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Contents

“All change” in South African Higher Education

Peter G. Underwood, Professor of Librarianship, University of Cape Town

A new survey of the member libraries of the largest South African consortium – Gauteng and Environs Library Consortium (GAELIC) is to be undertaken in June 2005. Previous GAELIC research has gathered data about the use of digital resources, and it is clear that there is considerable uncertainty about their place, even amongst those institutions that have been pioneers in their use, and which understand that they have a potentially important role to play in the mergers of South African higher education institutions.

The re-construction of the higher education system in South Africa is a key element of policy of the South African Government, identified in the first days of the Government of National Unity and re-affirmed since. It is regarded as a major contributor towards the creation of a democratic society and an essential condition for sustained economic development. There is a clear commitment to making higher education accessible to more people, and implicit is a recognition that Information and Communication Technologies (ICTs) will have a strong role to play.

The inheritance in 1994 (the year of the first democratic election), was a dysfunctional system of thirty-six institutions, organised along binary lines (universities and “technikons”), with separate provision for the major race groups identified in the social engineering of the apartheid state and further complicated by the choice of language of instruction. Resources were replicated, sometimes in close proximity to each other, and there was evidence of gross under-funding, inequitable distribution of resources, poor management and an inability to offer students the breadth of education needed for life in a modern society.

Proposals for how to ‘fix’ the system included radically reducing the number of institutions and concentrating on sustaining a few well-resourced sites. Other options considered included the extensive use of ICT to link campuses so that collaborative teaching and research could be supported. Political sensitivities had also to be taken into account: Provinces, which are the top-level local government unit in South Africa, regarded higher education institutions within their boundaries as of cultural significance as well as of importance for social and economic development in their regions. History, too, could not be ignored: several of the “historically Black universities” were associated with the education of prominent members of the Government and to close these was also unthinkable. The National Plan for Higher Education (2001) establishes goals for the transformation of the system: access, equity and diversity, building high-level research capacity and establishing new institutional and organisational forms.

The political solution is a series of mergers between institutions and the adoption of the title “University – or Institute – of Technology” to replace the term “technikon”. The proposals have met with opposition, some of which has focussed on the difficulty of creating a merged institution from components that are, in several cases, separated by long distances or differences in culture.

The practical is a commitment to upgrading the ICT infrastructure for many institutions, with the welcome recognition that academic and support staff skills also need to be improved or developed in order to make better use of the technology. The Department of Education has recognised the need for managerial support and has formed a Merger Unit to oversee, support and monitor the process, including the provision of expertise in the key areas of finance, legal, human resource matters, academic and student issues, governance, and ICT development.

A start has been made but the journey towards coherent and comprehensive higher education provision will be long.

The Librarians' Information Literacy Annual Conference (LILAC 2005) at Imperial College 4th-6th April 2005

Organised by CILIP Community Services Group – Information Literacy and supported by ASSIGN

Jane Secker and Maria Bell

LILAC (http://www.cilip.org.uk/groups/csg/csg_ilg/events.html) was a new conference organised by the CILIP Community Services Group sub-group on Information Literacy (CSG-IL), and supported by ASSIGN. As Committee members of these respective groups we joined the conference organising committee just over a year ago, full of enthusiasm for this event, and not without some anticipation. As a new event, LILAC had to be entirely self funding and while we had both been involved in organising one-day events, a three-day event of this scale that attracted international delegates and librarians from across the sectors was rather daunting. We worked with an excellent committee: different people took responsibility for specific areas (papers, sponsorship, social events) and there was, of course, a lot of advance planning. The conference went smoothly and LILAC proved to be an inspiring and exciting event. This is a brief report on the conference, including a summary of each of the six keynote sessions and some information about the parallel sessions. Further information will be made available on the LILAC website, including presentations and papers from the parallel and keynote speakers. There are also three short reports on LILAC available from Sheila Webber's Information Literacy Weblog (http://ciquest.shef.ac.uk/infolit/).

Opening Keynote Address: Harnessing technology to the needs of education: what roles so library and information services play?
Diana Laurillard, Department for Education and Skills.

Diana Laurillard, the e-learning guru, formerly of the Open University gave the opening keynote paper. The Department for Education and Skills (DfES) published its much anticipated strategy document on E-learning on the 15th March 2005, entitled *Harnessing Technology: transforming learning and children's services.* This strategy is wide reaching across the education sector, and argues that technology and systems needs to be joined up throughout the lifespan of the learner. This was one of the first public occasions on which Diana spoke about the document, which had been published following a wide consultation with the education community.

Diana initially highlighted the specific problems of engaging with the library community as a whole, as libraries are represented by several government

departments of which DfES is just one. However, she went on to examine ways in which the library community could use the strategy document to promote their roles.

Diana looked at the Joint Information Systems Committee (JISC)/National Science Foundation (NSF) projects, including DART (based at the London School of Economics and Columbia University) as examples of librarians and learning technologists working together using technology in appropriate ways. The strategy document refers to "e-skills" rather than information literacy, but she felt that librarians play an important role in this area and need to work to define "e-skills" and build an appropriate curriculum. She also felt that librarians have a lot to offer as they tend to be good at collaboration. An important part of the strategy is building a common infrastructure and librarians will play an important role here as they understand the value and importance of open standards.

More information about the strategy is available on the DfES website (http://www.dfes.gov.uk/publications/e-strategy/).

The Higher Education Academy
Eddie Gulc and Liz Thomas

The Higher Education Academy (HEA) was formed from the merger of the Institute for Learning and Teaching in Higher Education, (ILTHE), the Learning and Teaching Support Networks and the National Coordination Team (which was funded through the Teaching Quality Enhancement Fund). It was founded in May 2004, but launched in October. It is concerned with all staff that manage the student learning experience. Eddie Gulc is a Senior Advisor for e-learning and stepped in to replace Lawrence Hamburg at the last minute. Eddie's talk focused on the role of the HEA.

Liz Thomas is a Senior Advisor for Widening Participation and her talk was very relevant to the audience. She looked at what widening participation is, how it relates to student diversity and what librarians can do to take this forward. Liz described some case studies and questioned the audience on how to take this forward. Both Eddie and Liz also expressed an interest in attending the next CSG-IL Meeting and discussing this further with the group.

Questions from the floor asked for comments on the recent SCONUL/HEA report, *Learning Outcomes and Information Literacy,* but neither of the speakers was familiar with this report (http://www.sconul.ac.uk/activities/inf_lit/papers/outcomes.pdf).

Between the 'e' and the 'i'
Sheila MacNeill, Learning and Teaching Scotland and CETIS

Sheila MacNeill is a Learning Technologist working at Learning and Teaching Scotland, primarily developing web-based resources for the schools sector. She is also seconded for three days a week to work for the Centre for Educational Technology Interoperability Standards (CETIS). Sheila talked about the Google factor and identified the many 'e's and 'i's that exist including: education, e-learning, edutainment, embedding, information, ICTs, the Internet and something she called "initiativitis" where there are many initiatives launched about things. She felt there were many parallels between her work as a learning technologist and that of a librarian. However, she felt there was a need for a common language. Teachers, for example, do not know what information literacy is, although it is in the school curriculum, called something else. She felt that inevitably any project that uses ICTs must involve information literacy.

Sheila described five projects she has worked on recently that use technology and looked at how information literacy was embedded in them. All the projects were developed for schools and were often role play-based. There is a range of resources that can be used by the teachers to help support them. Where teachers were not given technical support and a lot of information they found that they didn't like the ICT projects. They found teacher support needed to be high, but that kids were "digital natives" and were highly motivated to use technology. They are looking to embed information literacy into their next project on climate change, to get children to start asking questions. Sheila also described a new project that they are undertaking with Glasgow Caledonian at LT Scotland, to look at children in disadvantaged areas and build an ICT/information skills matrix.

Sheila also highlighted interoperability as being extremely important and noted that the JISC was funding several projects that were highly relevant to librarians, such as those in the digital repositories strand. She concluded with some of the challenges she saw: the need for a shared vocabulary between teachers and librarians, the need to get the message out and recognise the skills of the library sector. She ended by asking "Do we really understand what information literacy is?"

Parallel sessions

Empowering the learner against all the odds

Susie Andretta, London Metropolitan University.

