



eLucidate

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Editor's Note

Welcome to issue 2 of eLucidate for 2016. We have some excellent contributions for you; thought provoking, informative and occasionally controversial.

The UKeIG Members' Day for 2016 was a great success, with an eclectic and enthusiastic membership taking time out to look to the future, addressing the trends and challenges impacting on the information profession. We showcase some of the themes and content from the day in this issue.

CILIP Chief Executive Nick Poole led on an optimistic note by encouraging the profession to embrace change. 'I believe the future for the information, library and knowledge profession is exciting and vibrant with endless possibilities shaped by changing technology and the changing needs of our users. The challenge is to continue to grow and develop, learn, adapt and innovate.' UKeIG is in a prime position to shape and lead change.

Lin Lin, Senior User Experience Researcher at EBSCO presented us with a dilemma by unravelling the student psyche and highlighting the processes that an average young scholar goes through to research for an essay. Any information literacy training is quickly forgotten, jettisoned in the last minute midnight rush to hit a deadline; pursuing Google and Wikipedia with a vengeance, and largely oblivious to information professional speak like 'Boolean', 'database, even 'catalogue.' Where have we gone wrong?

David Milward, CTO of Linguamatics, presented a fascinating insight into text mining, highlighting its huge potential to inform evidence-based decision-making. The auto-analysis and manipulation of free text on a large scale will enable us to extract and summarise key information, categorise documents more effectively, discover emerging terminology, generate metadata and define relationships between documents. However, there are significant challenges in this area, largely around making sense of masses of unstructured information and data, but also disambiguating natural language and all of the pitfalls that it presents in terms of synonymous terminology, different meanings and expressions, grammar and context.

A key benefit of text mining is that it can be used to improve the whole search experience and optimise search engine technologies, which segues conveniently into another article on understanding and improving search using large scale behavioural data, a feature based on Susan Dumais' (Microsoft Research) excellent Tony Kent Strix Award Annual Lecture in November last year. The rise of web-based search systems over the past decade has enabled information scientists to develop powerful large-scale behavioural logging technologies that provide a unique insight into 'what searchers do'; how people interact with web-based search systems. This ability to gather traces of human behaviour on an extensive scale and speed provides the backdrop to innovation and improvement in search, complementing other forms of experimental research that observes how people

engage with search systems including, for example, controlled lab-based observational studies.

Just as students have developed workarounds to minimise research time and access information quickly, Danny Kingsley, founder of the Office of Scholarly Communication at Cambridge University, shows that researchers are also circumventing cash-strapped academic libraries (often illegally) to access the full text of scholarly papers. We feature an interview with Danny, who discusses this and other research support issues.

As part of UKeIG's aim to disseminate the wealth of research undertaken by the LIS community, we have a special feature by Carol Price, an MSc Information Management student, who writes about her research into Access to Research (A2R), which provides free online access to academic journals in public libraries. It's a sterling piece of research, and I'm sure will generate significant discussion with our colleagues and members not only in public libraries, but across all of the sectors UKeIG represents.

Additional features include an overview of digital humanities developments in the Nordic Countries written by UKeIG Conference Grant recipient Karolina Andersdotter, updates on some new web resources and a preview of the up coming Internet Librarian Internal Conference in October, with a reminder that UkeiG members are eligible for a 25% discount.

On a final note, not all of this issue is forward facing. We have an interesting feature by Martin White on the history of intranets and knowledge management and the early days of intranet technology. It's intriguing to trace how developments decades ago are impacting on our working lives and practices today.

It's also worth noting that all of these articles were written pre-Brexit, and a few post-EU questions may arise from some of the themes highlighted in this issue. More food for thought, and certainly for contemplation in future issues of eLucidate.

Enjoy, and please share your feedback and join us in debate on Twitter and Facebook.

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Facing the Future: Challenges & Choices

A personal reflection on the UKeiG 2016 Members' Day - 16th June 2016

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This year's UKeiG AGM and Members' Day was held at the King's Fund in London on Thursday 16th June. The theme of the day was "Future Facing" (#ukeigfuture) and the three excellent presentations (and the interactive event following) bore this out, albeit in very different ways.

Setting the scene was Nick Poole, Chief Executive of CILIP, talking about the future of the information, library and knowledge professional. He has the challenging role of running a professional association, while at the same time confronting an external world in which the very job title "librarian" seems to have negative connotations. One of his most telling anecdotes was about a government department where a few years ago there had been fifteen qualified librarians and twenty or so para-professionals. Today, all the staff were still in post, but not one of them had retained the title "librarian". Instead, they had a gamut of job titles, including "information manager" and "knowledge manager". What that story suggested is that the profession is reinventing itself right down to the very job title. What we call ourselves was to be a recurring theme throughout the day.

Nick highlighted traps to avoid when considering the future, articulating Vijay Govindarajan's (Tuck Business School) three key warnings:

- The physical trap - legacy investment in systems and materials prevents us pursuing more relevant investments
- The psychological trap - leaders fixate on what made them successful in the past and fail to notice when something new is displacing it
- The strategic trap - companies and organisations focus on meeting today's needs and fail to plan for new and emerging needs

Most pertinent, I felt, was the second "psychological trap" - concentrating on what you did in the past as a guide for the future - (a theme that emerged very clearly during the afternoon workshop).

Nick also referenced five significant trends identified by IFLA:

New technologies will both expand and limit who has access to information

“An ever-expanding digital universe will bring a higher value to information literacy skills such as basic reading and competence with digital tools. People who lack these skills will face barriers to inclusion in a growing range of areas. The nature of new online business models will heavily influence who can successfully own, profit from, share or access information in the future.”

Online education will democratise and disrupt global learning

“The rapid global expansion in online education resources will make learning opportunities more abundant, cheaper and more accessible. There will be increased value on lifelong learning and more recognition of non-formal and informal learning.”

The boundaries of privacy and data protection will be redefined

“Expanding data sets held by governments and companies will support the advanced profiling of individuals, while sophisticated methods of monitoring and filtering communications data will make tracking those individuals cheaper and easier. Serious consequences for individual privacy and trust in the online world could be experienced.”

Hyper-connected societies will listen to and empower new voices and groups

“More opportunities for collective action are realised in hyper-connected societies, enabling the rise of new voices and promoting the growth of single-issue movements at the expense of traditional political parties. Open government initiatives and access to public sector data will lead to more transparency and citizen-focused public services.”

The global information economy will be transformed by new technologies

“Proliferation of hyper-connected mobile devices, networked sensors in appliances and infrastructure, 3D printing and language-translation technologies will transform the global information economy. Existing business models across many industries will experience creative disruption spurred by innovative devices that help people remain economically active later in life from any location.”

Nick summarised issues such as information overload, effective knowledge management and the need for agility and informed decision-making in an ever-changing environment as “people, information skills and ethics” issues, not simply IT or digital concerns. He also stated that information professionals were uniquely placed to shape and lead on these changes.

However true this may be, the problem with the broad IFLA trends as described above is that they are expressed at such a level of generality that it is difficult to formulate any specific action plan from them. Like a mission statement, about which Nick was rightly disparaging, these trends can be subscribed to without changing one’s daily behaviour.

What of the role of the information professional? Nick very pertinently pointed out that the very title “information professional”, understandable to everybody in the room, would elicit blank stares if you mentioned it to a person on the street. Nobody would have a clue what it meant. In this context a key challenge for the information professional, he

continued, is proving your worth by being able to solve your boss's problems; particularly challenging when your boss may not be an information professional him/herself.

After presenting these trends, Nick articulated some future challenges:

- We need to ensure that everybody has information skills in the same sense that they have core skills and increasingly “digital” skills
- Function is more important than form. “We need to be defined more by our core purpose, ethics and values - and the impact they deliver for our users - than by the specific context, format or medium in which we are working.” I didn't quite understand this
- User experience matters. “Our services need to be defined around great customer service, anticipating and adapting to meet user needs and the quality of the interfaces (physical and digital) we provide. We still need to deliver ‘traditional’ library and information skills, but without an effective interface, these will continue to be devalued.”
- Market failure and the price of knowledge: “The cost of content has outstripped our resources (and there is no mechanism to align cost to value). Open Access hasn't (yet) reached the tipping point beyond which it corrects market failure.”

Moving on to facts and figures about the profession today, Nick revealed that there are approximately 87,000 people in the profession. Of that total, 79% are female, yet only 53% of the top earners are female, so there is something wrong there. 45% of CILIP's current membership is within ten years of retirement. Since currently 59% of that workforce is based in libraries, and only 20% in information management or knowledge management, then perhaps we should expect a further dramatic shift in job titles during the coming decade along the lines of the government department that “lost” all of its librarians, with new graduates bringing “new skills and a fresh perspective.” Perhaps, and this is purely my conjecture from the talk, information professionals will only feel secure in their profession when none of them retains the title “librarian”.

