 'big deals' have been a recent feature of the industry and the smallest publishers risk being squeezed out as spending is concentrated with their larger rivals. As few as four publishers may now account for 50-70% of an institution's journals budget. Carolyn also outlined the role of Content Complete Ltd in negotiating digital content for JISC and other bodies and examined the economic viability of the open-access model.

The following two speakers, Bridget Taxy of Elsevier and Mike Hannant of the Royal Society of Medicine, addressed the issues involved from the perspectives of a large commercial publisher and a not-for-profit publisher respectively. With particular reference to the Elsevier product ScienceDirect, Bridget emphasised the benefits of large bundled deals in terms of the huge quantities of information they make available, with facilities for searching and linking both within the publisher's own portfolio and to other content. Archival security is also a priority. She described the STM journals market as highly competitive, and growing, authors typically having a wide choice of journals to submit to. Finally she outlined the pricing structure of ScienceDirect, arguing that Open Access publishing was by no means 'free' and that the Elsevier policies on pricing and copyright for authors is more generous than might be thought.

Mike Hannant then explained the publishing role of the RSC as a not-for-profit body. Unlike Elsevier, the RSC has decided not to offer its journals as a 'big bundle' but allows customers to choose the titles they license. They do have over 50 consortium/multi-site agreements. Bridget Taxy had presented the benefits of being able to present non-text digital information such as audio or video files, and Mike emphasised the challenges involved in digitising non-standard print formats when making archival material available online, formats such as loose-leaf pull-outs, small fonts, and, in one memorable example, spinning card discs! The difficulty of developing pricing models not based on print subscriptions and the complexities of negotiating

licences in the absence of a model universally accepted by both publishers and customers were also emphasised. Nonetheless print subscriptions would continue to be cancelled in favour of online-only access.

After lunch, Catriona MacCallum presented the economics of traditional STM publishing as fundamentally problematic, with journals enjoying a monopolistic position and prices outstripping libraries' journals budgets. She advocated the Open Access model whereby authors retain copyright and their work is made freely available on the internet via a public online database. As well as extending access, this opens up the possibility to develop new tools for full-text searching and data-mining.

Nick Lewis of the UEA then examined whether or not the time is now ripe for academic libraries to move to electronic-only. He asked whether there are any major disadvantages to doing so and whether there would be any cost savings to be made. The subscription savings, based on two services with adequate archival arrangements, JSTOR and Sciencedirect, are wiped out by the VAT levied on electronic content, but there are considerable economies to be made in terms of administration costs and storage space. In most cases the lack of adequate archival arrangements, guaranteeing both preservation of content and access to it, is serious enough to be ranked as a 'showstopper' in terms of moving to e-only. There is, as yet, no agreement as to where responsibility should lie for archiving e-journals. Nick advocated proceeding gradually, withdrawing print where archiving is satisfactory and creating a culture of e-only so as to be in a position to take full advantage of it when the outstanding problems are resolved.

The final talk was given by Peter Morgan, director of the DSpace@Cambridge project, who addressed the issues involved in self-archiving and the establishment and operation of institutional repositories. Such repositories, which aim to manage and disseminate digitised material produced by institutions, are technically feasible and most publishers do permit self-archiving in some form but researchers need to be persuaded that the benefits to themselves and their institutions, which include improved dissemination of their work and archival security, outweigh the workload and the perceived risk of losing the benefits of traditional publishing, such as the quality control of peer-review and the loss of 'impact factor' status.

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I'm an information professional – get me out of here!

UK Online User Group Meeting
CILIP, London 8 June 2004

So here we were, on the hottest day of the year (so far) at a sweltering 31° and then we are herded into CILIP's lovely Charter Suite (East) and subjected to the most aggressively efficient cooling system in the world. Needless to say, well before the coffee break came around Information Professionals were shivering uncontrollably and dangerously closed to mass hypothermia. The meeting at this point could easily have been renamed, "I'm a freezing information professional get me out of here!". But we struggled on and heard from three expert speakers on, what was effectively a meeting concerning the information explosion and how we are drowning in information – just to mix a few metaphors here.