Susie described her attempts to transform her students into self-directed learners and the challenges she faced at LMU, where they believed attendance at lectures should be compulsory. She described the three pillars supporting information literacy as: making students responsible for their learning, a campus wide approach with IL integrated into the teaching and learning strategy and the shifting role of educators to facilitators for learning.

Two for the price of one: collaborative delivery of information and Blackboard skills to distance learners

Moria Bent and Sophie Brettell, University of Newcastle.

Moria described the development of a course taught jointly by Newcastle and Thailand, for Thai students, and how the library staff in Thailand were supported using a Blackboard course to help develop their teaching skills. She also talked of the benefits of working in a cross functional team (Sophie is a learning technologist, Moira is a librarian).

Search interfaces for dummies?

Sally Rumsey, LSE.

Sally looked at the trend for "dumbing down" search tools and questioned whether this now means we don't need experts to help us search. She looked at basic and advanced search functions in major search engines, and functions such as personalisation and federated searching. She also argued that the Semantic Web may solve many problems, but asked, "Will we ever get there?"

Engaging children with multimedia

Andrew Lewis, Windsor and Maidenhead Public Libraries.

Andrew certainly engaged his audience with the various multimedia educational games that have been developed to encourage children to use the computers in the public library. The games were educational, but fun for children, and encouraged the adults to change their perspective about libraries and librarians. More information is available at http://www.rbwm.gov.uk/libraries/.

Breaking down information barriers – the university libraries role in Widening Participation
Judith Stewart, University of West of England.
Judith described a fascinating project at UWE to encourage children from WP backgrounds to attend university and the role of the library in challenging their perceptions about higher education and libraries more generally. As well as bringing children into school's she also goes out into schools to talk to the kids and works with the school librarians.

Connecting the educational silos: the potential for the information literacy framework
Alan Bundy. University of South Australia.
Alan pointed out that the UK is somewhat behind the US and Australia in terms of information literacy as the first Australian conference on IL was 12 years ago. However, he felt the conference was a catalyst for developments in the UK. He argued that education is never neutral, it domesticates or liberates, and we want education to inspire minds and to get people to question. Alan sees Information Literacy as an issue for everyone, but argues that librarians need to take it up, and be daring. Information can be transformational, and we need an information literacy strategy not just an ICT strategy. Alan raised the idea of establishing an International Institute for Information Literacy and felt the UK would be an ideal place to establish this organisation. He issued a real challenge to librarians, to be daring and to recognise they have a real contribution to make in contributing to educational change.

Conceptions of pedagogy for information literacy in two disciplines, English and Marketing
Sheila Webber. University of Sheffield.
Sheila discussed a recent project funded by the AHRB which examined the conceptions held by academics about information literacy, how they actually teach it, and whether there are disciplinary differences. She used a research method called "phenomenology" which looks at different ways people experience a phenomena. Much of the data were collected through interviews with academic staff. They are finding that there are disciplinary differences, and as part of the ongoing data analysis will be categorising academic staff and providing different approaches for different types of staff. She warned us to beware of false assumptions when asking if our academic staff are information literate.

Closing Session
LILAC ended on a highly positive note. There were many ideas submitted to the closing plenary about how we can take forward information literacy and how we engage with librarians in other sectors. The organising committee were well aware that many of the delegates had come from the Higher Education sector and there was a real need to bring in delegates from other sectors as information literacy is an important issue for us all. There was also a need to develop an information literacy strategy that would cross all the sectors. How can we build appropriate information literacy programmes in higher education without knowing what is happening in schools, further education and the public sector? There was also a real feeling that the UK should work hard to establish an International Institute for Information Literacy.

The University of Leeds have provisionally offered to host LILAC 2006 and the Organising Committee will be meeting shortly to review the event and study the feedback in order to inform

their planning for next year. We hope to see many more people at LILAC 2006!

Outguessing yourself!

Chris Armstrong, Information Automation Limited

As librarians and information people, I suppose that we are steeped in the organizing knowledge and managing information tradition, and it is second nature to catalogue, file and store. When we come across a new resource or an article that we may want to read, or read again, later we store it away – either physically or virtually.

Of course, we develop strategies for coping with the information overload that we call down on ourselves. We organize bookmarks into groups or folders and we do the same with emails; we use Reference Manager or Procite, … and, increasingly a whole gallery of new tools like Furl, which stores web pages in an online archive, and Spurl, which stores bookmarks online so that we may use them from any PC at which we happen to find ourselves. Both Furl and Spurl also facilitate the sharing of resources.

In the last issue of *eLucidate*, Mary Ellen Bates (http://www.ukeig.org.uk/content/newsletter/elucidate/eLucidate2-1.pdf) wrote about Furl (http://www.furl.net/index.jsp). I first used Furl about six months ago … and just like a child with a new toy, I 'furled' web pages at every opportunity for the first few weeks and then – so that I could find them again, without trouble, when I needed them – organized them into folders too. This, of course, as some sort of magic addition to my normal, and quite extensive set of bookmarks. You have probably guessed that I never returned to most of them again! Since then I have discovered Spurl (http://www.spurl.net/), del.icio.us (http://del.icio.us/), de.lirio.us (http://de.lirio.us/rubric), Connotea (http://www.connotea.org/) and others. Some, like Connotea, are targeted at the "scholarly user".

Essentially, these tools allow users to store bookmarks online, share them with the world at large or mark them as private, flag them as 'Explicit' (Spurl), categorise them (place them in folders) and/or tag them with a few keywords – both of the latter so as to enable easy retrieval and the grouping together of similar items, and finally to use RSS to alert you to changes or new material in the same category that has been added by some unknown user. A sort of focused serendipitous retrieval!

These new tools have themselves been categorised! But, in keeping with their essentially uncontrolled nature, no single name has emerged. At the Information Architecture Summit in March 2005, the panelists in the Sorting Out Social Classification session highlighted a number of terms beside 'social classification': folksonomies or folk classification, ethnoclassification, and distributed indexing were all suggested. The central theme being the creation of a central resource by its users.

To me, there seems to be a couple of small troubles with these tools. These are more in the nature of 'worries' than major failings, but they are worth discussing, nevertheless. Despite its apparent derivation, folksonomies are not very closely linked to taxonomies – there is, at present, no control over the tags that users add. I may use 'publishing' while you use 'publishers' and someone else uses 'publisher' – your choice may be for 'keywords' while others use 'descriptors' or 'controlled vocabularies' – I may use IA or CM where others go for 'information

architecture' or 'content management' and so on. Immediately this brave new world begins to loose its glamour for those of us brought up with a more formal approach to information retrieval. The problem is obviously the one that all indexers experience –using terms to describe the resource which will also be used by searchers at some later date.

In January, Louis Rosenfeld – one of the panelists – wrote in his blog (http://louisrosenfeld.com/home/bloug_archive/000330.html) that folksonomies "don't support searching and other types of browsing nearly as well as tags from controlledvocabularies applied by professionals. Folksonomies aren't likely to organically arrive at preferred terms for concepts, or even evolve synonymous clusters" and he repeated this during the summit debate. Another point of view is put by Stewart Butterfield, one of Flickr's (one of many social-networking sites that allow the sharing of photographs – http://www.flickr.com/) co-founders who suggests that "the job of tags isn't to organize all the world's information into tidy categories. It's to add value to the giant piles of data that are already out there" (http://www.wired.com/news/technology/0,1282,66456,00.html) … but, to my mind, it's a limited value if retrieval is only randomly succesful. The good news is that Connotea, at least, are considering the implications and possibilities of controlled language tagging. They will, of course, have to come up with a new derivative name: perhaps "folksaurus" may do!

The other 'niggle' is to do with folk indexing, too; and brings me full-circle to the point I made at the beginning of this piece: information overload and strategies – and whether they succeed. In the latest issue of *Information Research* (Volume 10 No 3 April, 2005 – http://informationr.net/ir/10-3/infres103.html), Harry Bruce has an article on "Personal anticipated information need". Tom Wilson summed it up in his editorial as, "related to the habits we have of retaining and storing (or bookmarking) information sources that we think may be of relevance to us in the future. Personally, I gave up doing that a long, long time ago, when I realised that my chances of accurately predicting future need were pretty close to zero. … I now assume that, if something catches my attention as of possible future use, I'll be able to find it again." I begin to think – and I speak as someone using three shared bookmarking tools, with similar but not identical sets of bookmarks on the three computers I use, who runs a personal bibliographic database with some 4,000 records in it, and who tidies emails into subject-based folders (which do not coincide with the file-structure on my computer!) – that there may be something in this! However, my concern lies not so much in my ability to find the item again, but in remembering that I had found it in the first place! Now that would be an IR tool to come up with!