Nick Poole concluded his talk with some initiatives underway at CILIP for the coming four years, including very welcome plans for a simplified, better value and affordable membership structure (2018) and a UK Information Skills Strategy (2019.)

David Milward, the CTO and a founder of Linguamatics, a Cambridge-based text analytics company, gave a fascinating presentation about the remarkable reputation the company has gained in its fifteen-year life, developing automated tools for text mining in pharmaceuticals, life sciences and health care. These automatic tools can be used to answer such questions as, for example, “How are people comparing my product with others?” “Which diseases could my drug treat?” or “Which patients are at risk from pneumonia?” simply by examining a sufficiently large collection of textual content, such as patient records and scholarly research articles.

It was fascinating that he touched on the role of the librarian; the work at Linguamatics involves information professionals who work with the automated text tools to configure and customise them for the specific requirements of the client company or institution.

Milward pointed out, researchers and practitioners today don't just want a search result; they want categorised answers, with relationships defined between them. I think this is absolutely true, but to identify relationships and to understand why users ask the questions they do implies a substantial development for the information professional beyond simply helping to formulate a search query: it involves understanding much more about the researcher and the goals of their research. With over ninety staff, making it one of the largest companies in this field in the UK, Linguamatics is undoubtedly well placed to understand these research goals.

Although he described problems that still remain to be solved (for example, trying to disambiguate different words with the same meaning, cyclosporine, ciclosporin, Neoral, for example or different expressions with the same meaning like 'non-smoker', 'does not smoke' or 'denies tobacco use'), Milward gave the impression that all these problems are ultimately solvable, and the opportunities for companies like Linguamatics look to be enormous.

The final presentation was perhaps the most dramatic. Lin Lin, a user experience researcher from EBSCO Information Services, drew on EBSCO's wide experience of observing search behaviour with students ranging from age seven to postgraduate, and described a typical search strategy for a student writing a research paper. The student starts his or her research between 11pm and midnight, sitting on a couch, not at a desk. The research comprises four steps, which can be summarised as:

- Panic
- Google
- Wikipedia
- Then "serious research"

To explain this in a little more detail: Students often exhibit last minute anxiety, even panic about the whole process of writing a paper. They deal with their anxiety by going to a resource they find reassuring, their "oxygen" Google. They are familiar with Google and how it works. After they have looked for the topic with Google, they usually turn to Wikipedia, and the students use three features of the Wikipedia entry:

- The overview of the topic, at the start of the article, in lay-person's language (this confirms they are looking at the correct topic)
- The table of contents for the Wikipedia article - this becomes the table of contents for the student's research essay
- The external links and references at the end of the Wikipedia article. This is where the student gleans further information

In other words, what is contained in the Wikipedia entry becomes the framework for the entire research essay.

Equally surprising is how the "serious research" is actually carried out. Rather than research as a sequence of questions students open multiple browser tabs and obtain

multiple search results for the same topic. This technique is derived from online shopping: multiple tabs en route to the chosen solution.

Another alarming discovery (at least for information professionals) is that the very vocabulary used for search and information retrieval is often not well understood by students using the Web. For example, based on a survey of 208 US students, the following terms were not generally understood:

- Boolean
- Catalog (or catalogue)
- ePub
- Database

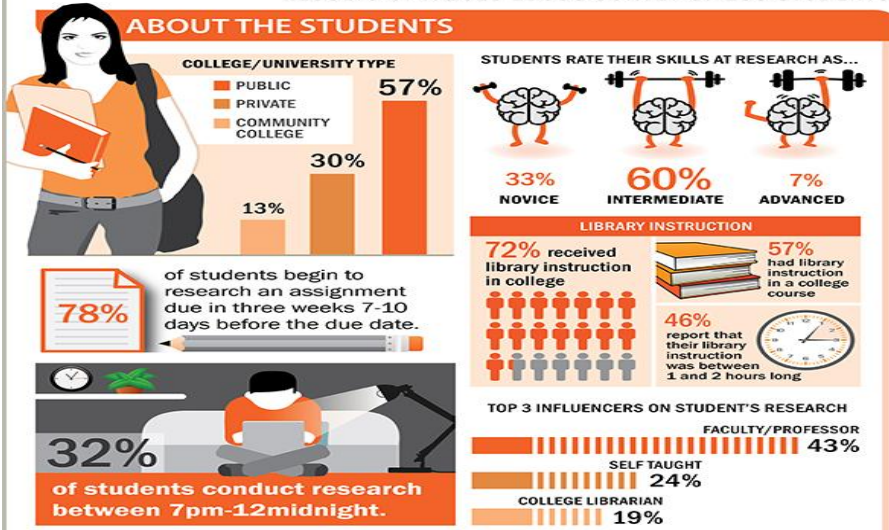
The implications for information professionals are profound. Although, Lin says, information literacy is taught to students (they understand the terms “primary research” and “abstract” clearly enough), it is typically only taught once and then the student is left to their own devices afterwards. Clearly, there is an ongoing role for the information professional here, since students are still exploiting resources in such a limited way and with limited understanding. From the number of questions after the presentation it was clear that this talk had given the audience plenty to think about as many people had lots of experience working with students attempting to search and access content online.

Although this was not mentioned in the talk, there is an interesting infographic at the EBSCO website covering some of Lin Lin’s talk, including a fuller list of “library-ese” terms and revealing that the sample set was actually US undergraduates only.

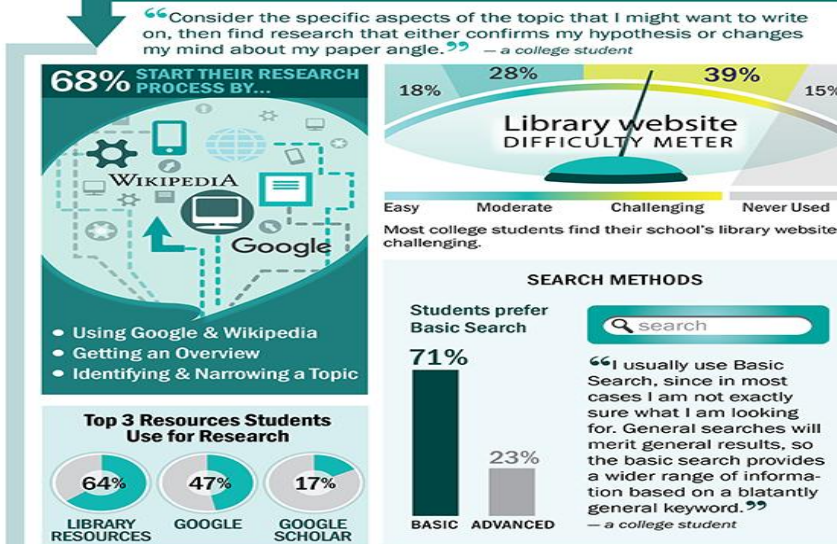
HOW COLLEGE STUDENTS CONDUCT RESEARCH

RESULTS OF A 2015 EBSCO SURVEY OF 208 STUDENTS

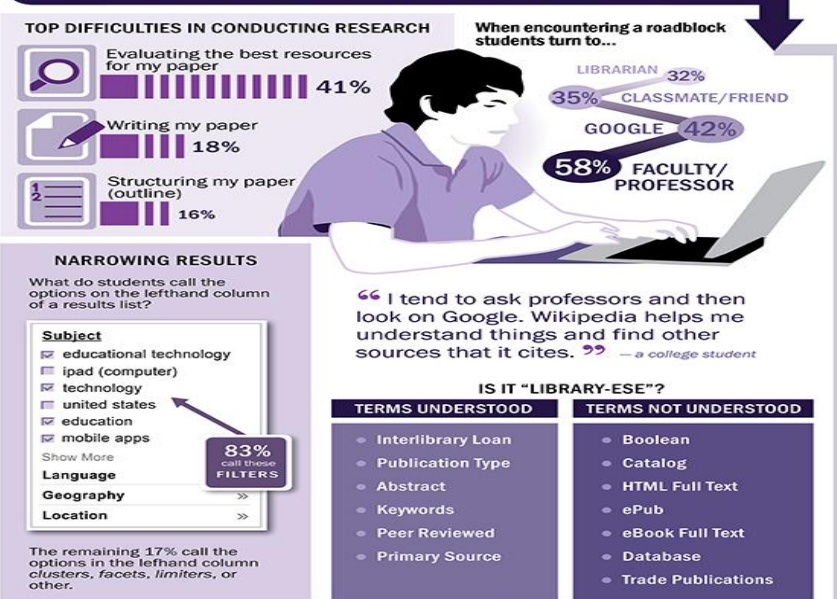
ABOUT THE STUDENTS



HOW RESEARCH STARTS



THE RESEARCH EXPERIENCE



EBSCO Information Services User Research Group 2015 Survey. Researcher: Khalilah Gambrell, Designer: Janell Lukac



Finally, everyone (including the presenters) participated in a workshop about the role of the information professional. Called the “Future Cafe”, it started by setting the scene, with two experienced information professionals (Sue Silcocks and John Wickenden) describing their career, before we all in groups identified challenges and responses to the information professional’s current situation. It was in this session that, as far as I could see, some of the proposed solutions were falling into the second trap outlined by Nick Poole at the start of the day: information professionals trying to identify what to do in the future based on what they did in the past.

