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Contents

Political Hacktivism: Tool of the Underdog or Scourge of Cyberspace?

We are grateful to the Editor of _Aslib Proceedings_ for permission to carry this shortened version of the article which first appeared in Vol 56 Issue 4 2004.
Please note that some of the sites are only available through the wayback machine (http://www.archive.org/)

The inspiration for this article came from the numerous amusing newspaper articles that examined so called "spoof" sites on the internet – notably around the time of the US and French Presidential elections. On closer inspection, some of these sites deserved more recognition than to be termed "spoof" or "fake" as they clearly served higher purposes. Many spoof sites are actually effective vehicles for protesting against a person, political party or unpopular policy; a better term for them would be protest sites. A trawl of protest websites led me to wonder what other forms of online political protest or hacktivism exist and how effective these are. Basically, there are online equivalents for most forms of activism – leafleting (protest websites), graffiti (defacement of websites), blockades (denial of service attacks) and occupations (cybersquatting).

Protest sites can be found covering a whole range of issues across the political spectrum: pension mis-selling (http://www.badpension.com/), poor housing construction (http://bovishomesexposed.com/) and international finance (http://www.whirledbank.org/). Taking the example of congestion charging, dubbed by some the "poll tax on wheels" there are several protest sites. For example, http://www.londoncongestioncharges.com, http://www.sod-u-ken.co.uk and http://www.beatcongestion.co.uk . An examination of their content shows that while some are unprofessional and bordering on libellous, others are a cheap and effective way of publicising campaigns, telling people how to evade the tax, criticising policies/people and provoking debate. Bizarrely, the former of these has itself attracted a protest site hosted at http://www.wiseupandpay.co.uk/.

A related phenomenon and often a vehicle for creating a protest site is cybersquatting. Often squatters leave sites empty purely as an annoyance but they can also used to criticise opponents. A good example of cybersquatting was reported by ABC news covering an election in California:

Saying "the Web is crucial" in today's political campaigns, California Assembly candidate Dan Dow has an official Web site: http://Dandow.com/ . But he's also registered the URLs JohnDutra.com, JohnDutra.net and JohnDutra.org. And incumbent Assemblyman John Dutra — Dan Dow's opponent in the upcoming election for California's 20th District — is none too pleased that his name is being used against him in the campaign. Interested voters happening by JohnDutra.com may expect to see platform positions from the candidate and his record as a state legislator — in other words, key information about the Dutra campaign. Instead, the site, owned and operated by Dutra's opponent, slams him on all sorts of issues. See http://abcnews.go.com/sections/scitech/TechTV/techtv_cybersquattingpols020911.html

The US Presidential elections of 2000 spawned a host of cybersquat protest sites. [see Election Collection 2000 - editor] An excellent example of this is http://www.gwbush.com/ that appears fourth on the list if you type "George Bush" into Google. This is a parody site but describes itself as "the Official Site to Re-elect Bush" and then leads users to a series of anti-Bush statements in questionable language. There is also an online facility to buy stickers with slogans such as "Regime change starts at home", "Anyone but Bush 2004" and "Vote GOP, Enron's private party".

Other protest websites pick and register uncomplimentary domain names as vehicles for mis-information. Examples from 2000 includes www.stopbush2000.com, www.ungore2000.com, www.nogorecom and www.nogore.org. Most of these sites are filled with criticism and unfortunate quotes.

The French Presidential election of 2002 was also subject to a range of protest sites and Cybersquatting. These were covered in an article in the Guardian entitled "Cracker, Jacques" in the Guardian of 4th April 2002. The first site mentioned (www.bilanchirac.net) detailed the many scandals to hit Chirac during his many years in power, carried press reports on these and listed his unkept promises (always a useful element to have on spoof sites). Bilan meaning, in French, evaluation or assessment or even death toll. The portal http://www.presidentielles.net/annuaire/ actually catalogued humorous sites for both Presidential candidates.

In terms of UK political players, we seem to be exempt from the trend registering namesucks.com and such. Http://www.williamhague.com/ is owned by a naturist (complete with images). However, British political parties have been subject to spoofing and cybersquatting, as an article in The Register 23rd May 2001 indicated (taken from

http://www.theregister.co.uk/content/52/19142.html).

Other forms of hacktivism exist. Defacement of websites is not a new phenomenon. The Labour Party site was hacked during the 1997 General Election campaign, and more recently when a picture of George Bush's dog was altered to show the head of Tony Blair MP. Likud's website was thoroughly hacked in 2001 when all the content was replaced with copy critical of Ariel Sharon. In 2000 Slovakia's opposition party (the Movement for a Democratic Slovakia), was hacked and the web changed to read Movement for a Devastated Slovakia and Movement for Drastic Feebleness. Slogans from the previous election campaign were also amended. Parties in Sweden and Germany were also defaced during recent election campaigns.

The problem has not been confined to party sites as government departments and even Governments have been hijacked. A useful article on the egovernment Australia site lists examples ranging from the US Department of Justice whose logo was changed to the US Department of Injustice to the Department of Foreign Affairs, Fascist republic of Indonesia. In Australia the issue is aptly referred to as "cybersabotage". Security firm mi2g has calculated that the Israeli domain .il has been the biggest victim of web defacements over the past three years, suffering 548 of the 1,295 attacks in the Middle East.

However, this e-graffiti seems to be the cyber-equivalent of having eggs thrown at you. Although these incidents are embarrassing and inconvenient, little lasting impression is made. Few websites are archived and this type of action only really receives press coverage in amusing diary items, rather than mainstream news pages. Denial of service attacks are another form of hacktivism but are more effective and with longer lasting consequences. In a political context these have been aptly described as "a little like pranksters repeatedly and rapidly calling your office phone number, tying up all the lines so that constituents could not get through". See http://www.cdt.org/security/000229judiciary.shtml. DoS actions are also cheap to organise and put into practice – the Electrohippy website gave clear instructions on how to attack the WTO electronically and its server was soon brought to its knees. This coincided with protests on the ground – activism and hacktivism working together.

In March of this year, Al Jazeera's website was subject to a DoS attack while in this country, Downing Street and other governmental computers were attacked as part of the anti-Iraq war protest. The Whitehouse website was also subject to similar action.

DoS actions are clearly an effective form of online protest and have even received attention in Parliament, being the subject of the Computer (Misuse) Amendment Bill in session 2001/02. Anything that suggests that parties or political institutions are not taking their security seriously smacks of amateurism and this would not be tolerated in any other area of modern political communication (press releases, media interviews, for example).

In conclusion, the key to determining the success of these different forms of hacktivism depends on the following criteria: how much nuisance was caused, how widely was it covered (in the press), and fundamentally – did anything change as a result

Using the internet in any sphere is generally regarded as a cheap option and political hacktivism certainly falls into this category. None of the methods discussed costs much to execute and most require only limited technical expertise. However in the majority of cases, the maximum effect was one of embarrassment rather than long-term policy change. Most of the activities listed received limited press coverage and most of that was in IT supplements or diary columns – not the news pages. Similarly, none of the types of hacktivism listed have fostered long term policy change, at best they've just succeeded in irritating people.

Additionally, there are ethical and legal considerations to be taken into account. Ethically, the differences between hacktivism, electronic civil disobedience, cyber-vandalism, cyber-terrorism could be said to be purely semantic. One mans cyber-freedom fighter is another's cyber-terrorist, so to speak. Unfortunately, unlike true activist protests on the street, many hacktivist activities are considered to be on the wrong side of the legal boundary and people's cyber freedom to protest isn't guaranteed.

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Online Information 2004: New or More of the Same?

Sometimes I get this familiar feeling, and I know that many of you do as well: It's December, it's Olympia, it's Online. Same old, same old. Except this year, it's actually starting in November and it cuts into a major U.S. holiday, the only U.S. holiday that isn't religious —unless you belong to a cult that worships perfectly cooked turkey and mashed potatoes to die for. So why would I give up my family dinner to fly across the pond from Indianapolis to London? Is the Online show really all that special?

OK, let's get a few facts straight before I begin to answer those questions. The official name of this conference is Online Information 2004. It runs from 30 November to 2 December, with pre-conference workshops on Monday, the 29th of November. It's produced by VNU Exhibitions. You might remember the producer from some of its previous corporate nomenclatures, such as iMark or Learned Information. If you've got a really long memory, the conference was originally the International Online Information Meeting.

None of that answers the question as to why you should venture over to Olympia to sample the exhibition hall and the free presentations or even to pay for a delegate badge. I chuckle when I'm told that the exhibition hall is shrinking. It is, I'm not disputing that. But it was oversubscribed during the dot com boom with companies that had very little relevance for information professionals. Consolidation in the industry, with companies such as Thomson and Reed-Elsevier buying smaller companies, is another reason for the smaller number of exhibitors. Today's exhibitors, however, are companies with products that we will actually use. It's a good opportunity to accost known vendors and become acquainted with newer vendors. With over 200 exhibit stands, there's got to be something on offer that you don't know about.

As for speakers, it's clear that the definition of "online" is changing. The focus is not just on searching, but on managing what we find, melding together internal and external data, and creating new access and payment models. Only on the first day of the conference is there a keynote speaker who will address the entire group of delegates. That's Jacob Nielsen, the Danish usability expert who co-founded the U.S.-based NielsenNorman Group. It's hard to find anybody anywhere in the world who is quoted more on the topic of Web site usability than Nielsen.