Making seven intranets into one.... and then personalizing the content

Helen Day, MyStoreNet Project, Boots Group plc, Nottingham, UK

This article was presented at Online Information 2004 (http://www.online-information.co.uk) and first published in *Online Information 2004, 30 Nov-2 Dec Olympia Grand Hall, London, UK. Conference Proceedings: 28th Online Information Conference.* pp. 161-173. UKeiG are grateful to Learned Information Europe and the author for permission to republish here.

Abstract
This case study provides a brief overview of intranet and portal developments at Boots The Chemists, a large chain of health and beauty stores in the UK. The story starts in 2001, when Boots Group had seven intranets, each with a different look and feel. The intranet rationalization project was initiated to tackle this situation and included the introduction of a content management system (CMS). The paper looks at the issues involved in having several intranets and how the new intranet management team implemented the necessary changes to move the intranet to the new model. It describes the benefits resulting from (and challenges involved in) introducing the new CMS. It examines the resulting single intranet and assesses its delivery of content to different audiences across the business. Finally, it discusses how the company has successfully used portal technology, integrated with the CMS, to deliver true personalization.

Introduction: about Boots

Readers who live in (or are frequent visitors to) the UK will be familiar with Boots the Chemists, whose head office is in Nottingham.

The company has three main areas of activity. The first and most visible is the chain of over 1400 health and beauty stores (similar to drugstores). There are several stores in every city and at least one small store in most market towns. The large stores, usually located in the centre or at the periphery of towns, include pharmacies, baby and child sections, health, beauty and opticians' services. The stores in London tend to be on the smaller side, although there are plans to open a flagship store there in the near future.

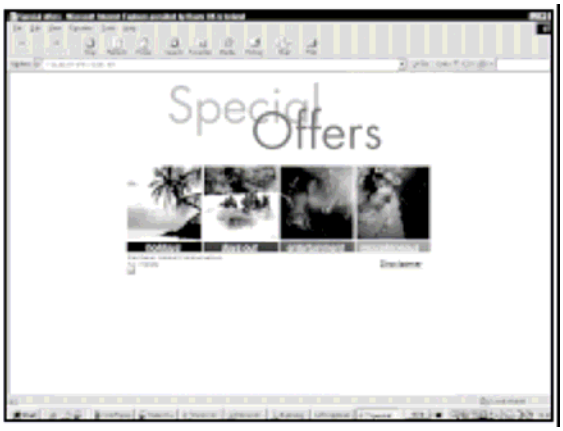
This side of the business has expanded overseas in recent years, with Boots stores opening in Ireland and Thailand and implants opening in Taiwan and Hong Kong with AS Watson. We've also recently started a similar implant model in the US within Target and CVS. In addition, we sell some of our key brands via other retail outlets worldwide. Examples of this are 'No 7' and '17', two of the leading cosmetics brands in the UK.

The second side of the business is the provision of international over-the-counter medicines. Brands such as Nurofen, Optrex, Strepsils and Clearasil are sold via many different outlets in over 80 countries worldwide.

The third side is the internet business, which continues to expand, selling all these products as well as providing an on-line pharmacy and an outlet for other product ranges such as telephones, computers and kitchen appliances.

Too many intranets?

By 2001 there were seven company intranets, each with a very different look and feel. As is clear from the sample screen shots below, the various sites had different designs and modes of navigation.



Issues and opportunities

We identified three major issues: (1) business, (2) technical, and (3) future requirements around our use of web technology at work.

It was clear that the plurality of intranets, with a variety of designs and modes of navigation, was negatively affecting the business. It made accessing the content difficult for end users, who had to learn how to find their way around each one. Content tended to be mirror the organizational structure, with each department having its own site. In order to find anything, users needed to understand this structure before they even started. This in turn encouraged silo thinking, which was far from an ideal situation, especially for anyone joining the business.

The intranets were hosted on different servers, all with different publishing models, using different software and therefore needing different technical support. This was very inefficient, especially at a time when we were outsourcing our IT requirements and were looking for increased efficiencies to help reduce costs.

We also needed to consider our changing business. As a group we had reorganized from seven independent businesses into one business with only two divisions: UK retail and international over-the-counter brands. The company was working hard to integrate and function as a single entity and we needed an intranet to support this. We also knew SAP systems were coming along, with major changes to our core purchasing and HR processes, and that this would all be delivered via a web-based SAP interface on our desktops. Finally, we needed to make sure we would be able to comply with new Disability Discrimination Act (DDA) regulations, with regard to webbased systems for our employees.

The intranet rationalization project

The intranet rationalization project began in 2001, with the following business and infrastructure objectives:

- Design a new, consistent user interface and information architecture (IA). This would improve findability, especially for new/recent hires who didn't already understand the organizational structure of Boots.
- Transfer all content to the new IA and some initial content to the new look and feel.
- Create, publish, maintain and enforce standards for policies and processes.
- Implement a single CMS to consolidate the web platform from the existing intranet platforms to a centralized model, supported centrally, but allowing distributed publishing.
- Provide the means to target different areas of the business (e.g. stores/non-stores).
- Build an infrastructure to enable effective integration of new web applications (e.g. SAP and portal technology).
- Establish a centralized intranet management team to identify and manage the extensive changes required.

The project was completed by January 2003, when the intranet management team took over the ongoing management of the publishing process and assumed ownership of the CMS.

A new way of managing content

Implementing a CMS has enabled us to develop a customized publishing model. Like many other implementations in other companies and industries, it fundamentally separates centrally managed design from devolved authoring of content. This meant we could deliver a consistent design across the business, whatever the business area or audience. It allowed us to deliver a single look and feel, even if the content was tailored to different business areas. This supported the wider objective of creating a more integrated business. It also meant authors no longer needed to spend time and resource worrying about the design of their web content.

This in turn supported authoring of content by subject experts (not just the person in a team who was a bit 'techy' and thus seen as the web expert), which meant that it was more clearly owned by the correct people. The subject experts (or their managers/nominated approvers) were thus able to publish without first going through a central editorial function (who probably knew little about the subject matter in the first place).

How it works

Authors fill in forms or templates, of which there are only six, in an attempt to reduce complexity whilst making them as flexible as possible. They then insert content in the relevant boxes and browse other pages to create links or image files to include pictures. The template illustrated here (at left) when saved and generated, produces the following web page (at right):

The page adopts the design, colours, layout, fonts, bullets and navigation of the central design. The authors, by simply entering text and allocating it over a number of pages, produce a professional looking web site.

Also, because the layout is similar to other web sites, new users will very quickly be able to navigate the content with ease. This is helped by having consistent components like the left hand navigation ('*in this section*' in the above example). A local menu, specific to the site or 'content area', is defined in one place and automatically included on every page. This local navigation, combined with the global navigation along the top, means the user should never feel 'lost'.

Implementing the business change

Having delivered the new infrastructure, a new CMS, and transformed some content so that it matched the new 'look and feel', the final stage of the project involved setting up the intranet management team (IMT) to take the changes forward and implement them across the 350+ sites still sitting on old servers and in the old format. This is where I joined the picture full time as the new Group Intranet Manager.

The IMT reported to the Internal Communication Manager and were an integral part of the communications team. This helped progress all the communication content. Team objectives for the first 12-18 months were to: (1) set up the required guidelines, policies and business processes for creating and managing intranet content; (2) facilitate the transfer of all the old content into the new system; (3) manage the business relationship with our newly outsourced IS providers in supporting the new set up and (4) worry about all other aspects of managing the intranet!

With regard to the 350+ sites, we first had to work out what they all were, what they were about, who owned them and who their target audiences were. There were many sites which were old, out of date and without clear ownership. The initial stages of the process involved lots of legwork. Numerous duplicate sites were uncovered; for example, there were six different sites for claiming expenses.