For me, the most inspiring moment of the day was a very brief presentation by John Wickenden, a retired librarian, who spent forty-six years working with one pharmaceutical company. After describing his wide-ranging and varied career, he completed his account by relating that he even outlasted the company library, which was abolished a few years before his retirement. Yet, remarkably, he remained working with the company even when there was no library left for him to work in - his last role was as a specialist in competitive information, working alongside the researchers. Here was someone who successfully changed his role throughout his working life to meet the changing needs of the organisation, and whose career demonstrates the ongoing need for the information professional in the workplace. Who needs a library, anyway?

Members can access all of the presentations from the day [HERE](#).

Understanding and Improving Search Using Large-Scale Behavioural Data

An Overview of the 2015 Tony Kent Strix Award Annual Lecture

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On the 6th November 2015 the winner of the 2014 Tony Kent Strix Award presented the Strix annual lecture at The Geological Society in London. Susan Dumais (Microsoft Research) delivered a fascinating and thought-provoking presentation on ‘Understanding and Improving Search Using Large-Scale Behavioural Data.’ I’d like to provide my synopsis and interpretation here, and encourage you to view the [full video](#).

The rise of web-based search systems over the past decade has enabled information scientists to develop powerful large-scale behavioural logging technologies that provide a unique insight into ‘what searchers do’; how people interact with web-based search systems. This ability to gather traces of human behaviour on an extensive scale and speed provides the backdrop to innovation and improvement in search, complementing other forms of experimental research that observes how people engage with search systems including, for example, controlled lab-based observational studies.

It’s hard to believe how far search has advanced in a mere two decades, from the early days of NCSA’s Mosaic browser in 1995. Today web search is pervasive; what Dumais describes as ‘the core fabric of people’s lives.’ Information retrieval, in turn, is no longer monopolised by a minority, but has ‘transformed from an arcane skill that was possessed by information scientists’ to a daily routine. Dumais provides some breath-taking statistics on the state of play in 2015: a billion web sites, trillions of pages indexed by search engines, billions of web searches per day, multiple modes of access.

If search was still in its infancy twenty years ago, behavioural logging was barely conceived. We had no real idea what people were searching for, nor any insight into what they were doing or how they were interacting with search engines. It was difficult back then to optimise search systems or provide a better user experience without the evidential data about online behaviours.

Dumais demystified observational logs by making an analogy with print and how people interact with physical books. Invariably a book will fall open on a specific page if a chapter has been heavily read. Pages corners are often folded, highlighter pens used to identify specific memorable content, annotations made in the margins. We can trace human interaction with a book using these basic means. Observational logs work in a similar context, capturing online interactions. What was the original search query? Was it

reformulated with alternative terminology? What were the results? What was the page scrolling behaviour? What results were clicked on? What was the dwell time on any specific web page?

While lab-based observational studies are carefully controlled with explicit tasks, the capture of large-scale behavioural log data in situ has immense implicit and complementary benefits. They are:

- In real time: there is immediate access to trends, breaking news, reactions to world events as they happen
- Real world: with nobody observing you or giving you controlled tasks they capture warts and all behaviour (You are not likely to search for pornography in a controlled lab-based study!)
- Large-scale (Researchers have access to millions of searches, many unique)
- Diverse: there is access to a multiplicity of behaviours and motivations for searching

Observational logging has huge potential, providing unique insight into the complex world of typology and query formulation. How are people articulating what they are looking for? How do they use (or misuse) terminology? What are the patterns of misspellings? How do they disambiguate synonymous terms or formulate complex questions? Is their query syntax basic or are they utilising advanced search functionality? How do they respond to search results, navigate lists and link to other web pages?

The data captured by the logging of behavioural interactions is critical to the quality of modern web search. The information can be used to:

- Improve system performance
- Improve ranking algorithms
- Enable spelling correction and auto-completion
- Support query suggestion and reformulation
- Improve the presentation of results
- Improve how people interact with the system

This type of research also has the immense potential to identify larger scale societal issues, for example, improving the speed and scale of detection of a medical trend that might save lives. We are all aware of the Doctor Google phenomenon, that health, medical and drug information is a major motive for search (alongside sex, shopping, leisure, travel and news.) Dumais provided a powerful example of the use of search logs to extract data on an adverse drug effect and drug interaction. A 2011 report flagged up that two key drugs Paroxetine and Pravastatin, for depression and lowering cholesterol respectively, were leading to incidences of hyperglycaemia. Pre-2011 search logs that featured the two drugs in combination were analysed and identified a prevalence of terms related to the condition: ‘thirsty’, ‘frequent urination’ and ‘high blood sugar’, for example.

There are obvious drawbacks to observational logs, specifically the sheer noise and abundance of data that has to be sifted and made sense of. Logs can convey what people

are doing, but not why they are doing it. What is the information need and motivation behind the search? Were the results satisfactory, and did they fill a knowledge gap? Is a quick exit after a search a sign of user satisfaction or exasperated abandonment? Whatever the answers to these complex questions, large-scale observational logs complement alternative information retrieval research techniques, and have immense potential for information science and the design, evaluation and evolution of search technologies.

<http://research.microsoft.com/~sdumais>

Unlocking Research

An interview with Danny Kingsley

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Danny Kingsley's name is familiar in digital library circles. As the founder of the UK's first Office of Scholarly Communication, in Cambridge, she has been responsible for an initiative that brings the library to centre-stage in the activity of the university. At the same time, she is a familiar face at conferences and manages a very lively and readable blog, [Unlocking Research](#), which is one of the most reliable and unopinionated places to seek out when an issue about scholarly publishing is being discussed. I talked to her in the OSC office at Cambridge University Library. During our wide-ranging interview, during which she showed the energy with which she has approached her role, she gave us some details about her background, revealing an earlier career as a science journalist, as well as sharing her forthright views on several current controversies.

My background

I was actually born in Cambridge, although both my parents are Australian. My father was a PhD student who studied pulsars with Jocelyn Bell. However, I left Cambridge at the age of three, when my parents moved to Leiden.

I studied science at university, although I actually wanted to be a dancer! I was also involved in a lot of theatre as a student. My studies were interrupted as I actually left university for a couple of years before returning to complete my degree. When I returned, I had just one goal in mind: to get the right grades to complete the course, and stumbled upon Science and Technical Studies where I found to my surprise that by doing the work I could get the grades I needed.

After university, the degree I had, Honours in the Sociology of Science, equipped me to work in science publishing. Accordingly, I applied for a job as a science journalist in trade magazines - and got it, the very first job I applied for (the publisher was Reed - which later became Reed Elsevier). After that, I became a writer for science online at ABC (the Australian Broadcasting Corporation),

After a few years of that, I returned to university to take a PhD, on open-access, at the Australian National University (ANU), in Canberra. This was a PhD with a professional angle to it, and the challenge was that there was nobody at ANU who was able to supervise me in this subject! So I ended up recruiting a whole panel of supervisors who gave me the input I needed - this was anything but a typical guided PhD, where the supervisor gives you

an experiment and tells you to get on with it. Actually, the offer of the PhD stipend arrived just as I became a parent - in fact the very next day after giving birth to my son.

The PhD was about attitudes to open-access publishing. The odd thing was that 93% of scientists were saying it is a great idea, but only 10% (at that time) would make their work available via open-access. So clearly there was a big gap between theory and practice.

Just as I was completing the PhD, I was asked to work for the library of the ANU. This involved managing their scholarly communications and epublishing programmes, as well as updating their institutional repository (using DSpace software). In fact, like Cambridge the ANU was a test bed for the DSpace software, which is now very widely used around the world for institutional repositories. When we re-launched the IR, we faced all kinds of challenges. The head of the Division of Information told us we couldn't call it a repository.

After four years at ANU, I was invited by Emeritus Professor Tom Cochrane - who introduced the first institution-wide open-access mandate in the world at Queensland University of Technology - to create an open-access promotion group: I set up and worked as the Executive Officer of the AOASG (Australian Open-Access Support - now Strategy - Group).

After two years at AOASG, I applied for the job at Cambridge, where I have established the UK's first Office of Scholarly Communication, in many ways a similar but more expansive role to the post I had at ANU.