For the remainder of the conference, there are keynotes for each of the three tracks, making for nine additional keynote speakers. You'll have to choose which ones you wish to hear, since they have overlapping time slots. On Tuesday, your choice is among Steve Arnold predicting the future of search, Roger Everden examining the value of information, and Graham Smith looking at compliance. Not being a U.K. resident, I'll opt either for Arnold or Everden. The afternoon of the search track features a session on trusting what you find. I'd better show up at that one since I'm one of the speakers. The Eureka Forum features a panel of search experts, three from the U.S. and one from the U.K., and promises a lively exchange of tips, techniques, and revelations.

Wednesday's keynotes are Howard Rosenbaum, Indiana University, speaking on knowledge management, Michael Keller, HighWire Press, on open access, and Lou Rosenfeld, consultant, on information architecture. Hmm, three Americans. I'm tempted to hear Rosenbaum, even though his office is less than an hour's drive from mine. What about the rest of the day? I think I'll concentrate on information architecture.

Thursday's keynote lineup is quite international: Janice Lachance, U.S., on managing complexity and change; James Robertson, Australia, on intranets and content management; and John Lervik, Norway, on enterprise search. Since this is the last day, I think I'll need something upbeat and energizing. Maybe Robertson, since he's the only one of the three I've never heard. Plus the whole track on intranets, blogs, and portals looks interesting.

Online Information has more than just speeches and exhibit stands. This year VNU has introduced roundtable discussions during the lunch period, a chance to exchange views with other information professionals. Then there are the international forums, should you understand French, German, Italian, or Spanish. Or come to the Nordic Forum on Thursday afternoon: it's in English.

Is the online show all that special? Yes, it is, at least it is to me. There are companies exhibiting that never come to the U.S. The perspectives of attendees are interesting and thought-provoking. It provides the opportunity to meet people who are just as passionate about online as I am. I can always have turkey and mashed potatoes with my family at Christmas.

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RSC Wales

New resources for A level.
College lecturers and Learning resources managers are invited to trial some resources for A level in biology and business studies from Hodder and Stoughton. If enough favourable responses are received, JISC will move towards a deal with the publisher to offer these resources to colleges. For more information on these resources and how to obtain a free trial - see http://www.rsc-wales.ac.uk/english/resources/jisc/jisctrials.shtml#hodder

RSC is also offering free plagiarism guides until 31st of July 2005, for use in HE & FE see http://www.rsc-wales.ac.uk/plagiarism

HERO

The Higher Education & Research Opportunities website, has a good newslink to current items of interest to the HE community. Topics this month include Coventry and Middlesex rewarding good grades with bursaries, liable to upset OFFA, and Oxford university has come under fire for its 'discriminatory' language used in a History aptitude test.

BIOME

BIOME provides free access to hand-selected and evaluated, quality Internet resources for students, lecturers, researchers and practitioners in the Health and Life Sciences.

The BIOME portal has six main gateways including links to OMNI, BioResearch, Natural Selection and Agrifor. Created by researchers at the University of Nottingham,the numerous links provide a vast array of research material of scientific interest (currently 25517 resources). It is updated weekly, provides subject source information and 'hot' topics. As an incentive it also offers the chance to win vouchers for Amazon as a reward for users feedback.

GOOGLE

Google Print Opens Widely To Publishers
Google's nearly year-old Google Print program is set for a huge expansion of content through the launch of a new program today allowing publishers to more easily submit material for inclusion.

LexisNexis

Has some new content additions this month to interest Law students and tutors. This includes Local Government Direct and Single Source Endless Resource. Plus the latest in legal developments, book reviews and more.

Ingenta

Ingenta's new website at http://www.ingentaconnect.com/ is still running in beta, despite saying that this will change in the late summer. In August it announced that Swets Information Services has joined its unique initiative to simplify the online access of e-journals for the 17,000 libraries who currently use www.ingenta.com. However their HERON project for digitising document to enable online student use has come under flak in the last few weeks due to their proposed change in charges, which will cover all proposals, not just acceptances. See http://www.heron.ingenta.com/ for the latest information.

Artworld

This is a resource for the enhancement of teaching and learning in world art studies. It provides access to primary visual source materials in England, from art collections held at the Sainsbury Centre for Visual Arts, University of East Anglia, Norwich and the Oriental Museum at the University of Durham. At its heart is a database of images from these two important collections. Objects, many of which are seldom on display, may be studied through multiple pictures and substantial new texts. There are also interactive facilities for making new contributions. This project finished last February, but is still in development with registered users being able to contribute to the galleries. The resources are searchable from numerous keywords such as historical periods, cultures or object type.

ISI Web of Knowledge

JISC Collections are asking existing subscribers to contact them re consultations for renewal by the 30th of November. Free trial access to this gateway, which is heavily used by students, is still available. For details see http://www.jisc.ac.uk/coll_cons_isi.html

Internet News

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Ghosts in the machine

It's the season for ghosts, beasties and things that go bump in the night, or in my case, things that have taken over my IE settings! So, as much driven by unfortunate necessity as by a desire to prompt others to make sure they are well protected, here is an overview of the various nasties of computer/internet land with a few suggestions about how to protect yourself. I would expect corporate IS services to be on top of this sort of thing, so this is primarily aimed at the home user.

There are a range of terms which are frequently used to describe these pieces of software. There is some overlap between them, so that one particular piece of malicious software may fit into more than one category.

Definitions

Malware
This is a high level term and includes software such as Trojans that harms files on the disk, or attempts to place control of the machine in the hands of whoever distributed the software.

Spyware
This is another high level term, describing software installed with no disclosure that gathers information about the user of the machine and then sends this back to another server.

The following terms describe different categories of spyware.

Adware
Software installed, usually with limited disclosure, that mainly delivers ads. Some adware programs fit the definition of spyware if they also gather data about the user, either to sell to others or to make the advertising more relevant.

Stalking horses
Programs that enable adware networks to function on desktops, come bundled in many other downloaded programs. All will collect information.

Homepage Hijaker
A kind of advertising Trojan, these redo homepage settings without permission and spawn pop-up ads. Some edit your computer's registry to load themselves on restart to make it difficult to change things back.

Rogue Internet Diallers
These are pieces of dial-up software which, once downloaded, change the users ISP and dial-up internet connection to one using a premium-rate telephone line, often charging £1.50 a minute.

What can spyware get up to on my PC?

Unfortunately, it's more a case of what can't they do, rather than what they can do. Since much spyware are actual computer programs, they can be programmed to do anything that its creator wants it to do.

They can:

1. Perform a detailed check of your browser history
2. Install DLLs and other executable files
3. Send continuous data to the parent
4. Leave a backdoor open for hackers to intercept your personal data or enter your computer
5. Install other programs directly onto your computer without your knowledge
6. Send/receive cookies to other spyware programs, even if you have cookies disabled
7. Reset your auto signature, disable or bypass your uninstall features, monitor your keystrokes, scan files on your drive
8. Change homepages so that you can't change them back to your own preference [this is what has happened to me!].

This is not an exhaustive list but gives you some idea of their potential to wreak havoc on your computer.

Another problem with these types of software is that once installed they can be extremely hard to identify, cannot easily be deleted from your system using normal methods and often leave components behind to continue to monitor your behaviour and reinstall themselves.

How can I tell if I've been affected by any of these?

Typical symptoms that your computer has been infected include:

1. Unwanted pop-up adverts appearing (often of an objectionable nature)
2. New toolbars in your Internet Explorer that you didn't intentionally install
3. "Hi-jacked" home page
4. Slow running of the computer
5. Slow connections
6. Downloads failing

Even if you see none of these typical symptoms, you

maybe infected, because more and more spyware is emerging that is silently tracking your surfing behaviour to create a marketing profile of you.

How do I get rid of these nasties from my PC?

A whole market of software solutions has opened up to combat this latest and very serious threat to the security of your computer and personal data. There are very many commercial products available (see www.adwarereport.com/mt/archives/000004.html for a review); however you need to be aware that there are also a great many rogue pieces of software which will claim to have found malware on your machine, but instead of removing it, will actually install it! More details of this can be found in www.adwarereport.com/mt/archives/000007.html.

There are a number of non-commercial products available, the two most popular ones are:

1 Spybot – Search and Destroy (www.safer-networking.org/en/index.html)
2 Ad-Aware SE Personal (www.lavasoft.de)

Both these are used on our home computer, and we have found both products to be stable and to perform well under XP. To achieve the maximum benefit from them, you need to ensure that they have up-to-date definition lists, run both (just to be sure that you detect all you can) and use them with a real time monitor. Here again, there are many available, typically they are bundled with commercial spyware removal packages (including the full Ad-Aware product).

Non-commercial products include:
1 SpywareGuard
2 WinPatrol
both of which offer real time protection against further infection. They are available via http://www.spywareinfo.com/.

Anti-spyware/pro-privacy movement

Even a cursory examination of spyware and its friends is likely to raise concerns about the privacy of data and ones own computer. The pro-privacy and anti-spyware movements have developed in response to these concerns. I have discovered some comprehensive web pages by people involved in the pro-privacy movement, which might be worth a look if you're interested in delving into this whole subject further.

Bill Webb's 'Counterexploitation' website is at http://www.cexx.org/.