Once we had an idea of the overall size of the project, we set about working with the content owners. Through one-to-one meetings, workshops, training sessions and ongoing communication we explained why we were moving to the CMS, what deadlines we were working to and how we could help them. They were told that ultimately they were

responsible for moving the content or it would be removed.

We built a model where the communication team owned language and brand and developed published guidelines for this area. We explained about wanting to make the content user-centric and how this might mean different owners working together to reauthor content.

For a higher level view of a business area - for example to review all finance content - we sought senior level sponsors who could give a clear steer on what content should be reauthored as a priority and how it should be focused.

We worked with the training team to develop courses to support new users of the CMS. We found that they needed support to understand how to structure their site, including breaking down content into sensibly sized pages. The IMT provided consultancy type support in this context. We also managed the administration system, which set up new users and linked new sites to the relevant drop-down menus for different audiences once they were on the live server.

Finally, we managed and owned any developments concerning the intranet. These included: (1) the creation of new templates, to ensure they were as generic as possible; (2) the enhancement of templates, and (3) ensuring that content complied with new DDA regulations and was presented through the new portal.

Benefits of the CMS

Authoring is independent of end user technology
Authors no longer need to worry about which browser or which device the end user will be using. They just fill in the templates and set the local navigation once; this is stored in the content management repository. Different presentation templates are then combined with the content to deliver the latter in a format suitable for the enduser device or interface. The content is thus authored once and can be delivered to many different devices.

The design can be changed centrally
If, for example, the DDA review means that we need to change the colour of our page titles, or the font size of the section headings, this can all be done centrally and is immediately reflected across the intranet.

A single authoring tool
Having just one authoring tool across the business means support is more streamlined and authors develop their own communities of mutual support. Gone is the mystique and the domain of ‘technical experts’.

Editorial control
There is no longer a central editorial team who have to review all content (particularly content they don’t understand). However, we do still have a very structured editorial process. Approval now resides with the content experts, so updates are quicker and more efficient. Authors submit their finished pages, they are reviewed by the nominated approver for their content area via email and if approved are instantly live. Approval processes can be different for different content areas, whatever is most appropriate to the specific content type.

Version control
All content is versioned within the CMS, allowing roll-back at document level or site level if required.

User-centric navigation model
As we needed to recreate all of our intranet content anyway, moving it from the old systems into the CMS gave us

an ideal opportunity to look at the way it was structured. In the old model many sites were structured around the authoring department rather than the user. We wanted to ensure that under the new system content was more centred on the user.

A simple example will suffice. Looking on the old intranet for information about volunteering at local schools (a scheme the company runs with schools in Nottingham) involved navigating first to the 'Boots Group' intranet, then to 'investor relations' and then to 'community investment'. This assumed from the start that you already knew that the community investment team managed volunteering in schools, that they were organizationally part of investor relations and that the team sat within Boots Group.

This made information pretty hard to find unless you already knew the structure of the company very well. It hampered the search efforts of even long-serving members of staff, let alone those who had recently joined. The project therefore reviewed navigation from the point of view of the whole company and of the individual end user. This content is now found under 'Boots & me', 'My development', and 'Volunteering and charities'. No longer is there any need to know which department manages what you need to know before you can find it!

Central resource management
The new system also allows us to centrally manage resources, such as images, through a global image library.

Other benefits
- Reduced training costs, as we are only using one system.
- Content life-cycle management, with pages automatically tagged for review after a fixed time. Emails are sent to content area administrators with 4, 2 and 1 week(s) notice of expiry; if the content is not reviewed and approved then the pages are removed.
- Workflow for content approval and publishing is mandatory and cannot be avoided. If the workflow isn't followed then the content isn't published; compliance isn't a problem.
- When new pages are added they are automatically listed in the relevant index pages.
- Global search mechanism searches all content across the group, a functionality we didn't have before.
- Content deployment can be deferred to a particular date or time. Especially helpful in avoiding a 5.30 am start on annual results day for our communications teams!

Challenges posed by implementation

Along with the benefits come the challenges. It's not been an easy ride all the way!

Perceived cost
The original justification for rationalization was provided by the communications and HR side of the business. However, the content management aspect was driven by IT and many people in the company didn't understand this area of the project. Once it was installed, the members of the IMT had to go out to and persuade people to re-author their content. Sometimes there was resistance. Why should they spend all that time re-authoring something which was already up and working? Rumours also spread about how much the project and system had cost and many people couldn't see the benefits. Much of our time, before the migration of the content to the new system, was actually spent selling the much wider picture, explaining about future opportunities such as portals and personalization.

Departmental politics
People quite liked having a departmental site with *'this is who we are and what we do'* type content. Once we explained the benefits for them of it being user-centric (i.e. their content was more likely to be found and used) it became easier, but this was an uphill battle with over 300 sites and site owners to consider. Also the user-centric design meant departments often had to work together to present a single integrated area of content for the user. Although everyone often agreed it was the right thing to do, finding the time to work together, agreeing who had overall responsibility and project managing the migration sometimes proved tricky.

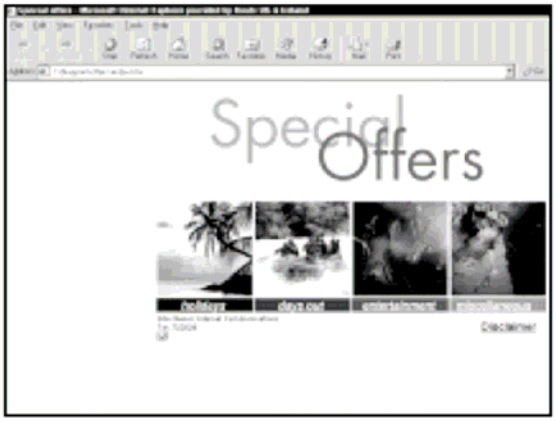
Navigation
The navigation wasn't liked by everyone. Although many appreciated that we had brought together content from many different intranets (and found content easier to find as a result) there were still those who still couldn't find the content they wanted and were vocal about it. There was also the challenge that for 18 months we had the new navigation in place co-existing with hundreds of old sites still written in the old way. This meant we had usercentric navigation mixed with new user-centric content and old author-centric content. We had known from the outset that this would take up to 2 years to sort out, but it did mean it didn't always make sense to the users. We had to convince them it would all be okay in the end.

Time
One of the biggest challenges. We knew the project would take between 18 months and 2 years to implement. While everyone agreed it supported wider business change, the company was itself changing rapidly. The project was sometimes seen as yet another change, with lower priority. People would also leave and we would have to start from scratch, explaining the whole process again.

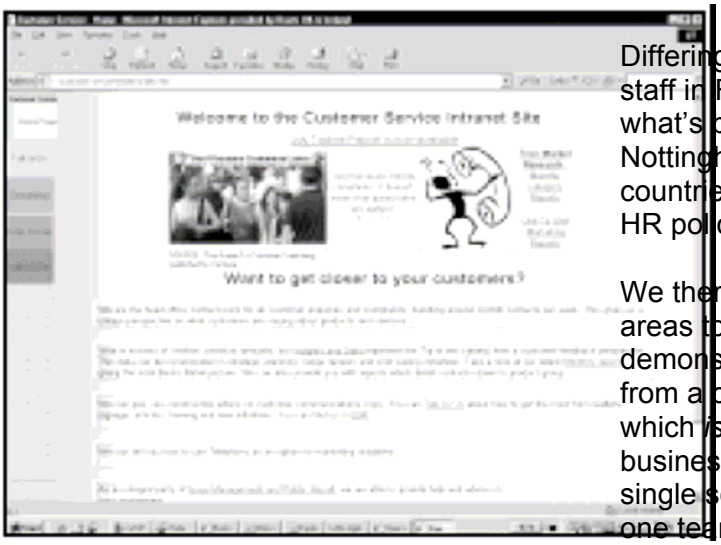
A single intranet

The following screen shots show the new home page and some old and new versions of a couple of content areas. They all have a consistent look and feel, layout and navigation. Users going to a new content area can immediately navigate their way around. The intranet finally looks like it's from one company.