The Cambridge Office of Scholarly Communication

The Cambridge OSC was indeed the first OSC in Britain; by January 2016 there were eight.

The Cambridge OSC is actually three things:

- We provide compliance with funder policies, mainly open access, which is the activity of depositing copies of research outputs into our repository and administering the Article Processing Charges for researchers who have a funder requirement to publish open access
- Our second role is educating the library and administrative community. This is done via a variety of means, including training and events. Last year we began the “Supporting Researchers in the 21st Century” programme
- Outreach - blogs, events, presentations at conferences, writing papers and so on

On taking this job, it meant bringing the family (my partner and two children) to the UK from Australia. I started on January 5th, 2015, and the family arrived in March. When I arrived at Cambridge, they had already completed a user study of the research community, which found that there were no natural ‘touch points’ for researchers when they published a paper. So the Library built a simple [website](#) that enables researchers to upload an article and fill in a simple form, so that they could have their open access requirements managed by us.

The OSC is an initiative between the Research Office and the Library. In keeping with this joint initiative, we hot desk, with members of staff having space both in the Research Operations Office in West Cambridge, as well as working at the Research Strategy Office in the Old Schools, in addition to the main library here.

We are a very interdisciplinary group, working across the University administrative areas, and have recently embarked on a project to try and join up our communications about research management.

We find that many academics need guidance on things that might be self-evident to an information professional. It is not uncommon for a researcher, for example, to be confused between [ResearchFish](#), the required repository of outputs for an RCUK-funded project, and [ResearchGate](#), the commercial service that provides article dissemination and a repository for researchers.

One aspect of our work is to ensure that funders’ policies on data sharing are implemented. If you publish a publicly funded article, in almost all cases the data must be available and linked from the paper. My colleague Dr Marta Teperek runs the Research Data Facility, which addresses these requirements.

Over the last eighteen months we have facilitated discussions between researchers and funders about research data management. We have broadened the conversation from open access simply meaning compliance to a consideration of the benefits of open research. We have contributed nationally and internationally to the discussions about the huge

challenges that face the research and library communities and have starting bringing our local communities on board. To summarise, scholarly communication is a real connector with direct relevance to the library budget.

What is the role of the library today?

This is an interesting time for libraries. Libraries have traditionally acted as gatekeepers of curated content, but of course today they also manage licensed content. My focus at the OSC is disseminating research generated by the institution itself, including (but not limited to) theses, datasets, special collections, even, here at Cambridge, a collection of molecular structures. We provide facilities for these things to happen.

Another activity we are carrying out is reviewing library courses. To be frank, I think that librarian training is not fit for purpose for academic librarians. It's not surprising that most of my team here at the OSC are not librarians. The majority of them are PhD holders, which means that they can talk as peers with researchers. To this end we are analysing existing library courses, to identify topics that are currently ignored or neglected, such as open access. For this activity, we are talking to organisations such as [UKSG](#) about training courses, as well as making recommendations to CILIP.

The position of the librarian varies quite a lot from country to country. In the US, librarians are tenured and expected to do research, although this is not the case in the UK or in Australia.

We face the challenge of adapting the skill sets of our current workforce. Librarians have very specific skills, such as cataloguing and we don't want to lose these. We want to get the data in the institutional repository cleaner and tighter, but we face frequent disagreements over indexing. Do we index the journal as "The Lancet", "Lancet, The," or "Lancet"? The answer to that question is different for a cataloguer and the repository manager.

We are currently researching who in our library community is publishing in the academic literature. Our librarians may publish in librarianship journals; but we also have many specialists who are researchers in their own right or who collaborate closely with the research community on work. We need to respect and encourage all these activities.

How researchers access content

There has been a lot of discussion recently on how users access content - via the library catalogue, or by Google Scholar, or via publisher portals. How do you think researchers access content?

There was a very relevant piece of research on this, the "[Day in the Life of a \(Serious\) Researcher](#)" project, carried out by Ithaka S+R and Cornell University. The findings are showing that there is no best way of carrying out research that everyone should follow. Instead, researchers discover a way of accessing content, and then stick to it forever - even if their methodology is idiosyncratic.

Personally, I do my own research by scanning email lists, blog posts, attending conferences and reading articles. In my area, the research does come to me, in the form of blogs, tweets, social media of all kinds. I maintain my own 'database' of links and papers by blogging about a topic and later accessing my own posts.

The SciHub controversy

I attended the recent Open Scholarship Initiative workshop and we continue to have an active discussion list. A recent hot topic has been SciHub (see the recent [Science](#) article about it.) It seems that many people in the Cambridge area are accessing it.

We need to make it clear to our community that using SciHub is illegal, but at the same time understanding why people are accessing it. SciHub is indicative of a wider malaise in access to academic literature - both in terms of pay walls but also discovery platforms. Vitek Tracz of F1000 states that the scholarly journal is dead. Instead, we need publishing platforms - if research were published in a different way it would be more accessible.

We need to look not just at the illegality of SciHub, but at the dysfunctional situation that has given rise to SciHub. Journals present information in a very unhelpful way. One commentator at the OSI event pointed out that even the display of journal information is poor - one publisher journal portal showed a content list of articles with subheadings showing rights information, but not including any descriptive text or abstract to give the would-be reader a chance to understand anything about the article. This is possibly because publishers want you buy (on top of your subscription) their discovery layer. In addition, it is really difficult to discover open access articles in hybrid journals. It is ridiculous that you cannot identify them.

The embargoed metadata controversy

This controversy appears to be an example of the UK repository community being penalised for trying to comply with funder and publisher requirements. Basically, [HEFCE](#) (the UK government funding agency for academics) requires we collect on acceptance any metadata for an article for the next [Research Excellence Framework](#) (REF). The metadata includes such things as title, author and abstract, available prior to publication. Our records detail the accepted paper, and do not provide the full text.

For some reason, many researchers are worried that the metadata is available before full publication. Publishers are now being asked what their position is on pre-publication metadata being available. Of course, publishers don't refuse to publish papers; but they may be panicking and want to crack down on potential lapses.

One article was published in *Science*, and data was added to repository, as required. We embargoed the data until publication. The publisher asked us to shut down the metadata, because of the researcher's concern and request to do so - but it was Good Friday, so we were unable to do anything before anyone returned to the office five days later. Nature

Publishing has confirmed unequivocally they do not pull papers because metadata is available prior to publication. I have written about this problem in some detail.

I suspect that publisher confusion about embargoes may be a deliberate ploy to ensure we comply without question. We don't understand why we are being punished for doing the right thing to embargo content, when often it is available against any publisher's copyright restrictions on ResearchGate or SciHub.

It was a shame to have to bring such a fascinating interview to close. I have no doubt that scholarly publishing will be managed effectively in the coming years at Cambridge with the OSC.

[Editor's Note] The use of the hashtag [#ICanHazPDF](#) is also used on Twitter to request scholarly journal articles which are behind paywalls. It will be interesting to hear from UKeiG members how they are addressing these issues in terms of user education and copyright awareness, and the impact these 'workarounds' are having on document delivery services.

Access to Research (A2R) in Public Libraries

What is it, who uses it and how can it be promoted?

Carol Price

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Carol Price is an MSc Information Management student at the University of the West of England. She has just completed a dissertation on the Access to Research initiative in public libraries.

What have traditional scholarly publishers and public libraries got in common? More than you might think.

Technology and [Open Access](#) have had a massive impact on the business models and reputation of subscription publishers. They have been characterised as '[knowledge monopoly racketeers](#)' who have been '[milking the taxpayer for decades](#)': there's even [a website devoted to boycotting Elsevier](#).

Public libraries, too, are widely considered to have outlived their use: the [Sieghart Report](#) suggests they have 'a negative image of being old-fashioned places that have little relevance in today's society'. Deep budget cuts are hollowing out the sector, and local authority models are being replaced with [mutuals and non-profit trusts](#).

So that's changing economic models, perceived obsolescence and reputational problems. And there's another thing: **Access to Research**.

What is it?

[Access to Research](#) (A2R) provides free online access to licensed academic journals in public libraries: neither libraries nor users pay anything for the service. 11,000+ journals are now available in more than 90% of UK libraries. You can use the [A2R search engine](#) to look at abstracts and save searches from home - but you can only see the full text in a public library.

When did this happen?

A2R is the brainchild of Publishers Association representatives on the Finch Group. The 2012 [Finch Report](#) included a surprise recommendation that 'walk-in access to the majority of journals in public libraries should be pursued with vigour'. A two-year pilot was launched by the Publishers' Licensing Society (PLS) and the Society of Chief Librarians (SCL) in early 2014. Shared Intelligence carried out a [pilot review](#) at the end of 2015 and A2R has now been extended indefinitely as part of the SCL's 'Learning Offer'.

So it's part of the whole Open Access thing?