Browser hijacking
http://www.spywareinfo.com/articles/hijacked/
This article is from a website that also offers forums to help resolve infections by particularly persistent nasties. They have a comprehensive technical article outlining the steps to take to regain control of your browser.

Intranets and Content Management

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Getting it together

I am writing this just prior to flying to the USA to take part in Intranets 2004, which is organised by Information Today Inc. and run in parallel with KM World and CM (Content Management) World. It takes place in Santa Clara, one of the more unappealing parts of California in that most of the area around the conference centre is taken over by offices of the US network equipment company Cisco. You need a hire car just to go and have a cup of coffee away from the conference hotel/exhibition centre.

For the last couple of years one of the most popular early evening events has been an informal session of 'You show me yours and I'll show you mine'. We are talking intranets here! One of the big problems that intranet managers face is the difficulty in exchanging ideas about what works and what doesn't work. There are no intranet-specific conferences in the UK outside of some quite expensive seminars run by the Ark Group or by Marketing Week.

One of the issues that is associated with demonstrating intranets is that the content may give away confidential information about the company or organisation. Certainly this is an understandable issue, but certainly in the case of the showcases at the Intranets conferences the demonstrations show that you can manage the presentation to keep confidential information off the screen, and in any case there is a bond between the delegates that if they do spot something 'interesting' it stays inside the conference room.

There are many issues about intranets that perhaps do not require the full interactive demonstration. These might include ways of increasing intranet usage, the approach being taken to implement a content management system, and ensuring that staff

involved in contributing content to an intranet have this role reflected in their job description.

I have thought for some time that UKeIG would be the ideal organisation to provide a platform for an exchange of ideas on intranets. Clair Pillar of the North Cumbria NHS Trust and I have come up with the idea of running some end-of-the-day discussion forums on intranets at various places around the country. The format would be to persuade a UKeIG member to host a small meeting of local intranet managers from perhaps 4pm to 6pm. Ideally it would be useful if the host organisation could demonstrate their intranet, but the main aim is just to provide an occasion for intranet managers to come in out of the cold.

We are looking for just a few volunteers in some of the larger cities to test out the idea, perhaps in London, Birmingham, Bristol, Manchester, Liverpool, Newcastle, Edinburgh, Glasgow and Belfast. If you would be in a position to host such an event and would like to explore the idea in more detail please email me at martin.white@intranetfocus.com , with no commitment at this stage. I would also be interested in hearing from other members if they felt that this format would be of value. I will then work with Shaida Dorabjee (who organises the UKeIG meetings programme) to discuss the comments I have received and hopefully the offers of assistance, and see if we can move the idea forward.

You might be interested in a new publication on intranet design and management from James Robertson, who runs Step Two Designs in Sydney and is one of the leaders in intranet management and content management. You can find details of his new Intranet Roadmap publication at http://www.steptwo.com.au/products/roadmap/index.html The Intranet Roadmap covers activities in five key streams: strategy,design, content, change and communications and technology. The publication is a A5-size 54 page book that is very clearly written and full of practical advice. There is also a wall-chart that summarises the approach set out in the book. The price is US$120, and for any organisation moving out of the ad hoc phase of intranet development into something that is effective and scalable this is a small investment to make. James is keynoting the Intranets session at Online Information 2004.

Finally if you will forgive some self-promotion, early in 2005 Facet Publishing will be publishing a Content Management Handbook that I have written, which to a large extent is the text of the Content Management seminars I have been running for UKeIG for several years. It takes a project management approach to CMS implementation and in no way seeks to compete with the Content Management Bible

authored by Bob Boiko, the second edition of which is due to be released early next year as well.

Public Sector News

Column Editor: Jane Inman, Warwickshire County Council and Chair of the Affiliation of Local Government Information Specialists (ALGIS in LARIA). E-mail: janeinman@warwickshire.gov.uk

What is happening in the public sector?

E-government

Business

Working with Business Your business made easy, Survey of English local authority websites from a business perspective, 2004 was conducted by SOCITM (Society of IT Management) on behalf of the Office of the Deputy Prime Minister. It looked at the information provided by local authorities for businesses and scored councils against 12 key areas. The overall results were deemed to be poor but the report highlights some good practice and gives some advice on how to make improvements.

Transport

Work continues to meet the Priority Service Outcomes identified by the Office of the Deputy Prime Minister in June. One of those is the need for all authorities to display road works information on their web site using GIS. In investigating how we are going to achieve that requirement I came across the new pilot site http://www.transportdirect.info/ which claims to bring together road and public transport information to give you choices when planning journeys anywhere in Britain.

Planning

The Pendleton review of planning on local authority web sites was first conducted in 2003 and based on 21 criteria for the delivery of planning services online. The review was repeated in September and results have just been published on the web site http://www.pendleton-assoc.com/. In Warwickshire we were delighted to come top of the county councils!

Directgov, launched in April to replace UK Online is now the 8th most popular government site according to a response to a Parliamentary question (Hansard 19.10.04 Written Answers col. 614w) There were 419,916 visits in May rising to 758,149 in September. HMSO claims to receive in excess of 8

million hits a month!

Freedom of Information

Preparation for Freedom of is really hotting up with courses on offer from all sorts of bodies. It is encouraging that librarians are involved as much as they are and records management staff have suddenly become very popular people! Training is on offer on both sides of the fence with the Campaign for Freedom of Information and the National Union of Journalists offering courses for journalists and the NUJ web site carries information on how to use the Act.

ALGIS held a joint seminar with the Government Libraries Group on 14th October and many people said they found it a useful day. Our opening speaker was Maurice Frankel of the Campaign for Freedom of Information who challenged us not to take the approach of trying to identifying an exemption to cover as much of the material we hold as possible and dispose of the rest under our newly developed retention and disposal policy. He suggested that our survival depends on our attitude and that if we communicate openly with requesters we will win support whilst an obstructive approach will encourage requesters to ask for more and more!

Alex Ganotis from the Office of the Information Commissioner talked us through much of the detail of the act and helped us unravel some case studies. At last there is news on what charges will be permitted. The Constitutional Affairs secretary, Lord Falconer has announced that 'The Government will lay fees regulations before Parliament in November. There will be no charge for information that costs public bodies less than £450 to produce. And for central government, the cost ceiling will be set at £600.' He made this statement at the Society of Editor's Annual Conference on 18th October. We produced a bibliography and resource list for the ALGIS/GLG seminar and would be happy to forward a copy to anyone who is interested. It includes a reference to a new journal called Freedom of Information and more details and sample copies are available at http://www.foij.com/

British Library

The National Audit Office conducted a review of the British Library and its report called Providing services beyond the reading rooms (Report by the Comptroller and Auditor General HC 879 Session 2003-2004:28th July 2004) was published in July. It takes a look at the document delivery aspects of the Library's work and the challenges it faces from other suppliers and calls for a simpler pricing structure and for greater user friendliness in its online services.

The report is available on the Nation Audit Office website at http://www.nao.org.uk/

The British Library is taking the lead in a new project designed to take a snap shot of the web. UKWAC pronounced uckwack is a partnership involving BL, the National Libraries of Scotland and Wales, Wellcome Trust, JISC and National Archives. It aims to collect and archive sites with a UK domain and which reflect the cultural heritage of the country. For more information visit their web site http://www.webarchive.org.uk/

Official Publishing

If you buy government publications you may have noticed that the Scottish Parliament is now using Astron instead of TSO to publish their material and Blackwells to distribute publications, although this does not include the Acts and Statutory Instruments. Astron produces a Scottish Official Daily List and to register to receive this you need to e mail registerdetails@astron.co.uk . You may also have noticed that National Statistics material is to be handled by Palgrave Macmillan and not TSO from 1st January 2005. TSO will try to make the transitions as painless as possible and continue to supply publications from these organisations on standing order and through TSO Select.

If you have any concerns about access to these publications once the new contacts are in place do let me know so that I can raise it at the Standing Committee on Official Publishing (SCOOP).

People's Network

The next stage of the ambitious People's Network project is an online enquiry service managed by the Museums, Libraries and Archives Council and funded from the lottery. It will provide a 24/7 enquiry service and has already attracted 22 library services. Free seminars are being run to promote the service to library staff under the neat title of 'The Mortal in the Portal'. The service will use chat and e mail technology to deliver 'live' access to library and information professionals.

Last but not least …

The Times covered librarianship in its series called 'Get a job as a…' and the first skill for a successful librarian is considered to be a degree of flexibility! I am sure we can all relate to that. How many of us who have been in libraries for any length of time are doing the job they expected to be doing?