New home page



Old site (left) and new (right)



Old site

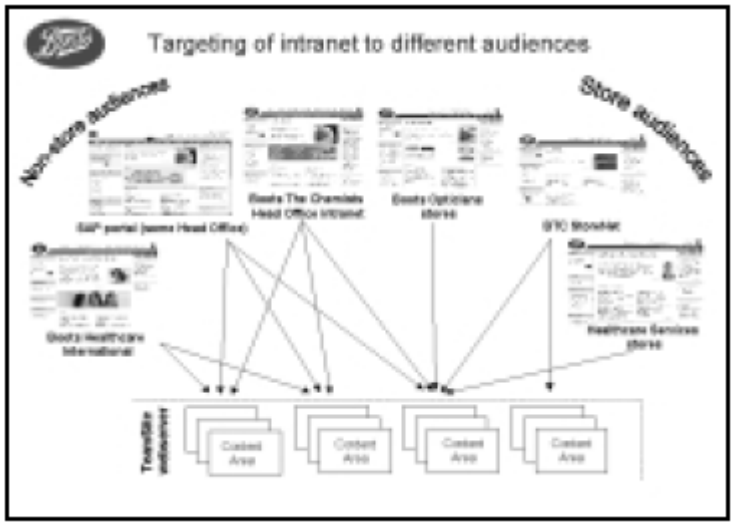
A single intranet with multiple versions

Although we had now developed a consistent look and feel and a single repository of content areas (sites), complaints were voiced by different areas of the business. These centred around the home page and wanting to only see content areas which were relevant to them.

The CMS's site administration facility allowed us to provide different home pages for various broadly defined audience sectors; these were managed by the various communication teams with some common and some specific content for each audience. We designed the top-level navigation to direct each audience to the relevant content areas.

Differing information needs range from staff in France not wanting to know what's being served in the canteen in Nottingham to departments in various countries requiring access to different HR policies and advice.

We therefore direct different content areas to different audiences, as demonstrated below. As all content is from a common repository, any content which is relevant across different business areas will always only have a single source, managed in one place by one team, ensuring consistent information when appropriate.



The portal: the beginning of true personalization

One of the key reasons for implementing the CMS was to enable the integration and presentation of the content is different ways and through different systems. The first real manifestation of this ability is through the new portal.

One of the first areas of our business to benefit from the use of portal technology was the retail stores. The store intranet, known as StoreNet, was relaunched to the 1400 stores, with all content rewritten, in spring 2004. This presented a single version of the intranet - every store saw the same thing - but we wanted to provide tools to enable the store managers to drive sales. We looked to portal technology to deliver true personalization: the portal, named MyStoreNet, was defined as a change project at the end of 2003 and work started in early 2004. Our key objectives were to:

- Display content which was relevant to individual stores.
- Enable content to be created in stores for use within them (e.g. simple messages).
- Display different content for people performing different roles within a store (e.g. pharmacists, store managers, sales assistants).
- Display content at the most relevant place for the user, supporting our drive to have as many staff on the shop floor as possible, not stuck behind the scenes. For a sales assistant this might be on a till, for a pharmacist it may on a PC in the pharmacy, for a store manager it may be on a handheld PC on the shop floor.

The screen shot below shows an example of a store manager interface for a particular store. Elements include: (1) a sales tracker which enables the manager to set local sales targets and track them against actual sales (via back-office servers connected to the tills); (2) the ability to display both target and actual sales on a till for all staff to keep up to date with progress; (3) the ability to create in-store messages for delivery via PCs, tills and handhelds, as well as many other new functions, alongside the static content, from within the CMS.

Although we are using very different technology, we have maintained the look and feel and simply updated the name from StoreNet to MyStoreNet. We felt that it was important not to be seen as launching a new tool, with a new name and new way of doing things. Our people were already comfortable with StoreNet. The term *portal* sounds good, but means different things to different people, and nothing to many. We've therefore avoided too much technical labelling of the project and have described it as the next version of StoreNet. At the time of writing we are planning the full pilot, training and roll out to all 1400 stores over the next 6 months.

Conclusions

In this paper I have briefly described our journey from many different intranets to a single CMS, how we migrated over

300 old sites into the new system, and moved from an author-centric to a user-centric model. The new model supports a single look and feel, with centralized management of design and devolved ownership and managed content. We now have a single repository of content areas but deliver different views of that content to different broad audiences. Finally, we are using that content to feed new portal developments which will enable true personalization and application integration. And so, no doubt, the story will continue....

Contact

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Online

Hosted by Aberystwyth Online User Group (AberOLUG) and co-ordinated by Joy Cadwallader, University of Wales, Aberystwyth. Please send your submissions for the next edition to jrc@aber.ac.uk

Blackwell
(http://www.blackwellpublishing.com/)
Blackwell Publishing has launched a new open access journals service for peer-reviewed articles. The service, Online Open, will be trialled for participating journals until the end of 2006. Authors can take an option to pay for online access to all via the Blackwell Synergy journals platform.

EBSCO (http://www.ebsco.com)
Recent acquisitions for EBSCO include SPORTDiscus from the Sport Information Resource Centre, a not-for-profit organization based in Ontario, Canada, and HealthGate's The Natural Pharmacist. SPORTDiscus is used globally for sports research by academic and medical libraries. Also, from the Natural Pharmacist acquisition, EBSCO have launched two full-text complementary and alternative medicine databases, Natural & Alternative Treatments™ (NAT) and Evidence-Based Complementary Medicine™ (EBCM).

Further EBSCO launches include Old Testament Abstracts Online and GLBT Life with Full Text. Previously available only in print or CD-ROM, Old Testament Abstracts Online contains indexing and abstracts from more than 450 journals in religious studies and associated subjects going back to 1978. The product has become available through a partnership with the American Theological Library Association (ATLA) and the Catholic Biblical Association. A full-text component has been added to GLBT Life, an existing online bibliographic database provided by EBSCO covering Gay, Lesbian, Bisexual and Transgender issues. Over 400 periodicals, books and news sources are indexed and abstracted, together with selected gray literature. Full text is now available for 50 key periodicals and newspapers, and for a selection of monographs.

EDINA (http://www.edina.ac.uk)
Digital scans of early Landmark OS paper map sheets are to be offered by EDINA to HE and FE following an agreement with HEFCE. The Historic Mapping Service collection will include, "all available County Series maps at 1:2,500 and 1:10560 scales published between 1843 and 1939; and all available National Grid maps at 1:1,250, 1:2,500 and 1:10560/10,000 scales published from 1945 and before the introduction of the Ordnance Survey's digital Land-Line product".

ProQuest (http://www.proquest.com/)
The Modern Languages Association (MLA) module for Literature Online has been launched by ProQuest Information and Learning, of particular use in learning, teaching and research. Millions of MLA International Bibliography records previously available through ProQuest now link to full-text articles in JSTOR and in 150 full-text journals within Literature Online. Amongst a number of integrated services, subscribed users can now cross-search MLA with the Modern Humanities research Association's Annual Bibliography of English Language and Literature (ABELL).

ProQuest Information and Learning has announced the addition of 66 medical/science journal titles: 40 from Springer Science and Business Media, 19 from Hodder Arnold Journals and 7 from Mary Ann Liebert. These titles will appear in ProQuest's range of medical databases, including ProQuest Medical Library and ProQuest Health & Medical Complete.

OCLC (http://www.oclc.org**)**
The new administrative service WorldCat Collection Analysis contains comparison and analytical tools for member librarians to discover the age and subject content in their collection, and to compare with other libraries to determine similarity or difference between peer library collections.

Also, see the WorldCat database grow (one record every 10 seconds!) in real time (http://www.oclc.org/worldcat/grow.htm).

Ovid (http://www.ovid.com)
Ovid has launched the Social Policy and Practice bibliographic database on the SilverPlatter platform, to provide exclusive access to evidence-based social research in such topics as public and social policy, public health, social care, mental and community health, for academics and social work professionals.

Thomson Gale (http://www.gale.com/)
In the new online database The Making of the Modern Economy, Thomson Gale are providing more than 61,000 early books digitally. The collection consists of almost 12 million pages from titles of the period 1460-1850, and 466 pre-1906 serials. Subjects covered include political science, history, sociology and special collections on banking, finance, transportation and manufacturing. Source libraries for the collection include the Goldsmiths Library of Economic Literature at the University of London Library, the Kress Library of Business and Economics at the Harvard University Graduate School of Business Administration, the Seligman Collection in the Butler Library at Columbia University and the libraries of Yale University.