Well yes, and no. A2R is included in CILIP's 2014 [Open Access Briefing](#) but isn't mentioned in the recent UKeIG White Paper on [Open Science, Open Data, and Open Access](#). A2R does not meet the [widely accepted definition of Open Access](#) because, although there is no financial charge for access (Gratis OA), permissions for reuse (Libre OA) have been retained by publishers.

A2R was greeted with derision by OA advocates at its launch (see blogs from [Cameron Neylon](#) and [Mike Taylor](#)). Their primary target is publisher motivation. Conversely, A2R provides access to licensed content to people who don't have a computer or Internet access, let alone any kind of institutional affiliation. Public library staff may be more likely to agree with [Ian Anstice](#): 'Of course the publishers have an agenda but, at this juncture, their agenda tallies with ours - getting people in through the door and not disappointing them.'

Why don't I know more about it?

Never heard of it? Surprised it exists? Don't worry, you're not alone. The pilot review concluded, diplomatically, that low take-up is the main challenge and that increasing use is 'urgent'.

There was significant publicity when A2R was launched - but few local authorities were signed up and some libraries report having to turn away interested customers. Six months later, Ian Anstice was puzzled by the continued lack of take-up but concluded that 'many authorities may be concentrating on more pressing things (like keeping the doors open) than on an online academic resource'. Since then things have only got harder for public libraries and, while most now offer A2R, promotional activities are rarely top of the agenda.

My research focused on users, but suggests that many library staff don't know much about A2R either.

Who's using it?

That's what I wanted to know. When I started my research the pilot review had not yet been commissioned and only quantitative information was available on A2R use. To help me recruit A2R users for in-depth interviews, Bristol and Somerset library services kindly allowed me to email an online survey to their customers.

A mail-out to 10,000 customers yielded 181 valid survey responses. Of these, 36 people (20%) claimed to have used A2R. Unfortunately their responses to further questions suggested that most, in fact, had not. Responses from self-identified users include: 'Not sure what you mean by Access to Research. Yes, I have used the computers, scanner, and printers ...' and 'I can't say I've heard the phrase Access to Research' ... but I was aware that I could access journals and research documents through my library'.

That was the first thing I learned: 'Access to Research' sounds like a simple, sensible name but it's actually far too vague. Something like 'Free Online Journals' might grab the attention of target markets more effectively.

I estimate that only about fifteen ‘probable users’ responded to my survey. These respondents identified specific A2R uses, including independent MPhil research; references for dentistry and hypnosis presentations; supporting sixth form students’ EPQ/IB essays and, from a trainee nurse, researching communication in the health care profession.

Given the stats on A2R use I was probably lucky to reach even this number of users. In Bristol, for instance, hits on the A2R site from public libraries average 124 per month. This is very few indeed in the context of Bristol’s 58,000 active borrowers who made more than 1.8 million library visits last year - but it places Bristol third in the UK A2R league table.

So ... who might like to use it?

Many survey respondents were indignant that they hadn’t heard about A2R:

‘I wish I had known about it earlier as I often run into problems trying to get access to scientific papers.’

‘I know nothing about it ... however I have been involved in research in the past and it would have been useful to know!’

‘Why isn’t it more widely publicised? I use the reference Library when I want to look something up.’

When asked whether they planned to use A2R in the future, 81% of respondents said that they would and, while theoretical intentions should be taken with a large pinch of salt, several provided specific details to back up their intentions:

‘I am a freelance artist, writer and arts advocate and the A2R would be incredibly helpful for both personal and professional research (for essays, articles and my own development)’

Potential users included independent researchers (in geography, history and education for example) with no institutional affiliation. More surprisingly, several were current students: while one student cited institutional affiliation as a reason why he wouldn’t use A2R, another suggested that her institution didn’t provide access to all the journals she needed.

Interviewees

I interviewed four people who started using A2R as a result of my survey - and two people who had tried to use it but failed, due to lack of information at their local library.

Of my six interviewees, three were connected to healthcare professions: a brain injury case manager, a psychotherapist and a therapy supervisor/writer. Two are independent practitioners and the third works in the charitable sector. All are interested in accessing journals for CPD or for specific clients/projects but can’t afford to subscribe to those they would like to read.

My fourth interviewee was a freelance researcher focusing on interpersonal violence and services for vulnerable people. She can still access print resources through her former

employer (a university) but also needs access to up-to-date online research to inform her work.

The fifth interviewee plans to retrain as a teacher and uses A2R to read education journals: he sees A2R as a great resource for people hoping to change careers, or stay up to date in their field while looking for a job.

My final interviewee had more general interests: he regularly visits the library to read magazines and enjoys browsing A2R in much the same way. However he also envisages using medical journals to support his volunteer work for a Patient Public Involvement project.

Why aren't more people using it?

The most obvious reason is that they don't know that it exists. Most people who responded to my survey (72%) found out about A2R by 'email'; 42% specified the survey email, 30% didn't specify the source, so it may have been the survey email or, possibly, an earlier library publicity campaign.

Almost no one found out about A2R online, or through visiting the library. Information about A2R is usually lurking deep in the library website silos criticised in the recent [Bibliocommons](#) report, and rarely on public display. Several interviewees also commented on the need for more guidance on how to use A2R on both [People's Network](#) and on external library websites.

The two interviewees who tried, and failed, to use A2R **did** find out about A2R online - but when they visited a library were told (wrongly) that it was unavailable. It is impossible to say if this is a common experience but it has obvious implications for staff training (also highlighted in the pilot review).

The review reports a strong sense from publishers that A2R has not been well promoted in libraries: it is possible that the partnership will not be continued unless take-up improves.

How can A2R be promoted?

A2R is often considered a 'niche' resource by both librarians and publishers - but it has potential value for many more people than it has reached to date. Crucially, it also has the potential to increase visits to public libraries.

Given the lack of public library resources, promotion needs to be as targeted as possible:

- Everyone I interviewed was surprised, and pleased, to find that they could access A2R abstracts and save searches from home, shortlisting articles to look at in the library later - though all felt that more guidance was needed on how to do this. Most were not regular library computer users. **Highlighting out-of-library functionality and improving guidance on use is likely to create interest in A2R from existing and prospective customers.**

- Although full-text A2R articles can only be read in a public library, the service can be offered on Wi-Fi. **Making A2R available on customers' own devices is likely to be more attractive to potential users, particularly those who are not library computer users.**
- Customers who already use the library for research are interested in A2R - but it is not necessarily promoted to customers using inter-library loans or other reference materials. **Marketing should focus on non-fiction and reference customers (rather than library computer users) and cross-promote A2R with other library research offers (both digital and print).**
- Three of my interviewees heard about A2R through a peer-to-peer professional forum. **Embedding information about A2R in existing channels (for example, social media and professional fora) and at events (for example, open days) is resource-effective and more likely to generate interest than targeting existing library users.**
- User groups identified in my survey include self-employed professionals, independent researchers, teachers and students. In the latter category, those studying on MOOCs, those at less-well-resourced FE colleges and those studying for EPQ/IB are likely target markets. **Targeting educational institutions (for example, sixth form and FE colleges) and professional associations (for example, The British Association for Counselling and Therapy) with A2R publicity is likely to be more effective than general mail-outs.**

The future

The pilot review estimates that out of '8 million active library borrowers ... up to 5.3 million may not know that A2R exists, and 1.4 million might be interested'. My findings also suggest untapped interest from both expected and unexpected client groups.

A2R may not meet Open Access criteria - but it does provide access to publically funded research that is currently behind paywalls. For those interested in research, but outside conventional academic circles, it's undoubtedly a good thing.

At a time when [fewer people are using public libraries](#) A2R could also be a cost-effective way of increasing visits - while simultaneously raising awareness of both existing Open Access resources and other library resources. Why wouldn't we want to promote it?

Digital Humanities Expanded & Explored in the Nordic Countries

Karolina Andersdotter

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Are there specific Nordic digital humanities? This was a central question during the Digital Humanities in the Nordic Countries' first conference in Oslo on the 15th-17th March 2016. The conference gathered both information professionals and academics from the humanities and contained many interesting presentations about digital humanities projects both within and outside of the Nordic countries.

“What are digital humanities?” A question many have asked themselves, only to find that there are so many definitions that it's hardly possible to cover it all in one sentence. After graduating from Uppsala University, Sweden (M.A. Library and Information Science), I moved to London to study digital humanities at King's College London.

I attended the first conference of [Digital Humanities in the Nordic Countries](#) in Oslo, Norway to explore the status quo of the field in the Nordic countries. As far as I know, digital humanities (DH) from a librarian's perspective have been absent from Swedish academia. There are, however, many joint digitisation projects between libraries, as well as discipline-specific initiatives, for example, the mapping of Icelandic sagas or corpus linguistics.