Current Awareness

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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

El-Sherbini, M and Klim, G **Metadata and cataloging practices** *Electronic Library* 22(3) 2004: 238-248
This paper reviews the differences between metadata standards, as used in current projects, and current library cataloguing practices, and discusses how the various metadata standards are applied in libraries. Their view is that they are not substantial, neither from the point of view of intent or purpose, nor from that of the fundamental mechanisms governing their creation and structure. However, the proliferation of digital resources available via the internet led to the realisation among librarians that traditional, library-based cataloguing practices could only be applied to a small fraction of them; there was a need for a simplified, flexible standard or standards that could accommodate a diversity of formats, and be applied outside the library by non-specialists. The authors provide an overview of the most popular metadata formats and standards, and propose a view on the role of librarians in relation to metadata. They conclude with a brief discussion of the OHIOLINK Electronic Thesis and Dissertations project. Though not hugely detailed, this article provides a useful introduction to metadata principles and current projects from a library perspective. – [CME]

Understanding Metadata Washington, DC: National Information Standards Organization, 2004.
(http://www.niso.org/standards/resources/UnderstandingMetadata.pdf).
Metadata (structured information about an object or collection of objects) is increasingly important to libraries, archives, and museums. And although librarians are familiar with a number of issues that apply to creating and using metadata (e.g., authority control, controlled vocabularies, etc.), the world of metadata is nonetheless different than library cataloging, with its own set of challenges. Therefore, whether you are new to these concepts or quite experienced with classic cataloging, this short (20 pages) introductory paper on metadata can be helpful. – [*RT]

ELECTRONIC PUBLISHING

Case, Mary M. "**A Snapshot in Time: ARL Libraries and Electronic Journal Resources**" *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC* (235) (August 2004): 1-10. (http://www.arl.org/newsltr/235/snapshot.html).
E-journals are definitely a hit at ARL libraries: expenditures have skyrocketed 712% between 1994/95 and 2001/02. In 2001/02, e-serials required a whopping 26% of ARL libraries' serials budgets (versus 5% in 1994/95). To get a more in-depth picture of the issues related to e-serials, ARL conducted two surveys of its members (one in 2002 and one in 2003). This interesting article presents the results of these surveys, which dealt with a wide variety of issues such as "big deals," nondisclosure clauses, pricing models, print cancellations, subscription costs, subscription terms, and usage terms (among others). Of particular note were the findings about print cancellations: "In the fall 2002 survey, only a few libraries indicated that they had moved to electronic-only versions of the titles offered by these 14 publishers. In the more general survey conducted in 2003, many more libraries indicated they were making the switch." Of course, this raises the difficult issue of the long-term preservation of electronic-only journals. I'd also suggest that, as this trend accelerates, it may erode access to scholarly journals by non-affiliated users, who are typically dependent on the availability of a limited number of "public" workstations, and deepen what Peter Suber calls the "permission crisis." – [*CB]

Leydesdorff, Loet. **"Clusters and maps of science journals based on bi-connected graphs in Journal Citation Reports."** *Journal of Documentation* 60 (4) (2004): 371-427.
Explains the principles of bi-connected component analysis, and presents the findings which show how the journals are connected to each through citations. Discusses how some sub-clusters can be identified. Tables are provided of the various journal clusters. - [CJU]

Morley, Priscilla, Urquhart, Christine. **"Publishing trends in medical journal literature: the views of medical staff in an NHS teaching hospital in the United Kingdom."** *Health Information and Libraries Journal* 21 (2) (2004): 109-116.
The survey of 120 doctors at one NHS teaching hospital trust found that getting published quickly (as might be possible in some online journals) was not a major concern. Although doctors perceived that professional or learned society affiliation was important to their ratings of journals, their essential reading in fact reflected the dominance of commercial publishers, whose journals had more 'prestige' and also higher impact factors. - [CJU]

GENERAL

English, Richard. **"Blog Today, Gone Tomorrow? Preservation of Weblogs"** *RLG DigiNews* 8(4) (15 August 2004) (http://www.rlg.org/en/page.php?Page_ID=19481#article3).
Should blogs be archived? If so, how can this best be accomplished? First, we need to know what constitutes a blog. The writer provides a working definition: "(P)ostings (at varying intervals), usually by a single individual, in the form of text, images, and other data forms, arranged in reverse chronological order and accessible with a Web browser." Most sources estimate the number of active blogs at somewhere around two million. The number of blogs created, of course, is much higher, but so many are abandoned, often almost immediately. The author refers to last October's Perseus Blog Survey, which reported that "about 2/3 of over 4 million blogs found on eight popular blog hosting services may have been abandoned, i.e., not updated within the past two months. Over a million consisted of just an initial post. The average active blog was updated about every two weeks." The simple fact is that most bloggers have a day job and/or other responsibilities, and keeping up a weblog is akin to feeding an always-hungry beast. It's not uncommon for a blog to develop a following and foster a sense of community. When the blogger decides, for whatever reason, to shut the blog down, its readers are often quite distressed. And then there's the question of what should happen to the content? Consider that there's always a possibility that a free blog hosting service may shut down suddenly, rendering all the users' content inaccessible. As blogging has gotten more sophisticated and been adopted by mainstream media and other entities, the blogosphere has become an increasingly important part of the web, and shares the same general archiving issues, identified by the author as "copyright, robot exclusion, dynamic content, password protection, exotic file formats, and miscoded material." But weblogs present some unique archiving challenges as well, because of features like reader commentary, extensive linking to other sources, and different/non-compatible technologies underlying various blogging tools. Also, notes the writer, "Most librarians and archivists have not yet identified blogs as online resources particularly meriting collection and preservation." At this stage, it seems, the onus falls mostly on individual bloggers to maintain copies of their own content. – [*SK]

Greenstein, Daniel. **"Research Libraries' Costs of Doing Business (and Strategies for Avoiding Them)"** *EDUCAUSE Review* 39(5) (2004): 72-73. (http://www.educause.edu/pub/er/erm04/erm04510.asp).
Materials costs continue to spiral upward. Shaped by Google and similar systems, users' expectations rise as well, and they demand that libraries provide increasingly sophisticated, easy-to-use systems. Digital formats proliferate. What's a research library to do? Based on the collaborative experiences of the University of California System, Greenstein has some suggestions for research libraries in similar situations. Rely mainly on electronic journals, but preserve at least one archival print copy of each one. Closely coordinate collection development to eliminate duplicate materials costs, and develop new bibliographic systems to support this. Centralize system support functions, such as digital preservation and tool building (e.g., online portals). Using these strategies, UC believes it can save $30-$50 million dollars a year. Sounds like big money. Will it solve the problem? The author says: "If the money is simply eaten away by unmitigated steep increases in the price of library materials, the answer is no. Changing the unsustainable economics of scholarly publishing remains a key to the future of research libraries — indeed, to the continued ability of colleges and universities to provide faculty and researchers with the access they need to the world's scholarly knowledge." – [*CB]

Hepburn, Gary. **"Seeking an educational commons: The promise of open source development models**
" *First Monday* 9(8) (2 August 2004) (http://www.firstmonday.org/issues/issue9_8/hepburn/).
Hepburn matches an assessment of the potential of open source computing with the development of
classroom curricula, and finds a good match. Easily available resources, flexibility and minimal intrusion of
corporate culture into the classroom are all desirable side benefits of open source architecture, he argues. A
central aspect of a new open source "commons" that could take root is creativity: Hepburn foresees that
educators and curriculum planners will experience a noteworthy increase in creative thinking if they cleave to
an open source standard. Much of this line of reasoning is based on the hitherto-unrealized potential of the
Internet to reshape the classroom. A key challenge for educators, though, is the development of both
institutional and professional-level commitments to mainstreaming technology management into teaching — a
process that will challenge teachers and educators for some time to come. – [*TH]

Iliff, John, and Judy Xao. **"Intellectual Honesty in the Electronic Age"** Best Practices in E-Learning
(Online Conference) (August 2004) (http://www.library.csi.cuny.edu/~jiliff/iliff_xiao.htm).
"The trend toward dishonesty seems to be increasing," according to the authors of this paper, who have
unearthed a variety of statistics and anecdotal evidence from research studies, articles and websites cited in
the extensive bibliography. The Internet is certainly a factor in this trend, not only has it armed potential
cheaters with new tools, but it has spawned a mini-industry of online services designed to assist teachers and
professors in catching plagiarists. Meanwhile, the cell phone and the PDA have added a whole new dimension
to in-class cheating. "No gum wrapper or note tucked into a sleeve can compare to the storage and
intelligence of these devices," the authors observe, wryly. They identify a whole laundry list of reasons why
students cheat -- from the obvious ("to get a better grade") to the unintentional (ignorance of how to cite
sources properly). And they discuss ways in which cheating can be deterred -- i.e., enforcing a strong
academic honor code, defining clearly what constitutes plagiarism, structuring academic assignments so as to
either make cheating difficult or make it easy to spot when it occurs. Since technology has "made student
cheating faster and easier," it is incumbent upon educators to teach proper research techniques and increase
awareness of "what is right and fair." This paper is from a presentation given as part of an online conference
hosted by the University of Calgary August 23-27. The authors are librarians at the College of Staten Island,
The City University of New York. – [*SK]

Puglia, Steve, Jeffrey Reed, and Erin Rhodes. **Technical Guidelines for Digitizing Archival Materials for**
Electronic Access: Creation of Production Master Files - Raster Images Washington, DC: National
Archives and Records Administration, June 2004. (http://www.archives.gov/research_room/arc/arc_info/
guidelines_for_digitizing_archival_materials.html).
What the staff at NARA don't know about digitizing isn't worth knowing. And thanks to documents like this one,
you too can know what they do. From recommendations on metadata capture to essential tips on scanning for
the maximum fidelity and information capture, this is a gold mine of best practice that can help anyone
digitizing content for web access. Beginning with a section on metadata, the paper includes sections on
imaging workflow, digitization specifications, storage, and quality control. The technical overview alone offers a
wealth of essential information for digitization novices as well as those who may have been doing this activity
for some time, but without a thorough technical grounding in all the technical aspects. Highly recommended for
anyone digitizing content. – [*RT]