Karen Blakeman explained in the initial session 'Taming your inbox', that all of us are now suffering from inbox overload and unless you are able to organise your email you will not cope with it. The problem is of course exacerbated by the ubiquitous spam everyone receives. She explained how to use filters to stop spam and described other remedies for reducing and organising your inbox. A good tip was to unsubscribe to newsgroups or lists you don't need anymore – sounds obvious, but I immediately unsubscribed to one on my return home.

Next up was Phil Bradley explaining precisely what spam is and, fascinatingly, how he conducted 'The Great Spam Experiment' in order to determine from where spam originates (checkout this on his web site at: <http://www.philb.com/spamex.htm>). It would appear that if you have an e-mail account that you don't advertise to anyone then you are safe from spam, but once you start using it and posting it then do expect a mountain of spam, and never, ever click on the 'remove' link.

But there was, of course, more to it than that. Karen Blakeman continued the theme of spam with a look at the problem and the currently available remedies such as Spampal and MailMaint. Also, she explained how these software packages actually operate, for example using a heuristic (weighting) system or using Bayesian probability. They don't all work perfectly however and spammers are always finding new ways of getting their execrable time wasting nonsense through.

Just before lunch we had a session on managing documents and records in the electronic age. Well do I remember attending an IIS meeting some ten or

was it fifteen years ago and being told that the paper-based library was dead in the water. Err, not quite, as Claire Cowling, the speaker, informed us. We are all swimming in data of both the paper and non-paper varieties. It was essential that we start thinking now about our records and managing them effectively, by use of records management policies which would include a records disposal schedule because we fail to do this at our peril, particularly with the increasing relevance and importance of the Data Protection Act. We should not be thinking in isolationist terms, your department, my department, but in terms of common systems. Records are essential for corporate memory but are useless unless they are methodically stored in a universally accessible way and within a system that is professionally maintained.

After lunch Phil Bradley looked at improving search techniques and here we were talking search engines. "How many search engines are there?" Phil enquired, to which the answer he gave, after several brave guesses, was several hundreds of thousands. He went on to explain that if you are just using Google then its like just using one reference book. Certainly some of the online, and often free, tools he mentioned such as the comparative ranking search engine ez2find (<http://www.ez2find.com>) are really useful and I had not heard of many of them. Karen Blakeman carried on the web theme again with the subject of monitoring web pages which incorporates checking the currency of web links and checking when and how often a web site is updated or changed, using something like Change Detection (<http://www.changedetection.com>).

Phil Bradley ended the day's lectured sessions with a talk on 'New feeds aggregators and other good stuff' in which he mentioned that there are actually some useful weblogs out there (i.e. ones that give some brief beneficial information rather than the usual mega egotistical ravings) and he has his own one at: <http://www.philb.com/blog/blogger.html> . Also, he mentioned a useful device for saving and storing web pages indefinitely using a system called furl which is available at: <http://www.furl.net/index.jsp> although he admitted that the copyright implications of this are not totally clear.

All in all a really excellent day despite the UKOLUG AGM (held during the lunch break) voting to change the name of UKOLUG to the vile UKeIG (The UK electronic Information Group). So a brilliant meeting, but a stupid name. Must have been the air conditioning.

Roger Farbey
British Dental Association

**Reference Management Day
UK Online User Group Meeting
Letchworth, 23 June 2004**

Who should take responsibility for reference management software within an organisation - computing services or the library? Most of the delegates on this one-day course were librarians interested in evaluating the software on behalf of their researchers. Cocooned in Adept Scientific's training suite on a wild, wet day, we were able to explore the functionality of EndNote and Reference Manager.

The course was led by Tracy Kent, who has developed expertise with both packages through her work as a subject librarian at Birmingham University. She took us through a well-planned programme, interspersing presentations with plenty of time for hands-on, supported by detailed workbooks. We started with looking at what could be achieved by the software. New versions are continually being developed and the latest can store references to e-journals, e-books, multimedia etc as well as traditional bibliographic references.

Next we tried the various methods of inputting data: manual, connection files (e.g. for COPAC, zetoc, or PubMed records), direct export (for ISI and Ovid databases), import filters (for other databases). As a novice this seemed very complex. I could imagine researchers who use a limited number of search tools getting familiar with the import filters, but would students know the provider of a particular database in order to select the correct filter? After an excellent lunch we tackled maintaining the database integrity and outputting into manuscripts or subject bibliographies, and finally the support issues.