This Nordic conference about DH is an indication that things are about to change. While DH initiatives such as [interdisciplinary centres](#) and [new MA courses](#) pop up in the Nordic countries, the bringing together of students and researchers is vital to the development of the field in the Nordic context. The digital environment has (in theory) no geographical restrictions, and there are research benefits from its practitioners achieving similar cross-border perspectives.

The stated purpose of the conference was “to strengthen research, education and communication in the field of Digital Humanities and make Nordic Digital Humanities more visible internationally.” Judging by the [programme of the conference](#) the “field of Digital Humanities” is not a scholarly field per se, but an application of existing humanities techniques to new fields. There is an identity crisis for scholars who currently occupy themselves with digital humanities as an individual subject, but as concluded in the finishing panel of the conference - *Paradigm Shift? How are digital humanities changing the humanities?* - DH is perhaps just a transitory term, and all digital aspects will be integrated in the *humanities* before long, rendering the specification *digital* useless.

The twitter feed, [#dhn2016](#), featured a lively discussion amongst the participants. The discussion on defining DH was continued here. While I proposed to approach it as an [information scientific research method](#), another proposed [humanities research based on born-digital material](#). Between these definitions, there is a broad spectrum of ideas and

thoughts on the nature of DH. A presenter used this meme, which captures the terminological debate, while also being an example of the object of study in DH:



The programme was a mix of discipline-specific sessions (for example, *Literary Studies*, *Digital Classics + Musicology*, *Corpus linguistics*), digital methodology sessions (for example, *Map Visualisation*, *Text Digitisation Tools/Paleography*, *Text Mining*), and technical sessions (for example, *Teaching*, *Infrastructure*, *Digital Archives of Cultural History - why and how?*). Broadly speaking, the first category taught us about the discipline itself, the second how digital methods could be applied by researchers to these disciplines, and the third how digital methods are created and maintained for researchers. The development of DH clearly has many contributors.

The social and physical geography of the Nordic countries

The use of digital methods in linguistics was a central part of many presentations. I suspect this is partly due to computational linguistics having been a prominent field in Nordic universities, and also because Nordic researchers tend to collaborate a lot in linguistics as data sources of Nordic languages are of common interest.

Map visualisation was another common component in the presentations at the conference, perhaps again because the conference was set in a Nordic context. The sense of geographical belonging with each other is a motivation to work together, and it helps bridge the linguistic gap that happens when English becomes the main language of the conference, rather than a hybrid Scandinavian lingua franca.

One example of spatial humanities in action was Trausti Dagsson's presentation of [Sagnagrunnur](#), a database where metadata have been excerpted from Icelandic folk legends and fairytales collected in the 19th and early 20th century. When visualised in a

map, this data helps us connect legends, persons, places and keywords, which can be helpful in genealogical, ethnographical, linguistic and historical (etc.) research. The same goes for the [Icelandic Saga Map Project](#), which has mapped Icelandic saga texts. These also relate to the Norse activity on the British Isles, which would make the material relevant for research on early British history and linguistics as well.

[Mikael Nørtoft](#) went even further back in history, and used linguistic and archaeological spatial data to discover more about pre-historic times. This was in my opinion one of the most intriguing presentations at the conference since it shed new light on the Migration Period (or the Barbarian Invasions, if you prefer the Roman perspective). The increased amount of data that can be handled when you move from manual to digital analysis allows for quicker results and new conclusions and hypotheses.

Besides allowing us to conduct research in a different way, spatial humanities are also of interest for the education of the public. One example is [Archives+](#) at Manchester Central Library, which allows for locals and visitors to explore the history of Manchester, its organisations, buildings and people. The map interface is the first thing you encounter on the screen and from there you can explore texts and audiovisual material. I recommend the short introduction film on the page linked above!

The e-librarian's digest

In the *Sagnagrunnur* interactive map, the map data comes from Google Maps. In relation to the open access (OA) and open science debate, please refer to the [AHRC OA policy and a recent Guardian article on OA in Europe](#) which open up an interesting discussion of sources and resources in DH projects. This question was briefly discussed during Kessels and van Bree's presentation of their tool [Nodegoat](#), which researchers without advanced IT skills can use to design a custom data model for analysing, visualising and exporting their data. When using Nodegoat to create map visualisations, the geographical data is taken from Google Maps, rather than the open data from [OpenStreetMap](#). The reason for this is that the latter does not allow for the user to have his or her own tiles and style sheets (which can be used, for example, to take away country borders) unless you run it on your own server. Since Google Maps does, it is a more flexible choice for Nodegoat. (An alternative set-up for universities who want to use open data could be to set up the aforementioned server for flexible use of OpenStreetMap data.)

Related to the openness discussion are the current legal obstacles for conducting DH cross-border research. Christopher Natzén, National Library of Sweden (KB), held a presentation on a pilot project between Finnish and Swedish institutions that use ECL (extended collective licenses) to enable cross-border access. While the intention is ["to create a global cross border service of making available source material to the collections of an archive or a library over the Internet with streaming method by ECL"](#), Natzén didn't mention the implications of the wide variety of copyright legislation in the world, and that in a European context, ECL is a method of mitigating copyright-related obstacles to research employed mainly in the Nordic countries. For a more thorough discussion of cross-border access problems for European libraries, please see my [M.A. dissertation on libraries and copyright](#).

In a discussion out of a session, someone presented the view that digitisation schemes

should not be seen as an “extra effort” in a library budget, but as a part of a library's normal e-media budget. The arguments for this are, for example, that material libraries possess are equally important for research as the material provided by publishers through subscriptions. This would also give a better picture of the actual cost of e-media. The [ever-increasing prices of subscriptions](#) are probably not related to the de facto costs of digitising, storing, and providing access to e-media.

Concluding remarks

A more abstract discussion, drifting away from practical projects and solutions, concerns the transition to a digital research environment. [Bente Maegaard](#), University of Copenhagen, said in the closing session that the most important change is that we can share information more easily, which gives better results faster. She stated that digital resources can be shared across institutions and borders, and also generously shared since the original documents are not damaged. The easy access promotes collaboration and research results will in general be more reliable since larger quantities of data can be analysed.

However, to achieve this vision we must overcome several obstacles, mainly of the financial and legal kind. There is also need for a generation change in attitudes towards the methods of humanities. These obstacles are linked. Digital is expensive, and we still lack clear quality standards. A potential solution could be peer-review of digital resources to facilitate the quotability of such resources.

The lack of infrastructure and of recognition of DH achievements also connect to the earlier points. Using DH methods and DH as a designation at the moment makes you a digital champion, and this role might be less comfortable for some than others. Answering questions about legal issues and digital infrastructure might not be appealing for researchers who just want to map regional phonological discrepancies. Information professionals must take a more prominent role in answering and voicing legal and infrastructure-related concerns instead. For this reason, the attendance of librarians at similar events in the future is very important. The questions about copyright and digital durability will always be there, even if not in the form of a main question. To empower the emerging DH communities, we need to be there to respond.

Crowdsourcing the Big Questions at Internet Librarian International - the Library Innovation Conference

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ILI is all about responding to challenge through innovation. When putting together the conference programme, we aim to create a forum for delegates to share ideas, learn new skills, hear about new tools and technology and make unexpected connections. The aim is always to help delegates discover new approaches, practical skills and strategies that will make a difference to their organisations, clients and communities.

This, however, is easier said than done. ILI delegates come from all library and information sectors, from public to academic to government and corporate settings. And they are a very international bunch - delegates often come from more than thirty countries. So they bring a variety of experiences, and face a wide range of challenges. That said, as delegates chat over coffee or a glass of wine, it's the similarities more than the differences that always seem to come to the fore.

This year, we wanted to find a new way to harness this diversity of experience when putting together the conference programme. As always, ILI's international advisory board have been busily collaborating via Skype, social media and Google docs to shape this year's topics and speakers.

In addition, for the first time, we've been keeping the conversation going with over one hundred previous ILI delegates, who have helped us to develop this year's programme by telling us about their professional interests, challenges and ambitions. Throughout the year we've asked our Panel about what they want to see, hear, learn and even eat!

Panel members have generously shared their current challenges as they develop or enhance their services. And despite their varied backgrounds, some common themes strongly emerged:

- Engagement, communication and visibility - communicating services and resources, promoting awareness and visibility among users
- Justification of library services and expertise; making users, senior management, stakeholders and funders aware of the library's relevance and value

- Ever-increasing formats - the transition from print to digital; disseminating multi-changing formats to a wide range of preferred user platforms without reducing functionality; the provision of consistent authentication methods
- Staffing: how to develop staff and expand skills and expertise
- Budgets - working with limited budgets in order to avoid gaps in collections and not meeting user needs
- Physical space and layout - study areas, navigation, orientation, making it work with limited resources
- Understanding and making the most of user behaviour in 'digital spaces'

These themes have in turn shaped the development of six conference tracks:

- The learning library; the learning librarian
- New tech for a new world
- Engagement: real impact on real communities
- Understanding users and influencing use
- Improving search and supporting research
- Setting digital content free

In addition, two 'big questions' emerged from the Panel: how do info pros influence others about how important they (and their services) are, and how do they compete with Google? These challenges will be explored in depth in dedicated conference sessions, and returned to through the six main tracks.