Ramzan, Muhammad **Levels of information technology (IT) applications in Muslim world libraries**
Electronic Library 22(3) 2004:274-280
This paper makes dismal reading. It is divided into two parts: 1) an overview, based on published sources, of
the status of IT in the libraries of five Islamic countries or groups of countries; 2) results of a questionnaire
survey of IT facilities sent to heads of academic and research libraries in Pakistan. The reported availability of
computer resources (PCs, servers, standard office software, CD-ROMs, online catalogues and databases,
Internet access) was generally poor. Lack of computer literacy among librarians, inappropriate planning, non-
availability of standard library system software, poor IT support, lack of standards and quality control, and
bureaucratic management attitudes were generally perceived as problems by the respondents. The author
concludes that there is a need to raise awareness of new technologies among librarians and decision makers
in the Muslim world. There is an urgent need for local information industries to be developed in order to reduce
dependence on Western information sources. Library budgets need to be increased to acquire IT facilities, and
document supply consortia need to be established. – [CME]

Spink, Amanda. **"Multitasking information behaviour and information task switching: an exploratory**
study." *Journal of Documentation* 60 (4) (2004): 336-351.
Presents a literature review – surprisingly scant – of multitasking information behaviour – surely the common
experience of many library staff dealing with several user queries simultaneously. The case study in this

research was a single 'ordinary' information seeker, who agreed to keep a diary, to be observed, and to be interviewed. The analysis produced an exploratory model covering the switching between tasks, and the factors that contributed to the co-ordination of search tasks or stopping searching on one information task. - [CJU]

INFORMATION ACCESS

Antelman, Kristin. **"Do Open-Access Articles Have a Greater Research Impact?"** *College & Research Libraries* 65(5) (September 2004): 372-382. (http://eprints.rclis.org/archive/00002309/).
For those who have been working to create open access repositories of research and scholarship, this article is a godsend. Antelman performed a formal study of whether open access articles are cited more frequently than those only available through subscription services. The short answer is "yes". For the long answer, as well as to review her methodology, see the (yes) open access article. – [*RT]

Ellison, Jim. **"Assessing the accessibility of fifty United States government Web pages: Using Bobby to check on Uncle Sam "** *First Monday* 9(7) (5 July 2004) (http://www.firstmonday.org/issues/issue9_7/ellison/).
Ellison takes a hard look at the real obstacles that people with disabilities face when using government Web sites. He reviews 50 sites using the well-known evaluation program known as Bobby, which checks HTML to evaluate how successfully the code perform in providing accessibility. While he argues that there is great potential for improved accessibility, he claims that the U.S. government has not met its self-imposed goals yet. This would tend to weaken the government's standing to enforce accessibility standards on other organizations, he concludes. – [*TH]

Leslie, F **Bringing collections to life: digitising local studies and special collections: the COLLAGE project** *Electronic Library* 22(3) 2004: 261-263
This brief article describes the COLLAGE project at the Guildhall Library and Guildhall Art Gallery, which provides access to around 32,000 images from their collections. COLLAGE was a follow-on to a retrospective conversion project for two libraries. It was a pioneering effort that preceded the NOF-digitisation funding, the cost being borne entirely by the Corporation of London. The project aimed to provide an uncluttered interface that was simple to use for members of the public, yet still incorporated powerful access tools with 'layered' information. It was designed to have four views: for researchers, for the general public, for staff and for remote searchers via the Web. There is a Web shopping function which allows users to select images for purchase – this is the revenue-generating aspect of the project. The article includes a series of bullet points of 'lessons learned', and sets out future plans for the project. – [CME]

Rowlands, Ian, Dave Nicholas, and Paul Huntingdon. **"Journal Publishing: What Do Authors Want?"** *Nature* Web Focus: Access to the Literature: The Debate Continues (13 September 2004) (http://www.nature.com/nature/focus/accessdebate/31.html).
In the final analysis, scholarly journal publishing should be designed to satisfy the needs of scholars. So what do they want anyway? The authors conducted a large-scale international survey to find the answer, ending up with 3,787 fully completed questionnaires from 97 countries. Not surprisingly, they found that authors continue to want traditional journal benefits: "They want the imprimatur of quality and integrity that a peer-reviewed, high-impact title can offer, together with reasonable levels of publisher service. Above all, they want to narrowcast their ideas to a close community of like-minded researchers. . ." The majority of authors (61%) indicate that they have access to needed articles, and 77% say that access is better than five years ago. Not many have heard of open access (82% say that they know little or nothing about it), and they are not willing to pay much to publish articles (only 16% would pay more than $500). Rowlands et al. estimate that the average that authors would be willing to pay may be about $400, which is below the fees typically charged by open access publishers. Clearly, publishing reform advocates still have much work to do in educating authors about the economics of scholarly publishing and academic library finances. – [*CB]

Suber, Peter. **"NIH Open-Access Plan: Frequently Asked Questions"** (2004) (http://www.earlham.edu/~peters/fos/nihfaq.htm).
Peter Suber has written a helpful FAQ about the U.S. House Appropriations Committee's recommendation regarding open access to journal articles that result from NIH grant-funded research. To recap the main points of the recommendation, such articles would be deposited in PubMed Central upon acceptance for publication. If NIH funds were used to support any publication costs, the articles would be made immediately available. Otherwise, they would be made available six months after publication. NIH would develop a plan by 12/1/04 to

implement the recommendation in FY 2005. The FAQ clarifies the fine points of the recommendation (e.g., it's up to the researcher, not the publisher, to deposit the article), addresses the main issues that it raises (e.g., would journals lose subscribers as a result of the plan?), compares it to the Public Access to Science Act, discusses the future of the recommendation, and provides action steps for supporters (e.g., use the Public Knowledge Web form to send a fax to your Congressional delegation endorsing the recommendation). He also mentions the Alliance for Taxpayer Access , which the American Association of Law Libraries, the American Library Association, the Association of Academic Health Sciences Libraries, the Association of College & Research Libraries, the Association of Research Libraries, and many other organizations have recently formed to support the recommendation. – [*CB]

INFORMATION RETRIEVAL

Banwell, Linda, Ray, Kathryn, Coulson, Graham, Urquhart, Christine, Lonsdale, Ray, Armstrong, Chris, Thomas, Rhian, Spink, Siân, Yeoman, Alison, Fenton, Roger and Rowley, Jennifer. **"The JISC User Behaviour Monitoring and Evaluation Framework"**. *Journal of Documentation* 60(3) (2004): 302-20. Describes the development of the framework established by the Joint Information Systems Committee (JISC) to monitor the uptake and use of electronic information services in further and higher education in the UK. Summarises the main findings over the first three cycles for the various strands of the research, along with the details of the sample (over 4,000 respondents in total). Discusses some of the problems in research design, and the difficulties of interpreting user behaviour from questionnaire and interview data. A marketing theory framework is used in the paper to present the themes which emerged over the first three cycles. Notable findings were student reliance on the Internet over more specialised resources (purchased by library services), and the influence of academic staff expectations on student use of electronic information services. Trends in the type of resources made available on library web sites were the gradual appearance of non-JISC gateways, and the appearance of the National electronic Library for Health. COPAC and the British Library were the most popular remote OPACs. From the Framework findings a diagnostic toolkit was developed around themes indicating the enablers and barriers, and focused on five stages of electronic information service development, from baseline through to full integration. Concludes that student use of electronic information services is affected by work and leisure use, and that uptake is directly affected by embedding use of such services in the curriculum, specifically in assignment requirements. Library staff need to be aware of the learning process when supporting academic staff and students in information retrieval. - [CJU]

Devine, Jane, and Francine Egger-Sider. **"Beyond Google: The Invisible Web in the Academic Library"** *Journal of Academic Librarianship* 30(4) (July 2004): 265-269.
For most librarians, this article won't be their first encounter with the concept of web resources which aren't found by search sites such as Google, but it pulls together current resources and provides concise explanations useful for spreading the word. The problem is the word itself, in my opinion: whenever I talk to library users about an "invisible web" I get the reaction that it's a kind of "librarian layer" that normal people should ignore as long as there's a gatekeeper who can let them in when they need it. Personally, I'd rather not be a keeper of the mysteries, and whenever the opportunity arises I explain the characteristics of the kind of resource that Google couldn't mine: subscription database, un-indexed file content, etc. This article can give you the gear needed to take your users diving down to the deeper levels and not leave them floating on the surface. – [*JR]

Elliott, Susan A. **Metasearch and Usability: Toward a Seamless Interface to Library Resources**
Anchorage, AK: University of Alaska, August 2004. (http://www.lib.uaa.alaska.edu/tundra/msuse1.pdf).
This paper is the result of a sabbatical leave investigation on behalf of the Consortium Library of the University of Alaska Anchorage regarding metasearch software and usability. The author visited a number of libraries that have implemented, or are in the process of implementing, metasearch applications. The strength of this paper lies not in the specifics regarding software options, which are already out of date (although for those who simply can't resist, they are available in a separate file of appendices), but in the body of the report in which Elliott succinctly outlines the problem these tools are attempting to solve, how they are trying to do it, and current issues and problems. As she identifies, things are far from perfect but these tools may at least offer libraries a way to make things more manageable for the users we serve. – [*RT]