It was very useful having a 'real' librarian to discuss these issues with. Tracy willingly shared her experience at Birmingham on details like the best way to run training sessions, and the difficulties that arise from not centrally funding the software. Most of the delegates were trying to compare and contrast the two products, and it was really useful to have an overview at the end from Adept Scientific staff. They saw EndNote as a writer's tool, ideal for a single user, and Reference Manager as a corporate level research tool.

Two small niggles:
Several HEIs have found reference management software useful for undergraduate students, particularly at dissertation level, and I had hoped to compare the Adept products with CSA's RefWorks. It was an expensive day. I attended an information literacy event the same week for a fifth of the cost!

Overall though, it was an enjoyable, well-organised day. Tracy paced it well and managed to answer lots of questions besides allowing us plenty of time for exploring the software.

**Carolyn Haresign
Health Sciences Librarian
Coventry University**

Book Reviews

**The Internet and Information Skills: a guide for teachers and school librarians
James E. Herring. Facet Publishing. London.
2004 ISBN 1-85604-493-9 192pp. £24.95**

Written mainly for teachers and school librarians in secondary/high schools "across the world", this book will probably also be of interest to those in primary/elementary schools and possibly to some in further education. The book's global aspirations are backed by the author's experience in working with schools in a variety of English speaking countries and, throughout the book, examples are drawn from Canada, Australia, the USA and South Africa as well as Scotland and England.

The book is comprehensive in its coverage if patchy in depth. Starting with a brief overview of learning theories and teaching techniques, especially in the context of the Internet, it goes on to an overview of the Internet, especially in the context of teaching and learning. It finishes with a brief chapter on future developments of both the curriculum and the Internet. In between is the real 'meat' of the book covering: evaluation of websites, subject gateways, information skills, the author's PLUS model and the web, developing a school website and developing an instructional website.

It is encouraging to see that the following points recur throughout the book: the usefulness of teacher-librarian co-operation, the importance of information literacy for social as well as educational reasons, and the need to integrate Internet, and other ICT training, into the curriculum. The need for information literacy training within schools was well illustrated at a recent Multimedia Information & Technology Group meeting, 'The Google factor; information seeking, users and the Internet', where it was demonstrated that many students are still entering higher education without adequate information skills. This book aims should help to remedy this.

Each chapter starts with a list of what the reader should expect to achieve by reading it - usually these are a good guide to the chapter's content, but sometimes they are a little ambitious! Chapter 2,

'The Internet', appears to be aimed at those with little knowledge in this area - it would probably take a whole book to properly cover the claims for this chapter, but it does provide a wide ranging introduction. However some basic definitions are missing, for example list-servs and the 'deep web' are both mentioned in the claims, but neither is defined, nor is there a clear explanation of how to use them - that said, useful examples are given for both. This is one of the strengths of this book – it is packed with practical examples and useful screen dumps.

An excellent chapter on website evaluation covers technical, reliability and educational criteria. As in other chapters the views of other writers in this field are summarised but the author also provides his own list of questions to ask relating to the three sets of criteria. The main example provided is the guide from Ed's Oasis, from classroom.com and the author suggests that schools each develop their own guidelines with advice on how to do this.

Subject gateways are covered briefly, with plenty of examples mainly from free, general gateways such as The Virtual Teacher Centre, Schoolzone, The Gateway, Blue Web'n and KidsKonnnect. Examples of subject specific and commercial services are also given.

Searching the web is covered in several chapters from the viewpoint of teachers and librarians and their students and in the context of the author's PLUS model of information literacy. Search engines are both defined and categorised and many common search engine features, such as Boolean searching, truncation and limits, are also defined. The subject of effective search strategies is covered in more depth, with some emphasis on selecting the most appropriate search engine/s for the task and a useful list of search engines, matched to various search requirements, is provided, courtesy of noodletools.com. Several models of the search process are presented, all stressing the importance of the planning stage, including definition of purpose before selection of keywords if relevant results are to be obtained. A useful list of planning points is provided and is followed by an example search, on "the causes of volcanoes", extracts of the results of which are displayed for 3 different search engines. Although this is given as an example of a well planned search, of the 9 results displayed from Google only one of them appears to be directly relevant (the results from Dogpile and AskJeeves fair much better). Most of the results shown for Google are fine examples of 'false-drops', and this concept, a very common occurrence in web searches, could usefully have been explained here, but is not mentioned.