We hope all these elements will combine to create an unparalleled forum for sharing, learning and enhancing delegates' professional skills and the value of the services they offer.

ILL - the library innovation conference - will take place at Olympia Conference Centre in London on the 18th & 19th October 2016. UKeIG will once again be partnering with ILL, enabling members to claim a 25% discount. The Tony Kent Strix and Jason Farradane Awards will be presented during the conference. The former is in recognition of an outstanding contribution to the field of information retrieval, the latter in wider recognition of an outstanding contribution to the information profession.

UKeIG members will be able to access their 25% discount, and online registration will be open early in July. Meanwhile, copies of this year's full event programme can be reserved at: www.internet-librarian.com.

ILL is co-located with launch event, **Taxonomy Boot Camp London**
www.taxonomybootcamp.com/London

Further information from organisers, Information Today:

E: info@internet-librarian.com

Online Resource Update

Joy Cadwallader, Aberystwyth University (Aberystwyth Online User Group)

Please send your submissions for the next edition to jrc@aber.ac.uk

Adam Matthew/JISC

Students and staff in higher and further education get to benefit from free and timely access to the Adam Matthew resource *Migration to New Worlds* thanks to [a new collaboration with JISC](#), with up to 10% of the content becoming freely available. Released in January, this collection of primary source materials includes, “unique diaries, personal letters, oral histories and journals; each narrating the intimate journeys and challenges immigrants faced when settling in foreign countries”, from 1800 to 1924 when Europeans and Asians in their hundreds of thousands emigrated to North America and Australasia.

Alexandra Street Press

Alexandra Street Press has created an online music resource linking scholarship, musical scores and audio/video performance resources with contributions from the British Library and other national libraries around the world. [Open Music Library](#) was introduced in April to UK audiences at UKSG and the IAML study weekend and has been launched in beta; Alexandra Street Press welcome input via their [feedback forum](#). Although it is called *Open Music Library*, “There is in-depth cross-searching of both open access and for-fee content (including Alexander Street collections)”. At first glance OML looks like a work in progress with lots of potential; I liked the section on scores where the tags make it easy to start browsing and discover the beautiful sheet music covers. When I browsed the People section I was prompted to sign up for a free account first; once this was done I looked at Arvo Pärt and found score covers but no links to books or articles about him yet.

Authors Guild/Google

In April the US Supreme Court [declined to review](#) a Second Circuit Court of Appeal’s decision, “that Google’s copying and providing access to some 4 million copyrighted books for profit-making purposes was a fair use”. Thus Google continues to profit through advertising in Google Books, offering access to snippets of in-copyright books, but the authors of the books do not. The original case was brought in 2005 by the Authors Guild and they feel that, “The underlying issue - expansion of fair use in the digital age - remains in need of resolution”. Authors Guild President Roxana Robinson said, “The denial of review is further proof that we’re witnessing a vast redistribution of wealth from the creative sector to the tech sector, not only with books, but across the spectrum of the arts.”

British Library

A new app from the British Library about Literary Geographies is based on the work of British Library Creative Entrepreneur-in-residence Sarah Cole, funded by AHRC-funded research collaborator [CreativeWorks London](#). *Poetic Places* was released in March and is available for IOS and Android and the [press release](#) says it, “brings poetic depictions of places into the everyday world, helping you to encounter poems and literature in the locations described, accompanied by audio-visual materials drawn from archive collections”. I liked the sound of that so I downloaded it to my Android phone and it’s very attractive and easy to use, recognising your location and notifying you of poems written about the locations you pass through. Only for London really though, with one further poem location in Oxford however the in-app blurb acknowledges this, plans future updates from further afield and welcomes suggestions.

Copyright Licensing Agency

The much anticipated Digital Content Store (DCS) is due for launch by the UK Copyright Licensing Agency (CLA) this June and library management system providers [Ex Libris](#) and [SirsiDynix](#) are working with the CLA to integrate it into their systems. The DCS will store PDFs of digitisations made by higher education institutions under the terms of the CLA license and, “students will be able to access the extract via a secure link to the content held in the DCS”. Universities will be able to make use of digitisations made by other universities as long as they hold a copy of the original source in their library. In March [a sandbox version became available](#) so that digitisation staff in university libraries could try out the new platform in advance. The DCS also brings with it simplified workflows and automates the annual report to the CLA.

The additional [Second Extract Permissions Service](#) will come out of its trial period in August 2016, with the potential for universities to save time and money obtaining permission to use another 5% of a book they’ve already digitised. However costs, “are priced per page, per student by each publisher” which means they vary and can be very high as this [blog](#) (February 2016) from the University of Manchester Library describes.

DOAJ

In a pro-active move to protect the integrity of their service, the Directory of Open Access Journals (DOAJ) announced in May that they were taking down 3,300 journals from their platform because they had not received a re-application from them before the designated deadline. Their [blog](#) lists the reminder schedule, how the exercise has been processed and recorded and how removed journals can re-apply to join.

Egyptian Knowledge Bank

There were many press releases earlier this year from online publishing companies announcing their agreement to include selections of their content in a new service, the *Egyptian Knowledge Bank*, an educational resource for Egyptian citizens to contain, “thousands of the latest educational and scientific articles, journals and multimedia materials - as well as extensive archive material”. A story about this in [Information Today](#) by John Charlton in February says there are more than 25 publishers on board including Emerald, Elsevier, Thomson Reuters, EBSCO, OUP, CUP, Springer Nature and Adam Matthew (Sage); some in multi-year deals. John questions how relevant the content can be

to many Egyptians when most of it is in the English language only, however he also notes Springer Natures' [launch of an Arabic version of *Scientific American*](#).

European Union

In an exciting development, a landmark decision to make all European scientific articles freely accessible by 2020 has been made by the EU ministers responsible for research and innovation under the presidency of Netherlands State Secretary for Education, Culture and Science Sander Dekker. The [announcement](#) also included statements about the re-use of research data, European visas for start-up founders and that, “new European legislation must take account of its impact on innovation”, according to the new Innovation Principle.

National Library of Wales

May 2016 saw the first [Carto-Cymru the Wales Map Symposium](#) at the National Library of Wales (NLW) and this [excellent blog](#), published a few days before the event, which tells a story of Wales in 12 maps. From the 2nd century Ptolomaic map of the British Isles (printed in 1486) to the 1956 Liverpool Corporation Water Works map of the village of Tryweryn which would later be flooded to create a reservoir, they go, “well beyond the mere content and purpose of the map to reveal the very roots of the society in which it was made”. After seeing this I visited the [digitised map collection](#) on the main NLW site where these and more maps are available in high-definition. As a devotee of old maps, it's a treat to see the *Cambriae typus*, the first published map of Wales (1573), in all its wonderful colour and detail in my own home.

Ordnance Survey and NASA

It seems appropriate to have some Martian stories just as Earth has had its closest encounter with the red planet for 11 years on May 30th. Using open data from NASA, the Ordnance Survey has created a one-off [online](#) and printed map of Mars to a 1:4,000,000 scale. In their [blog](#) (15/03/16), the OS explain that the map has been, “made to see if our style of mapping has potential for future Mars missions”. Also in March, NASA [announced](#) their new gravity map of Mars made with data from three NASA spacecraft.

In the Beginning – a Concise History of Intranets and Knowledge Management

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I've been working on a history of the development of intranets as a chapter of an intranet handbook that will be published later this year. In this issue I thought you might be interested in a summary of the early days of intranet technology and also some thoughts on the origins of knowledge management.

In my view the history of intranets can be traced back to Plato, or more correctly PLATO. [PLATO](#) stood for Programmed Logic for Automatic Teaching Operations, a computer-based assisted learning system developed by the University of Illinois in the 1960s. Many modern concepts in multi-user computing were developed on PLATO, including forums, message boards, online testing, e-mail, chat rooms, picture languages, instant messaging, remote screen sharing and multiplayer games. Control Data Corporation acquired the commercial rights to PLATO in the mid-1970s but after early success the company found that it was very difficult to market and the operation was closed down in 2002.

One of the members of the PLATO development team was Ray Ozzie. In 1984 he set up [Iris Associates](#) in Littleton, Massachusetts, with the aim of developing PLATO Notes, created by David R. Woolley in 1973, as one of the first online message board applications. This work was funded by Lotus Development Corporation, which had been founded in 1982 with the intention of developing the Lotus 1-2-3 spread sheet application. Lotus Notes was launched in 1985 as a groupware application, which was then enriched in 1991 when Lotus acquired cc.Mail and bundled it in to Lotus Notes, creating an "intranet" platform that still exists today in some organisations.