Jackson, Joab. **"Advanced search engines link many data sources"** *Government Computer News* 23 (24) (23 August 2004) (http://gcn.com/23_24/tech-report/26999-1.html).
In a nutshell, federated search is coming to the federal government. Rather than have researchers waste time jumping from one search engine to another to access different government databases, various agencies are building single uniform interfaces that allow one-stop searching of multiple repositories. The FDA's Center for

Drug Evaluation and Research uses Convera Corporation's RetrievalWare to facilitate searching across 15 different document databases. And the Nuclear Regulatory Commission (NRC) has instituted single-interface searching across multiple document repositories, in different locations, concerning the DOE's "application to house a radioactive waste repository at Yucca Mountain." The NRC is using a software suite from Autonomy, Intelligent Data Operating Layer Server. –[*SK]

Jenkins, Michelle. **"Evaluation of methodological search filters."** *Health Information and Libraries Journal* 21 (3) (2004): 148-163.
Reviews the research on the development of search filters for the health databases. Defines sensitivity, precision, specificity, generalisability and validation for search filters, and discusses how search filters developed. There are various methodological search filters e.g. diagnosis, for locating systematic reviews, aetiology, prognosis, treatment, qualitative. Examines the criteria used, the way search terms are selected, and how the gold standard is derived. The effectiveness of search filters needs to be evaluated and the search filter validated. Concludes that users of search filters need to be aware of the processes used in search filter development and that more work on the development and validation of search filters is necessary. - [CJU]

Lorence, Daniel P, Spink, Amanad. **"Semantics and the medical web: a review of barriers and breakthroughs in effective healthcare query."** *Health Information and Libraries Journal* 21 (2) (2004): 109-116.
Discusses the problem of medical vocabulary for the layperson searching specialist medical resources, and reviews various technologies and approaches that may help improve lay searching of medical Web resources. Possible approaches include metasearch (using, for example, SNOMED-CT to label web resources), niche search (e.g.OMNI, NMAP), semantic search (NLM's Semantic Knowledge Representation project), and a type of mediated searching nearer agent based searching (e.g. ILIAD for schools). - [CJU]

Morgan, Eric Lease. **"An Introduction to the Search/Retrieve URL Service (SRU)"** *Ariadne* (40) (July 2004) (http://www.ariadne.ac.uk/issue40/morgan/).
Eric Morgan is a master at explaining complex topics simply, and this article is yet another example. Although the true neophyte may be a bit adrift, any moderately technically capable person will find this article a useful introduction to this emerging replacement for Z39.50 based on Web Services. And even those who know about SRU/SRW may find the included example of usage to be instructive. Although Perl familiarity would be useful, given the Perl-based examples, it is not necessary to understand the basic drift of the piece. This article is well worth the time of anyone interested in Z39.50 and/or Web Services. Or, for that matter, any technically capable librarian who wants to keep up with where the profession is going. – [*RT]

Shenton, Andrew K., and Pat Dixon. **"Issues Arising From Youngsters' Information Seeking Behavior"** *Library & Information Science Research* 26(2) (Spring 2004): 177-200.
Faced with training adults to be more careful and critical information seekers and users, it's helpful to see which patterns are imprinted in our school years. This article explores the general information-seeking patterns of school-age children in a single British town. While a larger sample (only 188 individuals here) and greater geographic variation could certainly lead to more universally applicable conclusions, for most English-speaking information providers there will be a high recognition factor of those behaviors which are clear precursors to adult habits, e.g. "the use of untaught, expedient methods was apparent in many contexts, including the 'speculative' entry of URLs to access Web sites and the location of information in books by simply flicking through the pages." No wonder at expedient Google's popularity, being so good at providing reasonable results for speculative input. Also instructive is the prevalence of image or pattern retention which, once achieved, encourages forgetting details like titles and addresses. A bit discouraging for teachers of information literacy, but good to know what one is up against. – [*JR]

Spink, Amanda, Jansen, Bernard J. and Pedersen, Jan. "**Searching for people on Web search engines".** *Journal of Documentation* 60 (3) (2004): 266-278.
Examines what proportion of Web search engine requests involve searching for personal names, and how those searches are made. Datasets were obtained from AlltheWeb.com queries and Alta Vista and random samples of 10,000 queries from both datasets were qualitatively examined. Personal name queries constituted only 4% of all queries, but of those name queries, most were for celebrities. Searches were generally short and unsophisticated, with few searches reformulated and few searchers using double quotations to enclose the entire name. Name searches on Alta Vista were more sophisticated than those on AlltheWeb. - [CJU]

Van Schaik, P and Ling, J **The effect of system response times on visual search in Web pages** *Electronic Library* 22(3) 2004:264-268

The web usability expert Jakob Nielsen has argued that system response times (SRT) impact upon web usability in two main ways: users may divide their attention between an information retrieval task and other tasks, or they may become impatient with unpredictable delays and abandon the information retrieval task, and the offending web site, altogether. This study sought to examine the effect of variability of SRT in web searching using a choice reaction task, i.e. one which requires one response to the presence of a stimulus and another response to the absence of a stimulus. Mock web pages (with the text in the content frame replaced by asterisks) were created in HTML, captured as bitmaps and saved as graphics image files. Each page consisted of two frames, a navigation area and a content area. The navigation area contained five left-aligned hypertext links. Background colours, font faces and font sizes were kept constant. In the experimental trial, a target word was presented to the participants for a fixed time period. This was followed by a white screen, presented with either a fixed or a variable time delay (SRT). After this, the mock web pages were displayed. These either contained or did not contain the target word within the series of links in the navigation area. The participant's response triggered the start of the next trial. A total of 115 participants, all psychology students, completed a series of nine practice and 72 'real' trials. After completing the trials, they each then had to provide demographic information (age, sex, web experience) and complete a self-assessment, answering the questions: 'Did you feel impatient during the experiment?' and 'Did the presentation of the web pages slow you down?' The authors found that there was no effect of SRT either on the participants' response time or on their accuracy. Perceived response time also was found to be unaffected. The authors surmise that the effect of SRT may only become a major issue when SRT exceeds ten seconds. They suggest that a wider range of SRTs needs to be investigated, using both text and graphical displays. – [CME]

LEGAL ISSUES

Dean, Katie. **"Saving the Artistic Orphans"** *Wired News* (20 September 2004) (http://www.wired.com/news/culture/0,1284,64494,00.html)

"Artistic orphans," as discussed in this article, are "older books, films and music" that are "no longer commercially viable," but are kept from the public domain because they are still under copyright. Changes in the copyright law that no longer require intellectual property owners to register or renew their copyrights with the U.S. Copyright Office have made locating these owners "a formidable challenge." Brewster Kahle, founder of the Internet Archive and Rick Prelinger, a film collector, are interested in digitizing these materials and putting them online so the public can have free access. They filed suit in March to have declared unconstitutional the changes to copyright law that prevent such materials from entering the public domain. The legal wrangling is ongoing; the government filed a motion to dismiss the case, the plaintiffs filed an opposition and the government will file its reply in October. In late October, the U.S. District Court for the Northern District of California will hear arguments. Lawrence Lessig, the Stanford Law School professor representing Kahle and Prelinger explains that copyright was traditionally "opt-in" -- where intellectual property owners had to actively register and then renew their works. Now, from the moment a work is "fixed in a tangible medium," copyright protection exists without any need for registration or renewal. The article notes "that on average, 85 percent of copyright owners never bothered to renew their copyright after the first 28 years anyway." You can submit examples of orphan works via a website set up by Kahle and Prelinger. – [*SK]

O'Brien, D. **Stand up for your rights.** *New Scientist* 182, 2463,15 (4 September 2004)

New technologies are giving copyright owners the power to infringe long held public rights (such as legal doctrine of First Sale in US) which allow the resale of purchased books or CDs. Digital Rights Management (DRM) prevents selling on or lending. And in particular, no DRM system is programmed to unlock itself after the work is released into the public domain (70 years after the death of the copyright owner). - [DJH]

VIRTUAL LIBRARIES

Chapman, Stephen. **"Techniques for Creating Sustainable Digital Collections"** *Library Technology Reports* 40(5) (Sept./Oct. 2004)

Library Technology Reports appears to be on a roll, with this excellent issue following close on the heels of Susan Gibbon's report on institutional repositories (cited in a previous issue of Current Cites). Few people are as well suited for covering this topic as Chapman, who has long experience in creating digital collections at Harvard, and has spoken on this topic for years as a faculty member of the highly regarded School for Scanning: Building Good Digital Collections. The report begins with a section on institutional readiness for digitization, followed by sections on managing digitization, levels of service for image digitization, levels of service for text digitization, managing costs, and committing to change. So if you find yourself suddenly

responsible for a digitization project, as many are, your first purchase should not be a scanner, but rather this issue of LTR. Out of all the money you will spend on your project (and spend it you will) the $63 cost of this report will be the single most effective use of your resources. – [*RT]