Information literacy is defined as much more than just searching for relevant information – it is seen as also encompassing the ability to evaluate what is found, make notes on it, organise it and create and present a new piece of work from it. The final step is self evaluation of the skills used in the project. These steps are set out in more detail in the author's PLUS model, along with other current models.

The two chapters on developing a school, or an instructional, website provide a good, if fairly brief, introduction to the subject and outline a suggested procedure to follow. Happily the emphasis is on defining purpose and intended audience/s and content, with design following, not preceding, information architecture. Storyboarding is a suggested technique for defining the information architecture. Details of several online style guides are given along with a useful list of design elements to consider. Accessibility is mentioned but not given the importance that might be expected. Dreamweaver and Frontpage are the two editing tools featured although it is suggested that at least one member of staff should have some knowledge of HTML.

Overall this book provides a good introduction to the subjects covered and the numerous examples and four page bibliography give easy access to more detailed information, making up for the sometimes patchy coverage.

Dot Duckworth
Freelance Web Developer

Exploiting knowledge in health services
Graham Walton and Andrew Booth (eds). Facet Publishing. London. 2004 ISBN 1-85604-479-3
288pp. £49.95

This volume is a welcome guide to the rapidly changing world of health libraries and information services:

Part I provides the context to health care and health information services
Part II focuses on the principles required for effective delivery of services in a health library or information unit
Part III examines the information sources and skills needed to effectively exploit the health care knowledge base.

Each chapter offers an overview of recently published literature on its topic, as well as case studies where relevant. A useful summary of government plans for the NHS is included in the

chapter on the role of library and information services in supporting learning.

There are ample references to developments in health information and services available electronically: the National electronic Library for Health (Alison Turner); virtual outreach services (Alison Yeoman); hybrid information services (Steve Rose and Angela Gunn), and portals and gateways (Susan Roe). Steve Ashwell provides a useful chapter on creating effective web pages, although it would have been relevant to mention the NHS Identity Guidelines: Websites [<http://www.nhsidentity.nhs.uk>], which govern the look of NHS Intranets and Internets. The role of technology in supporting communities of practice for knowledge management is covered by Andrew Booth and Anne Brice. Copyright in the digital environment is clearly explained in a useful chapter on managing intellectual property, by Susannah Hanlon. Roe rightly provides a note of caution: "NHS workers are familiar with new technology which goes nowhere, seeds of innovation which bear no fruit."; she advises creation of enterprise portals on which to implement knowledge management initiatives.

Walton states that 'distinctions between the roles of the health informaticist and the LIS professional will become increasingly blurred.' David Stewart, in his chapter on continuing professional development mentions ASSIST, the national network for those working in health informatics, but not the UK Council for Health Informatics Professions, which information and knowledge management specialists are being encouraged to join. It is surprising that there is no mention of the potential role of librarians and information specialists in web services in the NHS, as many are already involved in projects to manage electronic. Access by the public to information held by the NHS under the Freedom of Information Act has made this opportunity wider.

The chapters by Boynton, supporting syntheses of the literature, and Grant, on accessing the knowledge base, could perhaps have been combined as they cover some of the same ground, but both are succinct summaries. The index is useful for decoding some of the acronyms with which the NHS is riddled, but omits Zetoc, CENTRAL and ASSIST. Inevitably some of the website addresses have changed; the Department of Health is the main culprit, having recently changed its domain name from www.doh.gov.uk to 'dh', with redirects only to the main page of its new site. These are minor quibbles, however.

This volume is essential reading for anyone working in health libraries and information services. I hope it is not the last from this team; the editors close by hoping that 'future offerings...will see an increased

emphasis on initiating and developing evidence-based information practice.' The conclusion mentions the new roles and challenges in widening use of PDAs and hand held devices as well as the challenge of personalising website services. No doubt these will be included in any future volume. Sue Lacey Bryant in her contribution on primary care knowledge services challenges us: "in years to come, will health librarians be remembered affectionately as a lost breed (like the leggers of the eighteenth century) or recalled as latter-day Telfords, responsible for constructing a sustainable twenty-first-century network through which knowledge flowed to the benefit of patients served by primary healthcare services?"