Poet's Corner is a free resource consisting of biographies, poems and activities for families, students and teachers. A timeline of important landmarks in the history of poetry is also included.

Thomson Scientific
(http://www.scientific.thomson.com)
The ISI Web of Knowledge bibliographic database is adding links from bibliographic records to more than 800,000 HighWire Press full-text articles. The HighWire Press free archive contains, "the world's largest repository of free full-text life science articles".

Also, Thomson Scientific have announced that MEDLINE records will become available through the ISI Web of Knowledge, which will entail the addition of nearly 11 million records from over 7,300 different life sciences and

biomedical publications from 1965 onwards.

Internet News

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A brief look at digital images
In this column I will be exploring the world of digital images available online. This is, of course, a vast subject area and more the scope of a book or two, so this will be, of necessity, a rather brief personal exploration.

New Developments
One recent development has been the opening of the NewYork Public Library's NYPL Digital Gallery, which supplements their existing online image collections with a further 275,000 images. These images are organised into collections and were selected by curators from all divisions of the New York Public Library's four research libraries. Included in the searchable database are prints, illuminated manuscripts, photographs, maps, postcards, cigarette cards, menus, posters, and many other visual materials. One of the interesting things about this collection is not only its breadth of content but the ability to download the images free of charge for personal use. Additional images will be added to the collection with the aim of doubling its size to over 500 000 images over the coming months. This initiative has not been achieved overnight since planning for it commenced in 1999 with the curators selecting images from their collections based on the following criteria – "demand by the public, a desire to highlight particular collecting strengths of the Library, the fragility of original materials whose preservation would be aided by use of digital surrogates, large or ungainly formats that make materials difficult to handle in person, and interest in giving attention to worthy but little-known materials." (http://www.nypl.org/press/digitalgallery.cfm) The NYPL Digital Gallery can be found at http://digitalgallery.nypl.org.

Somewhat closer to home, The British Library has launched its own image collection online. Although this resource is pitched at the commercial image market such as publishers, TV researchers and the like, it is possible to download a 72dpi image for free if it is for personal or school use. The range of images reflects the depth of The British Library's collections (http://www.imagesonline.bl.uk/britishlibrary/).

Searching for images with text
This can be a real challenge to a searcher's methodology and approach. Major search engines like Google have a separate image search capability. Google claims to have one billion images indexed and available. It allows the use of Boolean terms and other operators from Google Text Search in the Advanced Image Search page, enabling complex searches to be undertaken.
One of the challenges is that so many images are held within databases, and so form part of the so-called 'invisible web' because they tend to be out of reach of search engine spiders.

An in-depth analysis of the performance of various search engines with reference to image retrieval was conducted by the Technical Advisory Service for Images (TASI) in October 2004. The results are available at http://www.tasi.ac.uk/resources/searchengines.html.

Of course, metadata is becoming increasingly important in the consistent presentation of information about images. Whilst Dublin Core elements

can be used to catalogue images, efforts have continued within the cultural community to create metadata elements specifically for images of works of art. The Visual Resources Association (VRA) has developed the VRA Core Categories which is a single element set that can be applied as many times as necessary to create records to describe works of visual culture as well as the images that document them (http://www.vraweb.org/vracore3.htm).

Searching for images by content
Research is being undertaken into using more visual cues to retrieve images. This is known as Content Based Image Retrieval (CBIR). It is the process of retrieving images from a collection on the basis of features (such as colour, texture and shape) automatically extracted from the images themselves. Whilst this is a technology still in its infancy, it has been shown to have relevance to particular fields such as patents and trademarks identification and police suspect identification. You can see how such a system works with the Digital Collection on the Hermitage Museum website (http://www.hermitagemuseum.org/fcgi-bin/db2www/browse.mac/category?selLang=English). This uses IBM's Query By Image Content (QBIC™) to enable you to search for an image based on its predominant colours or by drawing the shapes or composition you are looking for.

The Institute for Image Data Research has a research interest in this field and its website (http://www.unn.ac.uk/iidr/) contains further information about this area. Some areas of the website do not appear to be particularly current but are still useful for background information and links.

Creating your own collection of digital images?

I can do no better than to refer you (again!) to the excellent TASI website which contains a wealth, in both scope and depth, of articles covering this subject. They also run training courses for those involved in image digitisation projects, those who wish to capture images and those who wish to use digital images in learning and teaching.

Moving Images
There is a wonderful collection of a variety of digitised moving images at http://www.archive.org/movies/movies.php. Their aim is "to provide easy access to a rich and fascinating core collection of archival films".

It is from this digital collection that I leave you with a final gem – a wonderful short film from 1947, part of the Prelinger Archives, it is on the work of Librarians (http://www.archive.org/movies/details-db.php?collection=prelinger&collectionid=00526&from=landingReviews).

Reference Management

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Fancy it for free?
There are two new services which offer reference software for free to the academic community. Neither requires any special software although registration is essential.

CiteULike
Citeulike is a free service to help academics share, store and organise, with references being stored in your personal web library. The system captures the citation details from within the web browser. Further details from http://www.citeulike.org.

ARMS: the Atkins Reference Management System

Another free software, which was developed by an academic and a professional software engineer, was designed for use by students in the medical and psychological disciplines. It helps users keep track of references and build reference lists; store references based on keyword or location or type; and assists in the literature searching by helping to locate abstracts and full-text articles on the web. The ARMS software allows for browsing and searching of stored references. When you're writing a new paper, ARMS scans the word-processed document and builds a list of all the references used. Because ARMS knows which references you've got and which you haven't, it can give you a wish list sorted either by priority ('must get', 'want an abstract', etc.) or organised by journal name so you can print it out and take it to a library with you.

It comes with an extensive and updateable list of journals and their websites, including the on-line availability of articles and abstracts. This means that in most cases, you can simply click out of the wish list straight to search pages to get copies of articles from the web (where available).

The software is free and is aimed at the undergraduate market. All you need to do is register on the website to get the new versions of both the program and the master journals list.

Details at http://psyche.tvu.ac.uk/phdrg/atkins/atws/main/arms.html.

Silva CMS

If, however, your references need more managing than a standard reference software package, you might find Silva a powerful content management system for web, paper and other media far more applicable. Features of the software include an integral WYSIWYG editor (Kupu), content reuse in multiple presentations, and hi-res image storage and manipulation. Further details from http://www.infrae.com/products/silva.

RefWorks

Should you wish to enter references where English is not your first language you may prefer the RefWorks product, a web based reference software package. Refworks offers six alternative language options.

Further details from http://www.refworks.com.

RefViz 2

The latest release from RefViz includes a search option called Reference Retriever which searches across a number of different data sources at the same time. Reference retriever is able to search a range of sources, remove duplicates and create a data visualisation of those same references. The data sources attached to RefViz include Web of Science, PubMed, Ovid databases of Medline and Eric; OCLC databases such as Medline, Eric and PsycInfo, Library of Congress and Purdue University. You can also use the import filters to access other data sources. Other improved features include the thesaurus which has been expanded to provide improved ability to identify equivalent terms.

RefViz 2 is designed for Mac OS X and Microsoft Windows 2000 and XP and is available for three hundred US dollars. Further details from http://www.refviz.com.

Onfolio

Finally, the Onfolio 2.0 software has been integrated with Endnote 7 and above. Onfolio is a PC application for reading RSS new feeds, collecting and organising online content and publishing

to email, weblogs and websites. This takes Endnote further forward by allowing the capturing and re-purposing of references whether they be websites or weblogs. The system does not work with Mac machines at the moment. Further details and a demo site available from http://www.onfolio.com/.

Public Sector News

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People's Network
The People's Network has launched its twenty-four hour online enquiry service and this is quite a pioneering service. Staffed by English librarians, Monday to Friday between 9am and 5pm, it will offer an out-of-hours service from a centre in the US at other times. The web site introduction warns you take care to give full details of the town and county in which you live when posing questions out-of-hours as the librarian may not be familiar with your area. A warning about the use of English versus American-English terms might be useful too, or maybe the training has covered that.

I would love to try it out but cannot think what to ask at the moment!