Moyo, Lesley M **Electronic libraries and the emergence of new service paradigms** *Electronic Library* 22(3) 2004 220-230
Moyo provides an overview of technological developments in academic libraries, more particularly of the new types of services to users that are now being provided. Academic library services need to accommodate users' preferences for electronic access to information and expectations of 24/7 virtual reference services. In the digital environment, there is the risk that students will have insufficient contact with the library, and may not obtain the help they need in locating appropriate resources; moreover, that in their preference for speed and convenience in searching, they will neglect high quality print sources. Libraries need to mitigate these risks by providing 24/7 virtual reference services, by developing new approaches to library instruction (e.g. via Web-based tutorials or through using VLEs) and also by providing efficient, timely document supply services. The need for personalised one-to-one assistance to users has not diminished in the digital environment, rather it has increased owing to the complexity of the resources and the varying levels of IT literacy among students. It may be appropriate also to offer technology facilities that enhance access to electronic resources, e.g. a laptop circulation service. Technology resources and services may be collocated as an 'information commons'. While the article is unlikely to tell academic librarians anything they do not already know, it offers a useful summary for non-specialists. – [CME]

WEB DESIGN

Childs, Sue. **"Developing health website quality assessment guidelines for the voluntary sector: outcomes from the Judge project."** *Health Information and Libraries Journal* 21 (Suppl 2) (2004): 14-26.
The Judge project examined how to help consumers judge the quality of Internet health information, and how to promote the role of support groups by helping them produce good quality websites. Qualitative methods were used (focus groups with 35 participants, questionnaires with 55 respondents). The criteria included currency, utility of information provided, ease of use, authority, sponsorship, reputation and trust, and concerns considered included fraudulent claims, unsafe or incorrect information. Sets of guidelines were produced to a) help consumers search the Internet for health information, and b) help support groups present information in an attractive and useful way. - [CJU]

Twist, Jo. **"Web Tool May Banish Broken Links"** *BBC News* (24 September 2004) (http://news.bbc.co.uk/1/hi/technology/3666660.stm). - The Jargon File defines link rot as "The natural decay of web links as the sites they're connected to change or die." And while it is a fact of life on the Web today, it is also a tremendous source of frustration to information professionals, scholars, and plain ordinary Web users. Well, a team of UK intern students at IBM has come up with a tool that addresses the problem of broken Web links. Although other tools exist that can detect broken links, this tool — called Period — also ferrets out where the missing information has gone and "replaces outdated information with other relevant documents and links." It can also detect links to "inappropriate information." Basically, the technology keeps track of key elements of WebPages so it is able to quickly spot any changes. In its current version, "it runs reliably over 100,000 pages." – [*SK]

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Meetings Reports

Google and Beyond

For some of us, Newcastle was a long trek. But for all of us, it was well worth the effort.

There were about 20 delegates at this meeting from various government departments, universities, the NHS and pharmaceutical companies. We all had different needs and experience, but Karen Blakeman was able to make us all feel that we got something useful out of the meeting. Karen is an experienced and knowledgeable trainer and this certainly showed in her professional approach to the thorny problem of searching the Internet. Certainly, her insights really came across as fresh and exciting.

The course itself was held at the Netskills Training Suite at Newcastle University. The facilities were excellent and the course itself was very practical-based and interspersed with excellent explanations. The written material was first-class.

It is difficult to say what we as a group learned. What I found new and interesting may well have been 'old hat' to another delegate and vice versa, but there were some common highlights.

1. Yahoo is a strong alternative to Google in its 'new' iteration.
2. Kartoo is really different and a bit weird.
3. The BUBL site is very good.
4. You can use * to stand for words in a phrase in Google.
5. You can only use Boolean OR in Google, but the full range in Yahoo.
6. ~ before a term looks for synonyms.
7. Advanced search is straightforward, but powerful.
8. Limiting by document format is useful.
9. You can only put 10 terms in a simple Google box – any more will be ignored.
10. There are lots of other search engines and meta search tools – Gigablast, Teoma, Ixquick, Vivissimo, Killerinfo, Zapmeta, etc.

All in all this was an excellent course, well-run and well-organised (as usual by Christine Baker). Karen was interested in what we wanted to know and did her best to cover all the aspects that make a course personal to you rather than general to the group.

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Content management and search software: specification, selection and implementation

University of Edinburgh, Thursday 14 October 2004

Martin White ran his popular Content Management course in Edinburgh on 14th October 2004. Over twenty delegates from public and private sector organisations travelled from across Britain to learn from Martin's wide industry experience.

Thursday 14th October 2004 was a beautiful day in Edinburgh. This did not go unnoticed by the delegates. Indeed, the corner conference room of Edinburgh University Library in which the course took place offered good views over the Meadows and its population of trees at different stages of autumnal foliage. Several people took advantage of the lunch break to step outside, sniff the autumn air and kick some leaves in the sunshine. When they returned indoors wistful snippets of conversation on the feasibility of moving (back) to Edinburgh drifted across the room to mix with the more serious discussion of CM technology implementations.

At the start of the morning session the range of delegates' interests, and expertise, in content management was established. Some participants had elected to attend the course for the sake of their own professional development, i.e. to improve their understanding of the main issues around content management. Others were already engaged in content management work and now keen to extend their knowledge to include practical strategies that could be deployed in the work-place.

Whilst the majority of the cohort comprised practising information professionals, the group was also fortunate in having Zach Watt of e-business consultancy Parallel56 in attendance. Zach was able to make important contributions to the discussions from the perspective of a commercial supplier of tailor-made content management systems.

In starting the day by giving the delegates a chance to explain their reasons for electing to attend the course, Martin was able to determine the level at which to deliver his material. Later on, he used information disseminated in the introductory session to draw individuals into the discussion at points when he believed they would have interesting experiences to share with the others.

The content of the course covered five main themes: CMS functionality; technology options; means of writing CMS specifications; criteria for selecting a vendor and issues related to CMS implementation. To draw everything together, Martin ended the day

with a review of critical success factors of importance to selecting and implementing a CMS. Of particular value in the concluding session was Martin's assessment of a series of print and web resources on CMS. This gave pointers to the delegates for further enhancement of their growing knowledge of CMS.

For the delegates who had yet to face decisions over content management system implementation the course was an eye-opener. The two main messages of the day were to (1) take care in balancing trade-offs in systems specification, and (2) put as much effort as possible in at the tender specification stage to ensure that the CMS called for is actually suited to the needs of the organisation.

It is testament to Martin's polished delivery style (as well as stamina) that he kept the audience engaged all the way through almost six hours of lecture-style presentation time. He skilfully addressed the main issues, and illuminated his points with entertaining anecdotes. The course was very good value for money, not least because it was presented from the point of view of a well-respected and trusted independent consultant.

For those unable to attend, White's Content management handbook to be published by Facet in early 2005 promises to be a valuable aid to understanding the issues discussed on the course, and to the design of strategies for effective content management within organisations.

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Book Reviews

The advanced Internet searcher's handbook 3rd ed, Phil Bradley. London: Facet Publishing, 2004 ISBN 1-85604-523-4 272pp. £34.95

This book aims to help you search the internet more effectively by giving you a better understanding of how search engines and related software and utilities work, allowing you to use them to improve your own search techniques. Why read this book? Phil Bradley's answer is that "as an information professional you wouldn't use one reference book to answer all the things you get asked, so why do it with a search engine?" And wouldn't anyone be inclined to read a book with 'advanced' in the title rather than 'dummies' or 'idiots'?

Following an introduction to the internet, there are 3

sections: Mining the internet for information; Becoming an expert searcher; The future. The contents cover a lot of material, including how the different types of search engines work and the advantages and disadvantages of using them. There are chapters on particular search engines, how they can be used effectively, and when they should be used. Phil Bradley also considers the challenges facing publishers, information professionals and end users. He predicts that information professionals will increasingly be turning away from paper-based collections, and organising intranets instead.

In chapter 12 he explains how to quickly assess the level of authority of a particular website or page. He advocates virtual libraries as "a very useful set of resources, which are all too often ignored or badly publicised…it may not be necessary to look anywhere else for the information that is required." Newsgroups and mailing lists he regards also as an under-used resource. Weblogs, news aggregators and 'the hidden web' are covered in chapter 7. Chapter 16 looks at online tools; chapter 15 is on hints and tips to make searching and using the internet a bit easier and a little bit faster. He suggests "you may be able to save yourself several hours each week by incorporating them into your normal daily work routines."

My criticisms are very few. Each chapter lists at its end the URLs mentioned but not the site names. I would find it useful to know which search engines have a built-in spell check function, and how useful this feature is. Any information professional involved in intranet or web design will know of the need to allow for a great variety of not only synonyms but mis-spellings so that users can find the information they seek. I am not the only reviewer for elucidate to criticise Facet Publishing's book indexes. They are just not extensive enough. Chapter 6, on resource or site-specific engines was a bit slender. For the public sector, a site-specific search engine is all the more important in meeting the e-Government Metadata Standard, since there are so few general search engines which can search the metadata required by the e-GMS, and with FOI users will need to be able to distinguish the wheat from the chaff.

The author's style is easy to read. I liked his characterisation of the internet as a grand, gothic, rambling edifice "presided over by a half-insane librarian who is constantly coming up with new classifications and cataloguing schemes…"

Each chapter can be read stand-alone, but if read as a whole you will find very little repetition. The main changes since the last addition are the growing popularity of weblogs, and the continuing advance of Google. Natural-language search engines have all

but disappeared, apart from Ask Jeeves. Weblogs are covered in depth, including how to search for them.

Given Google's ascendancy, Phil provides extensive coverage of Google and its features, including the Google toolbar, "the quickest and easiest installation of any software that I have ever done." Other search engine toolbars and their features are listed in a useful table on p. 218.