The pace of change in health services is shown by the fact that this book appears within only three years of Managing knowledge in health services, with the same editors. The earlier work is out of print, but is available in full at <http://www.shef.ac.uk/scharr/mkhs/>

And finally, is this the longest URL ever quoted in a publication - a report from the New Zealand Ministry of Health, apparently to be found at [www.moh.govt.nz/moh.nsf/c7ad5e032528c34c4c2566690076db9b/38dd32b7a22ca197cc256bb20081a301/\\$FILE/CLANZlitreviewfinal.pdf](http://www.moh.govt.nz/moh.nsf/c7ad5e032528c34c4c2566690076db9b/38dd32b7a22ca197cc256bb20081a301/$FILE/CLANZlitreviewfinal.pdf) [or did somebody's cat walk over the keyboard?].

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Digitizing Collections: Strategic Issues for the Information Manager.

Lorna M Hughes. Facet Publishing. London. 2004 ISBN 1-85604-466-1 327pp. £39.95

Employing the term "information manager" in the sub-title of this book suggests that it is aimed at a comparatively wide audience. In my view, however, the Introduction somewhat undermines this by stating that the book is (as one might expect) really "intended primarily for librarians, archivists and museum professionals, as well as for students of these subjects..." These groups will certainly find the book a broad and useful survey. In any case the nature of the issues, problems and techniques raised by digitizing collections are such that information professionals in other sectors will also find the book a useful guide.

The book is divided into two parts: Part 1 is on Strategic Decision-Making and Part 2 covers Digitizing Collections. There are ten chapters. The first looks at the reasons for digitization and the

costs and benefits associated with it. This is followed by a chapter on selection of materials for digitization. This closes with a very useful four page survey of scenarios in which digitization should essentially not be undertaken at all – and given the fact that wrong project selection can result in expensive failures the warning signs and issues reviewed should be points well taken.

The third chapter raises the major stumbling blocks of legal issues – particularly with a round-up of what we are coming to regard as the usual suspects in information work of copyright and database right. Other potential legal pitfalls and problems (such as data protection and privacy; obscenity and pornography and defamation) are sketched in a few paragraphs. The whole area of legal issues is a major problem in digitization projects. There are a number of useful pointers and bullet point lists here but I felt that this important area of digitization lacked focus and depth. It seems to me that this was largely because the book straddles particularly UK and US interests, so this does not permit particularly in-depth discussion of important topics. The author is Assistant Director for Humanities Computing, Information Technology Services at New York University, so the book inevitably takes a American viewpoint on these issues or only addresses UK issues in a limited way, and I found this a bit unsatisfactory. There is virtually no discussion or significant mention of the important area in the UK and Europe of moral rights which are of profound concern in a digital environment. I have to say, therefore, that I found the discussion of the legal issues somewhat superficial. The chapter closed, nevertheless, with a short but interesting section on the sensitivity of dealing with cultural sensitivities in digitization projects based around sensitive materials.

The last two chapters of Part 1 deal with project management issues and the importance of collaboration. I found a great deal of useful and interesting material in the project management chapter and a range of very important issues (such as estimating, developing and controlling costs; outsourcing issues; staffing and human resource considerations; risk management and project planning etc.) are very well reviewed and explained. There are also five chapters in part 2 of the book and I again found a great deal of interesting, useful and informative material throughout. Many practical issues in digitizing collections are covered in this Part and specialist areas such as the digitization of, images, audio, moving images, and rare and fragile materials are all covered. There are many useful and educative practical examples and case studies presented or referred to here. A legion of key concerns are addressed more directly throughout

this Part including topics such as more on aspects of costs; finding funds and sponsorship; developing grant applications; the nitty-gritty of projects (managing workflows; equipment and technical issues; metadata, formats and technology standards; management of digital assets etc.); special collections and fragile materials, etc.

In terms of book navigation the book is well up to FACET's normally high standards in this area with a very good contents presentation and listing of topics, a very good index and with the book is well presented and printed. There is an extensive bibliography and well-referenced URLs and useful web sites throughout.