The concept of collaborative computing was first considered by Doug Engelbart in 1951, the inventor of the mouse and of remote database access amongst many other applications. The term 'groupware' for [collaborative computing](#) came into prominence through an [article](#) written by Louis Richman and Julianne Slovak in Fortune magazine in 1987.

"Linked desktop terminals running the new software will coordinate schedules and route messages. Novel products will emerge as networks of computer workstations guide teams of workers through large shared databases; a pharmaceutical company, for example, might search a database of organic chemicals for possible new drugs. Managers will confer with colleagues, suppliers, and customers via wall-size video screens as cameras

connected to computers record and store their conversations. And - hold on to your space helmets - even meetings will become more effective as today's low-tech conference rooms turn into multimedia 'war rooms' controlled by software that helps keep everything on course. Software that supports group work may not be as far out as it sounds. Advanced prototypes are already in use at a handful of research labs around the country; the first commercial products are beginning to reach the market. Says Jerry Wagner, a professor of management information systems at the University of Texas Business School in Austin: 'This technology could be one of the most important contributions to management effectiveness in business history.'

Not bad for 1987!

I'd now like to jump forward to 1993 and the development by Netscape of the Navigator web browser. Netscape Navigator was based on the Mosaic web browser, co-written by Marc Andreessen, a part-time employee of the National Center for Supercomputing Applications and a student at the University of Illinois (the home of PLATO!) One of the important features of Navigator was the on the fly loading of text and graphics screen as the web page downloaded. Earlier web browsers would not display a page until all graphics on it had been loaded over the network connection. With the low-speed networks then available this often made a user stare at a blank page for as long as several minutes. With Netscape even users with dial-up connections could begin reading the text of a web page within seconds of entering a web address. Especially large IT companies quickly recognised the benefits of Navigator as a corporate browser for internal web services. Steve Tellen is credited with coining the term "intranet" when at Amdahl (a competitor to IBM in the manufacture of large main-frame computers) in 1993, and the term was in fact trade marked by Amdahl.

According to [Steve Tellen](#):

"In April 1993, a few of the technical experts in Amdahl's Open Enterprise Systems (OES) organisation acquired a copy of the Mosaic beta release and began playing with it. They hooked-up with the open systems competitive analyst, who had a volume problem making information available to our field sales organisation. This resulted in a skunkworks pilot project focused on a problem inside our firewall. When I coined the term 'IntraNet' at Amdahl Corp. in the summer of 1994, it did have the connotation of an internal Web rather than just an internal Internet. In fact, the term we used internally before this was the too-cumbersome 'Enterprise-Wide Web.' So, while the ambiguity of 'intranet' was apparent even back then, for lack of a better alternative, it caught on.

In the early days, I defined an intranet as 'An infrastructure based on Internet standards and technologies that supports sharing of content within a limited and well-defined group.' The 'infrastructure' referred to the organisational and management infrastructure that created, managed, and shared the content. The only technical constraint was that the physical network be based on the Internetworking Protocol (IP)."

The first World Wide Web conference was held in Geneva in May 1994 and a number of the papers were about internal, rather than public use, of web technology. One of these

papers was given by Russ Jones about the embryonic web server application in Digital Equipment, arguably the first ever paper on applied intranet technology. Other early adopters were Ford, Sun Microsystems and Boeing, though this level of early commitment was not apparent until 1995 and 1996 when articles started to appear in the technical press.

If you want to know what happened to intranets between 1987 and 2003 then you will either have to come to the [Intranet Now](#) conference on 30th September or wait for the book to be published by [Intranatverk](#) later this year.

As I was writing the intranet history I was also reading [The Secret War](#), a recent book by Max Hastings. This started me thinking about the origins of knowledge management. Where did knowledge management come from? This in fact is the title of an essay by Larry Prusak published in the [IBM Systems Journal 2001, 40\(4\), pp1002 -1007](#). Interestingly he does not answer the question, noting only that the beginning of the knowledge management timeline was a conference he organised in Boston in 1993! Karl Martin Wiig suggested ([Expert Systems with Applications, 1997 13\(1\), 1-14](#)) that the earliest example of knowledge management was Chaparral Steel, which in 1975 had established an internal organisational structure and corporate strategy to take advantage of the explicit management of knowledge to secure technical and market leadership. The concept of “knowledge management” seems to have been inaugurated by Wiig at a conference organised by the International Labour Organisation in 1986 but was not until the early 1990s that “knowledge management” gained more widespread attention. Prusak makes no reference to Wiig in his essay. So on the surface it would seem that knowledge management appeared somewhat mysteriously in the 1980s.

I would like to suggest that the basic principles of knowledge management were established forty years earlier. In WW2 a very substantial amount of effort was made by the UK, USA, Germany, Russia and Japan to decipher military wireless traffic. Much is made, and rightly so, of the efforts of Alan Turing, Gordon Welchmann and others at Bletchley Park and out of their efforts came the [initial developments of computing](#). However, what emerged from Bletchley Park were the raw messages, perhaps with some clarifications on spelling and other message elements. The challenge was how to apply those to influence the course of the war. This is where the contribution of [Frederick Winterbotham](#) to knowledge management needs to be recognised.

Winterbotham, who held the rank of Group Captain in the RAF but was an MI6 officer, set up a process whereby the information in the messages was handled by Special Liaison Units attached to military operations across the world. This information source was designated Ultra. The people working in the SLUs were personally responsible for working with the most senior officers. Their role was to evaluate Ultra intelligence, present it in useable form to the Commanding Officer and to those of his senior staff officers who were authorised Ultra recipients (not all were!), assist in fusing Ultra intelligence with intelligence derived from other sources and give advice in connection with making operational use of Ultra intelligence in such fashion that the security of the source was not endangered. This last element was of great importance because of a very real concern that German forces were not made aware of the information that Bletchley Park had

decrypted. In reality the German forces were able to read some of the Allied codes, but that's another story.

It was not until 1974 that Winterbotham wrote his book [The Ultra Secret](#), revealing for the first time the intelligence/knowledge operations that he developed and initially ran. The book, though very readable, contains many inaccuracies, most likely a result of writing it at the age of almost eighty. The impact of Bletchley Park and the Ultra material has been subject to much analysis over the last fifty years. There is no doubt there were both triumphs and failures, and some of these can be found in an undated document written by the [US National Security Agency](#) that provides a more balanced analysis. Hastings makes the point in his book that in the UK, Ultra management was decentralised and managed within the Army, Air Force and Admiralty chains of command. In the USA it was centralised under the overall direction of Henry Stimson, the Secretary of State for War.

Reading "The Secret War", and indeed the many other books that refer to the management of Ultra (notably [Ultra Goes to War](#) by Ronald Lewin) it is interesting to read about the way that individual commanders embraced or rejected Ultra intelligence, and then later either accepting or rejecting that Ultra had any part to play in their decisions. Seventy years later knowledge management is still subject to the same reactions.

I'm not suggesting that the current concepts of knowledge management stem directly from Ultra, but it would be interesting to consider whether knowledge management would have been adopted earlier, and with more enthusiasm and commitment, if the experience gained from Ultra had been in the public domain earlier than the mid-1970s. The same could be said of computing technology if extreme efforts had not been taken to conceal the way in which military messages had been decrypted during WW2. It would be interesting to know if the early pioneers of KM had some informal awareness of Ultra and, with the public disclosure in the early 1970s of the Enigma decoding operations, felt that some of the KM lessons learned from Ultra could now be put to good use.

Notes for Contributors

eLucidate is the journal of the UK Electronic Information Group. It is usually published four times each year, around March, June, September and December. It aims to keep members up to date with developments and innovations in the digital information industry, considering the impact on information professionals and consumers of e-information.

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Although members rate themselves highly for technical awareness, they are typically users rather than creators of technology. Articles should not assume understanding of technical terms without explanation.

Length of article

Feature articles should be in the region of 1500-2500 words, but the editor is flexible on article length. Each article should be prefaced by a short summary (around 50 words.)

What to write

The world is your oyster in terms of suggested themes and subjects as long as they reflect the disciplines and membership base articulated above. You should never assume that readers will be entirely familiar with your topic, so anything you can do to offer definitions, explanations, examples and context would be welcome. You should always link to suggested reading and alternative resources to enable readers to explore your article further.

While the obvious focus of the group is the UK electronic information sector, the industry, by its very nature, is global and international developments should be

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The most valuable viewpoint you can give is that of a practitioner. While UKeiG welcomes theoretical debate, we are primarily a forum where peers can share their practical experiences and understanding. So, if something worked for you, tell the readership. If something didn't, tell the readership why not.

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