Freedom of Information update
We are now 6 months into the first year of the Freedom of Information legislation, and I for one am grateful that the flood has slowed. We have had some interesting and slightly bizarre requests but we are managing to cope. Central Government has had some far more controversial topics, not least the Iraq war, and far greater numbers than we have had in local government.

I believe the Information Commissioner has received 500 appeals of which 70% are concerned with requests to local authorities

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 / METADATA

Babb, Nancy M. "**Cataloging Spirits and the Spirit of Cataloging**" *Cataloging & Classification Quarterly* 40 (2) (2005) – Here's the problem: take any spiritual communication in published form. You have the medium who physically delivers the message and the originating spirit who generated the message. Who should get credit? If you're a cataloger, you'll know that this is no idle question since the work has to be attributed to someone. The author of this article, Nancy M. Babb, a cataloger at SUNY Buffalo, stresses that giving credit to the spirit illustrates the advance in cataloging over the centuries in that a "bibliographic" entity is preferred over a "biographical" one. Such considerations are "exemplar of complex authorship", Babb argues. They illustrate a more "inclusive and expansive concept" of authorship; one that is centered on "what will be of most value to catalog users". Babb in this breathless review of cataloging history confirms what many of us have long suspected, namely, that "an author need not physically exist to have recognized bibliographic identity within the library catalog." – [*LRK]

Marcum, Deanna B. **"The Future of Cataloging"** *EBSCO Leadership Seminar, Boston,* 16 January 2005 (http://www.loc.gov/library/reports/CatalogingSpeech.pdf). – This thought piece on the future of cataloging is long on musings and short on predictions. But that isn't to denigrate it, only to clarify it's role given the possible connotations of the title. Rather than coming up with solutions or predictions, Marcum ponders the proper role of cataloging in a Google age. Marcum cites the Google project to digitize much or all of the contents of a selected set of major research libraries as evidence that the world of cataloging is changing dramatically, and she briefly identifies ways in which the Library of Congress is responding to this new environment. But, Marcum cautions, "the future of cataloging is not something that the Library of Congress, or even the small library group with which we will meet, can or expects to resolve alone." She then poses some specific questions that should be considered, including how we can massively change our current MARC/AACR2 system without creating chaos. – [*RT]

Sanderson, Robert, Jeffrey Young, and Ralph LeVan. "**SRW/U With OAI:**

Expected and Unexpected Synergies" *D-Lib Magazine* 11 (2) (February 2005) (http://www.dlib.org/dlib/february05/sanderson/02sanderson.html). – This very interesting (but technical) piece explores synergies between the Web Services replacement for Z39.50, Search and Retrieve via the Web (SRW) and the Open Archives Initiative (OAI) Protocol for Metadata Harveseting. SRW is a search protocol and OAI-PMH is for retrieving specified sets of records (or all) from a content repository. The authors demonstrate that "SRW and OAI clearly complement each other. Although the two protocols have chosen different answers to certain questions, this does not prevent them from being stacked up like building blocks into very different and interesting configurations." Highly recommended for anyone familiar with SRW or OAI. – [*RT]

ELECTRONIC PUBLISHING

Associated Press. "**Next Hot Trend for Cell Phones: Reading?**" *MSNBC.com* (18 March 2005) (http://www.msnbc.msn.com/id/7232995/). – "Your eyes probably hurt just thinking about it," this article begins, and...yep. Nevertheless thousands of Japanese folks are downloading and reading full-text novels on their cell phone screens. Of course, the average Japanese consumer is a sophisticated user of wireless technology anyhow; the cell phone there is routinely used as both "an entertainment and communication device." And now there are a number of websites where folks can browse and select from among classics, bestsellers and "works written especially for the medium." Quite honestly, it does not sound very enjoyable. "Only a few lines pop up at a time because the phone screen is about half the size of a business card." The latest technology is Java-based and incorporates such ease-of-use features as "automatic page-flipping, or scrolling." According to the article, this trend could spread to the U.S., noting that "Random House recently bought a stake in VOCEL (http://www.vocel.com/), a San Diego-based company that provides such mobile-phone products as Scholastic Aptitude Test preparation programs." Consumers in China and South Korea hava already begun to embrace cell phone reading. What's weird is that people are using this medium even when not on the go; a recent marketing study found that 50 percent of cell phone readers are female, and many are doing their cell phone reading in the home. What sorts of books are people reading on their cell phones? Classics they never got around to, sex manuals they'd be embarrassed to buy in the dead.tree version...but the most popular content is an electronic dictionary. – [*SK]

Bailey, Jr., Charles W. ***Open Access Bibliography: Liberating Scholarly Literature with E-Prints and Open Access Journals.*** Mountain View, CA: Association of Research Libraries, March 2005. (http://info.lib.uh.edu/cwb/oab.pdf). – Long-time *Current Cites* contributor Charles W. Bailey, Jr. has published a bibliography on the movement to free the scholarly literature. Available both online and in print from the Association of Research Libraries, this thorough and authoritative bibliography will serve as the seminal bibliographic source for this movement. Over 1,300 selected English language books, conference papers, journal articles and a number of other sources (including digital videos) are included. Anyone interested in the Open Access movement will likely find this contribution to the effort to be an instant classic. – [*RT]

Cosgrove, John, Norelli, Barbara & Putnam, Elizabeth. **"Setting the Record Straight: How Online Database Providers Are Handling**

Plagiarism and Fabrication Issues" *College & Research Libraries* 66 (2) (March 2005): 136-144.
The authors describe a small study of how the full-text database providers LexisNexis, Ebsco, Proquest and Thomson/Gale handle a number of high-profile incidents of plagiarism and fabrication in newspaper and magazine articles and the later correcting articles. The authors draw attention to the potential ease with which users could keep track of these corrections because online database providers could provide links between faulty and correcting articles. However, surprisingly, these value-added services are rarely available. Lexis-Nexis is the only provider who appends some of the correcting articles to the original articles. The other database providers do not append any of the correcting articles. None of the database providers link the correcting article to the original article. The database providers' view is that this responsibility lies with the publisher or licensor. The authors call for the database providers to be responsible for connecting faulty articles and their corrections and encourage librarians to speak to their database representatives to voice their concerns. – [AS]

GENERAL

Biever C. "**The touchy-feely side of telecoms"** *New Scientist* 185, 2488, 28 (26 February 2005)
Soon you will be able to send sensations over the Internet. The technology of recreating touch and texture through artificial stimuli is called haptics. "Vibrotactile" motors in mobile phones will be able to simulate particular sensations. This could give online shoppers a feel for products. However touch spam or "spouch" might be the next target for spammers. – [DJH]

Fescemyer, Kathy. "**Serials Clutter in Online Catalogs**" *Serials Review* 31 (1) (March 2005): 14-19. (http://www.elsevier.com/wps/product/cws_home/620213). – Dealing with serials records in the OPAC can be confusing even to librarians. It isn't always apparent what record is the microfilm and what record is the electronic version. The author looked at how easy it was to find a number of titles in nine large academic libraries. Next she measured the physical length of the records she found. In many cases, it was difficult to find the right record when using titles such as "Science" or "Nature". Many of the records contained holdings information that ran to several hundred lines. The author argues for simpler records with one bibliographic record per journal regardless of format. She also points to the need to prioritize information making less information the default setting. Someone looking for a call number ought not to have to trudge though a sea of volume and issue listings. Of course, this is as much an OPAC-Vendor problem as a library problem. Doing what the author suggests (i.e. making a simpler interface for serials) can only be achieved in certain OPACs (if at all) through considerable customization. It ought not to be so hard! – [*LRK]

Mao, Ji-Ye, Karel Vredenburg, and Paul W. Smith, *et. al.* "**State of User-Centered Design Practice**" *Communications of the ACM* 48 (3) (March 2005): 105-109. (http://www.acm.org/cacm/). – Some interesting results from a survey of people involved with User-Centered Design (UCD). The authors suggest that UCD is meeting with growing acceptance as a necessary component of software development. This is thanks to the realization on the part of developers that if users can't use their software, they'll go elsewhere. Nevertheless, UCD continues to be plagued by difficulties in measuring success and establishing clear goals.