Although I was rather disappointed with the legal issues chapter (which in my view would have to be overhauled for a new edition) the book does covers a wide range of topics and provides substantial insight and guidance on an increasingly important area of professional information work. A further edition, I think, would also widen its appeal by addressing some of the more specific specialist needs and interests of the commercial and business sectors, or perhaps even other sectors who have other particular needs and requirements (voluntary or not for profit activities, for example). But anyone interested in the topic of digitizing collections will find a great deal of valuable material in this book, all the more value because at various points real experience of real scenarios and real problems shines through at key points.

Laurence Bebbington

Introduction to modern information retrieval. 2nd ed.

G G Chowdhury. Facet Publishing. London. 2004
ISBN 1-85604-480-7 474pp. £39.95

This work is full of useful information in its text and the extensive references attached to each chapter. It has clear contents pages and an 8 page index that at first inspection feels a little thin. It's title is slightly misleading for it is not about information retrieval but IR systems. These are predominantly electronic systems though the author does place them in the immediate context the library systems from which they sprang in the 1960's and 70's . It is not "an introduction to ..." rather it is a manual, for the author - properly - throughout uses the vocabularies of the topics being discussed so an understanding of these is needed.

To use this manual adequately would need quite a lot of prior knowledge of the topics discussed. Also its order does not allow of a learning process and it seems to lack a structure. It declares "the user is the focal point of all information retrieval systems because the sole objective is to transfer information from the source to the user" - true of course. But why is this Chapter 10 Not Chapter 1 ? and why is it not followed by the chapters 21 and 22 on Natural [i.e. of the users] language?. And it is here that the thinness of the index shows itself. I suspect that Boolean logic occurs in the text far more often than the 4 entries in the index to its major occurrences suggest; it would be difficult to pursue this concept and others in an alternative order to that of the author. Within these terms and for its lifetime - this is a much rewritten 2nd edition of a publication only 4 years old. - it is a very useful manual , but like an article in an encyclopaedia or an elaborate recipe in a cook book the reader may have to work at understanding the topic surveyed.

The book does not attempt to look at the whole spectrum of information storage and retrieval for that goes back some two thousand years. It does not even look at the recent outburst of information, print and literacy from 1450, even though one of the fascinating things about the growth of the Electronic Environment is the way the process is mirroring that of print - on a much faster time scale [which is part of the problem]. The Internet and the Web are not the first widespread general access to information. That started in the 1870's with universal education, the growth of literacy and the popular press, followed by the radio and the cheap paperbacks of the 20th century and the growth of the library system as the machinery for open access to all this.

Information is transmitted knowledge; if it to be retained it must be in a document - the electronic file is only the latest container for these - and then disseminated; this is publishing. None of these processes are the business of the information practitioner though the more we understand them the better. The organisation of information in these documents for it to be retrieved is. To do this information must be stored in a collection; libraries are collections for a defined audience which can be as wide as the Nation of Great Britain. These then need organising to meet the users' demands. Part of this process is an intellectual technology - Indexing in its widest meaning. Finally these solutions will require a physical technology - shelves, filing cabinets, card catalogues, computers.

Of these elements it is the physical technology that is the most ephemeral - where now is the 5" X 3" card or the IBM main frame, the 45 r.p.m or shortly, the photograph on film ? Within the EE the emphasis is still upon physical technology and as

this is evolving so quickly the EE is finding a use for it after it appears rather than tailoring it to the needs as they evolve.

This book does mirror this: it is about "the latest developments and ... trends in research" [in IR] (p445) and it is aimed primarily at library and information scientists not library practitioners. Research does produces new knowledge - what we did not know or were wrong about. But much research actually only tells us what we already knew more precisely and in measuring and defining this it does a useful task.

So the conclusion of the Human information behaviour research is only what any experienced reference librarian could have told. This book does discuss cataloguing and subject indexing but only insofar as they are reflected in the electronic environment. It does not look at them as solutions to the problems the IR research is defining which are not particularly new. Why did we need to invent metadata when, as the book acknowledges, librarians have been providing this to agreed standards for decades.

Librarians have been information engineers for a very long time. It was librarians that in the 1950's seized upon the value of the computer as a general purpose tool which led to the King report "Automation and the Library of Congress" -1963. Perhaps we should look harder at their existing solutions and enable them to evolve in this new electronic environment.

Antony Croghan

Books waiting for review

The following books from Facet Publishing are awaiting reviewers - please contact Peter Chapman if you would like to do one (or more...)