This book will give you all the information you need to use the internet as an information source with confidence. I was amused by his suggestion that you take a reality check by timing your searches – set your alarm clock, and stop wasting time. And although he says it quietly, it should always be remembered that "the internet is not always the best place to go first." Having said that he does outline resources where the internet has the edge. I will be trying out his chapter of tips and hints for better and quicker searching as well as trying some of the utilities he recommends for advanced searchers.

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Website Indexing: enhancing access to information within websites 2nd ed
Glenda Browne and Jonathan Jermey. Auslib Press. 2004 ISBN 1 875145 56 7

Website Indexing covers what the authors term 'back-of-the-book indexing' – the kind of index you are familiar with at the end of books. That's indicative of the challenge faced by this title. Websites don't have a back, and the 'givens' for creating a website index may be utterly different to those for a book index, starting from just where you put the website index. It is easy for indexers to fall into the trap of trying to shoehorn traditional book indexing skills for Web use, rather than starting with websites and identifying how best they can be accessed and indexed, but to the authors' credit, the book is an admirably open-minded tour of the many innovative ways in which websites provide navigation tools to their content. And, to its credit, the book uses innovative methods of presenting information in the body of the text. Technical terms are boxed and glossed at the point they are first used. If, like me, you like glossaries, you will find the in situ definitions very helpful. All the glossary terms and definitions are repeated at the back of the book.

The second edition of Website Indexing addresses the growing book / online divergence in indexing and navigation styles. The book is really two books in one: the first part an overview of book-style indexes

for Web use, and the second a wide-ranging overview on information access on the Web in general. This two-part distinction emerges from the Preface, but is not clearly distinguished in the contents list. En route the authors provide an invaluable whistle-stop tour of index usability research. The first part is very specific, while the second struggles valiantly to cover a huge range. The ideal, of course, would be to combine the best of both approaches.

There is a brief round-up of indexing software, covering the UK, US, and Australia, but I would expect a cookbook approach to give clear critical recommendations on the packages, such as which ones the authors have found useful. For example, they state that Word is cumbersome for creating indexes while the book is being written – I'd love to know more. Further information on the benefits and disadvantages of each of the other major programs would have been helpful.

Of course, it's all very well having a wonderful index if the users don't know how to use it. I remember from working as a lexicographer how dictionary users never read the 'How to use this book' section. As a result, much of the hard work that lexicographers put into a dictionary is never noticed by the reader. I would be surprised (and the usability studies confirm this) if many readers understand the full book index entry: for example, the authors describe, in the index reference 'cats 1,15-27,26,94', that '15-27'is the principal index reference. In my experience of indexes it frequently isn't the main reference. Browne and Jermey suggest that even a simple 'see also' reference is frequently misunderstood by readers, and that it might be better to rename these references 'search using'. The authors quote from several usability reports, which have very useful implications for online indexes – for example, Web indexes usually have less of a space problem in online indexes, and so such techniques as one line per link, which users find more intelligible, can be employed.

Some of the more recent developments in providing screen-based information are mentioned only briefly. We are familiar with Google indexing sites on the basis of links to them from other sites; other visualisation tools include different sized blobs, based on the popularity of the resource. I would have liked more on automated indexing methods, which are used in examples, but not described in detail (for example, the permuted or keyword-in-context index, which has been used with great success for software manuals for many years). There is mention of content management systems creating indexes, but no mention of the invaluable way many of these systems can check all hyperlinks automatically and identify errors, thereby enabling

you to keep your index up to date.

My conclusion: Website Indexing is a cookbook, and none the worse for that. It provides many useful recipes and tips, with lots of links to fascinating examples of indexing that will give you plenty to think about for your site. Indeed, one way to approach the book (which, not surprisingly, has a very detailed index, of over 600 terms) is to use it as a training course in Web indexes. I'd like to see a third edition of this excellent title with more on indexing software and more of the authors' invaluable comments on the emerging world of website indexing.

Michael Upshall
Consultant advising publishers on electronic
publishing

Books waiting for review

The following book from Facet Publishing is waiting a reviewer - please contact Peter Chapman if you would like to do it.
Cornish **copyright** 4th ed.

Press Releases

Single Search Environment to join up NHS Library Services across England

A press release from
http://www.theansweruk.com/ with amendments by Claire Pillar

The NHS has begun a project to deliver a single search environment that will integrate the 'national' and 'local' information resources of NHS library services across England. The single search environment will be one of the first outputs of the emerging National Library for Health (http://www.library.nhs.uk/), an NHS-wide initiative that is designed to deliver the goal of an integrated English health library. The single search environment is a national service that is the result of collaboration between NHS library services, National electronic Library for Health (NeLH) and the National Core Content Group.

The first phase of the single search environment will be launched in November 2004, as part of Health Libraries Week, with further developments being made available from April 2005 onwards.

The single search environment will be powered by FDI's ZPORTAL solution, which will integrate NHS

resources alongside published data and deliver the resource search engine. North Bristol NHS Trust uses the ZPORTAL solution for its Knowledge4health portal, at http://www.k4h.northbristol.nhs.uk/zportal/

The North West Health Care Libraries Unit has pioneered this new initiative as Colin Davies, Deputy Director of Health Libraries North West, and leader of the project team, outlines, "The North West, like a number of other regions in England, had recognised the need to join up the library collections and information resources within their areas and had begun projects to look at making this possible. The national single search environment solution will provide a framework that each area can use to join up its local resources, plus it will put our local resources in the same place as national resources provided by the NeLH and National Core Content programmes."

The 500+ NHS Libraries in England will use the single search environment to improve information delivery to their clinical staff, including consultants, doctors and nurses - a user population of more than 680 000 clinicians and managers. Current usage figures for existing information services, that will become components of the single search environment, show usage levels already in excess of 300 000 regular users per year. As a result the project team for the single search environment are predicting very high levels of usage for the new, integrated service.

The new information service will provide clinicians with one place to go to search popular resources such as BMJ's Clinical Evidence, The Cochrane Library, Proquest full-text journals, and bibliographic databases from Dialog and EBSCO. Clinicians will access the new service using one, national website, and the system will display local resources that are relevant to where in England they are located. By incorporating the ability to localise the service each region, or NHS Library service, can select the services most appropriate for their audience and package the resources to suit the needs of their user community. The initial remit of the single search environment is to the needs of clinical staff, however the service is highly scaleable and incorporating the needs of students of the NHSU, whose target is largely non-clinical staff, is already a goal for the project team.

The new Single Search Environment for the National Library for Health was due to have its pilot launch for librarians on 11th October. From this date NHS librarians were to have the opportunity to participate in usability testing and feedback.

Management journals and more: Emerald Management Xtra launches in 2005

A press release from
http://www.theansweruk.com/ revised by the Editor

A new subscription based online resource, available from December 2004, offers a comprehensive way to help business schools and management departments enhance their performance. Named Emerald Management Xtra, the new web-based resource is intended to consolidate the library's position at the heart of any university's research and information requirements.

Emerald carried out extensive research to ensure its offering met user expectations and the new product is said to be the largest, most comprehensive collection of peer-reviewed management journals and online support to meet the specific needs of educators, students, researchers, librarians and deans in the higher education management field. Emerald Management Xtra combines nearly 40,000 research papers published in peer-reviewed business and management journals with practical working tools and resources, including Conference Central, a regularly updated Research Register, Resources for librarians, Teaching Tips, and numerous book reviews, case studies, and interviews. An online, editorially-moderated information exchange will also allow interaction with other researchers internationally.

Emerald Management Xtra will be sold on subscription, primarily to libraries serving business schools and management departments, with online access to research papers and faculty services networked throughout an institution.

John Peters, editorial director of Emerald, said, "Already, 95 of the FT Top 100 business schools in the world subscribe to Emerald journals or the Emerald Fulltext collection. We will find over the coming years that Emerald Management Xtra will be an essential part of any credible business school or management faculty. You can't get Emerald journals in full and current format from anywhere else; you can't get the support services we offer to faculty and the academic community anywhere else. We can even help you plan your conference travel through the world's largest independent register of academic conferences in business and management, Conference Central. We developed Emerald Management Xtra by asking academics, librarians and directors around the world what their biggest challenges were, we then put solutions in place to address them."

An important part of the Emerald Management Xtra collection is an integrated search facility of Emerald-published papers with Emerald Management Reviews, which features nearly 300,000 independently-written summary abstracts from a further 300 of the world's top business and management journals. This allows quick and easy summary of the relevant management literature from a single search.

From 2005, both Emerald journals and Emerald Management Reviews will feature Structured Abstracts. Structured abstracts provide a consistent structured summary of a paper's aims, methodology and content. Used successfully in many medical and scientific journals, structured abstracts allow a quicker assessment of an article's content and relevance.

The Emerald Management Xtra portfolio is entirely subject-specific – focusing just on business and management. More than 100 of the Emerald Management Xtra journals collection are traditionally peer-reviewed. The collection is completed by a small number of practitioner-focused magazine titles. Emerald Management Xtra includes long-established titles such as the European Journal of Marketing, Journal of Documentation, International Journal of Operations and Production Management, Management Decision, Personnel Review, Accounting Auditing and Accountability Journal, and the Journal of Consumer Marketing.