Lee & Boyle building an electronic resource collection: a practical guide 2nd ed.

Brophy, Fisher & Craven Libraries without walls 5: the distributed delivery of library and information systems 2nd ed.

Motivational factors for information sharing: the UKOLUG current awareness column

Introduction

This short article notes the main findings of an undergraduate student project conducted in 2004 with the participation of contributors to the UKOLUG current awareness column and to Current Cites. The theme was motivational factors for voluntary information sharing. The primary data was collected by questionnaire from thirty individuals who currently contribute to the current awareness column as published in e-lucidate, or who have contributed in the past.

Background

To support investigation on motivational factors that promote information sharing, a modified version of the framework suggested by Hall (2001) can be used. Hall has explored the topic of incentives for knowledge sharing in terms of knowledge management in corporate environments. Rewards that motivate information sharing as discussed by Hall are summarised in the table below.

Explicit/Hard Rewards	Soft Rewards
<ul style="list-style-type: none"> Financial rewards e.g. bonuses, stock option, enhanced pay Access to information as reward e.g. information sharers get opportunity to access information of others Career advancement/security e.g. Promotion, assurance to get future contracts 	<ul style="list-style-type: none"> Enhanced reputation e.g. status gains Personal satisfaction e.g. seeing the positive results of helping others

Table 1: Reward based incentives (Hall (2001, pp. 142-144)

Hall (2001, pp. 141-142) has also discussed *enabling factors* that encourage information sharing. These factors are summarised in the table 2. These factors identify the behavioural aspects that organisations have to promote to ensure information sharing. First, they should endeavour to create a sense of community. Individuals who are interested in sharing information can be encouraged to form

communities. Second, making sharing a responsibility of employees can encourage information sharing: employees are more likely to share information if they know that doing so is part of their job requirement. Third, employees must be encouraged to experiment at work. If they make mistakes, they should be corrected but not penalised. Finally, organisations that use systems like the intranet should ensure user-friendly interfaces to promote usage.

Social	Technological
<ul style="list-style-type: none"> Create sense of community e.g. cooperation, trust, provision of social interaction i.e. social events Make knowledge sharing an explicit responsibility e.g. senior managers can intervene to make sure staff practice sharing Promote experimentation e.g. permission to fail and learn from the mistakes 	<ul style="list-style-type: none"> Provide user-friendly systems e.g. ease of use and relevant content

Table 2: Enabling factors Hall (2001, pp. 140-142)

Findings

The main findings of the empirical study are summarised as follows:

Enhancement of learning

Participants contribute to voluntary information sharing because this activity enhances their knowledge (as they go through the process of abstracting material) and enhances the knowledge of others (who eventually read the abstracts). 20 out of 30 respondents acknowledged that voluntary information sharing enhances learning.

Sense of belonging

Sense of belonging was recognised by participants as one of the factors that motivates them to share information voluntarily. This happens because they know that what they contribute benefits other people. This finding is strengthened by comments made by some contributors on strategies to combat feelings of professional isolation. Some contributed to the work of the citation lists in a bid to feel part of the

wider professional community. 18 out of 30 contributors acknowledged gaining a sense of belonging as one of the factor that motivates voluntary information sharing.

Management support

Management support is important to the contributors. Even though the work they do is not officially part of their day job the majority receive support from their own management. This is because such work is regarded as part of the continued professional development. 19 out of 30 respondents perform their task in work time.

Rewards

Participants do not expect to receive monetary rewards for the work that they put into reading and abstracting content for the current awareness column. However, hard rewards in form of access to information and career advancement are acknowledged by participants.

Soft rewards were also supported by the findings. These rewards are in form of enhanced reputation and personal satisfaction. Participants contribute to voluntary information sharing because this activity enhances the likelihood of their being recognised by their peers, and they gain satisfaction from completing the job. 18 out of 30 participants acknowledged these factors.

Time pressure

In order to keep up their contributions the participants need to have time to do so.. Most of the former participants commented that lack of time made them stop contributing (7 out of 10 former participants).

Acknowledgement

Thanks to the contributors to the UKOLUG Current Awareness Column who kindly answered the questionnaire.

Reference

Hall, H. (2001). Input friendly intranets: motivating knowledge sharing across intranets. *Journal of Information Science*, 27(3), 139-146.

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