Some of the more common techniques used are “iterative design, usability evaluation, task analysis, informal expert review, and field studies”. The authors found that techniques tended to be either used or avoided due to the perceived cost in time and money. They argue for a more complete approach. (Note, CACM also has an interesting section on the “Disappearing Computer” – featuring interesting projects that make use of ubiquitous computing). – [*LRK]

Norman J. “**Cyber-antiquities”** *New Scientist* 185, 2487, 20 (19 February 2005)
The article previewed the auction of a collection of documents on computing, telecommunications and networking, charting the development of the Internet. Apparently many of these late C20th papers can be rarer than medieval books, and potentially very valuable. Funnily enough the author was the vendor. – [DJH]

Olsen, Stefanie. “**Yahoo's Game of Photo Tag**” *CNet News.com* (22 March 2005) (http://news.com.com/2102-1032_3-5630403.html?tag=st.util.print). – A number of web sites such as the photo sharing site Flickr (http://www.flickr.com/) and the link sharing site Del.icio.us (http://del.icio.us/) have provided a way for users to attach their own topics (or “tags”) to their links and photos. This activity inspired Thomas Vander Wal to coin the term “folksonomies” for user-created taxonomies. The purchase of Flickr by Yahoo! has provided even more attention to this phenomenon, highighted in this article. Although this is one of the hottest new topics in the press at the moment, the jury is still out on just how effective this technique will be in making things easier to find. As quoted in the article, information architect Peter Merholtz thinks that “the future of folksnomies involves meshing these user-generated categorizations with more standardized categorizations, such as the Library of Congress or the Getty Thesaurus of place names, so you could start to connect data to allow more of these associations to be made.” – [*RT]

Rossman, Parker. “**Beyond the Book: Electronic Textbooks Will Bring Worldwide Learning**” *The Futurist* 39 (1) (January-February 2005): 18-23. (http://www.wfs.org/futurist.htm) – Gee whiz! And you'll eat your dinner in a tasty little pill ... when you need a break from soldering the wiring of our utopian days to come, take a look at this. It's worth it because it's the kind of writing that creates unrealistic expectations and causes purse string-holding politicians to salivate over the spending cuts of the world of tomorrow. It's part Futuramaesque boosterism (I'll admit to a pang of nostalgia for the Disney shows of my childhood), part mid-90's *Wired* magazine wipe-the-slate-clean prognosticating (without the fuchsia and lime green) and part laundry list of the kinds of educational technology which divert students' attention from the content to the medium. You'll notice that “academic rigor” isn't an ingredient in this recipe, but it is meant for a general audience. Granted that this mix of fact and imagination does give some plausible examples of how some of the poor or handicapped might benefit from digital information, but it does a disservice to the teachers who struggle daily with aging infrastructure, shrinking resources and students who want to hear that books are obsolete. But I forgot – that's not a futurist's job. – [*JR]

INFORMATION ACCESS/RETRIEVAL

Garvin, Peggy. “**Why Google Uncle Sam?**” *LLRX.com* (13 February 2005) (http://www.llrx.com/columns/govdomain2.htm). – Google's Uncle Sam (http://www.google.com/unclesam)

search has evolved into the most popular search tool for the .gov and .mil domains. Garvin, author of The United States Government Internet Manual (http://www.amazon.com/exec/obidos/tg/detail/-/1886222185/qid=1103727472/sr=1-1/ref=sr_1_1/102-6243105-6902522?v=glance&s=books), questions this popularity, pointing out a number of deficiencies. For one thing, it doesn't include all the information that the federal government makes available online, since some sites don't have .gov or .mil domains (e.g., usps.com (http://www.usps.com/), ndu.edu (http://www.ndu.edu/)). Also, the Uncle Sam service does not offer an advanced search form; if you click on advance search, you'll be sent to Google's generic version. Garvin also takes a look at the federal government's own search engine, at firstgov.gov (http://www.firstgov.gov/). Although it, too, has some limitations, it does offer some features that Uncle Sam does not. Bottom line – "When searching the federal government niche, follow the same recommended practice as in general searching: use more than one search engine." Also listed are two additional tools for federal government research: Department of Defense Search (http://www.defense.gov/search/) and Vivisimo's (http://vivisimo.com/) FirstGov cluster search. – [*SK]

Mendoza, Martha. "**AP Review: Gov't Reducing Access to Info**" *Guardian Unlimited* (13 March 2005) (http://www.guardian.co.uk/worldlatest/story/0,1280,-4862137,00.html). – In a piece that will likely suprise few librarians, an Associated Press review has documented a major clampdown on the release of government information to the American public. "The federal government – not including the CIA – created 14 million new classified documents in fiscal year 2003, a 60 percent increase over 2001, according to the Information Security Oversight Office. At the same time, the agency reports that it cut back on the number of documents that were declassified" the article states. The Associated Press documents a number of other findings from its review that anyone interested in government by the people, for the people, will find chilling. – [*RT]

Stone, Brad. "**The Road Now Taken**" *Newsweek (via MSNBC)* (21 February 2005) (http://msnbc.msn.com/id/6934466/site/newsweek/). – Regardless of which Internet mapping site you prefer, the geospatial data that makes it work was provided by one of two companies – NAVTEQ (http://www.navteq.com/), based in Chicago or Tele Atlas (http://www.teleatlas.com/), a Netherlands firm. This article describes how these companies go about gathering the data and making sure it stays current. Meanwhile, the sales of "GPS-enabled devices," including cell phones, is projected to go through the roof by 2008. Thus, there looks to be no end in sight to the demand for geospatial data. While Internet users are particularly enamored of mapping websites, many business people are downright addicted to various high tech navigation tools. The article notes that North America, Western Europe and Japan are fairly well "mapped" right now; future expansion is projected in Eastern Europe and Asia. – [*SK]

Suber, Peter. "**Comments on the Weakening of the NIH Public-Access Policy**" *SPARC Open Access Newsletter* (82) (2005) (http://www.earlham.edu/~peters/fos/newsletter/02-02-05.htm#nih). – Since the National Institutes of Health (NIH) sponsors megabucks worth of research, it would be a big deal if all of the articles resulting from that research would be made freely available. Last July, the

U.S. House Appropriations Committee made recommendations that made this a possibility (see "NIH Public-Access Policy: Frequently Asked Questions" (http://www.earlham.edu/~peters/fos/nihfaq.htm) for details). Now, after events I won't describe here (see "Congress Approves the NIH Plan" – http://www.earlham.edu/~peters/fos/newsletter/12-02-04.htm#congress), the NIH has issued its "Policy on Enhancing Public Access to Archived Publications Resulting from NIH-Funded Research" (http://grants.nih.gov/grants/guide/notice-files/NOT-OD-05-022.html), and the news for open access advocates is mixed at best. Deposit of articles in PubMed Central is voluntary (not mandatory), and it is "strongly encouraged as soon as possible (and within twelve months of the publisher's official date of final publication)." Suber dissects the NIH plan with his usual clarity and precision, and he provides interesting background information about it, including how it compares to an earlier draft. One key point that he makes is that the policy "invites publishers who dislike the policy to voice a preference contrary to the NIH's preference," which "creates an untenable, high-risk dilemma for authors." In spite of the NIH plan's perceived downsides, Suber notes in his postscript that: "Even the watered down version of the policy will be an advance over the status quo, though a smaller advance than we had been led to expect. . . . Since the body of NIH-funded research is very large and very high in quality, even delayed free access to a subset is better than toll access to the totality." – [*CB]

PRESERVATION

Serials: The Journal for the Serials Community 18 (1) (2005) (http://www.uksg.org/serials.asp) – This issue of *Serials* has a number of interesting papers on open access. In "A Mandate to Self Archive? The Role of Open Access Institutional Repositories," Stephen Pinfield, tackles the controversial issue of mandating the deposit of articles in institutional repositories. In "Open Access: Evidence-Based Policy or Policy-Based Evidence? The University Press Perspective," Martin Richardson describes experiments at Oxford University Press with different OA journal publishing models. In "Open Access: Principle, Practice, Progress," Jan Velterop argues that the open access battle for hearts and minds is gaining ground, but implementation issues remain and misconceptions about OA persist. In "Open Access: Reflections from the United States," Ann Okerson weighs the pros and cons of OA for US research libraries, noting that institutional repositories are likely to be expensive, and their focus in the U.S. is likely to be on locally produced scholarly materials other than articles. Consequently: "It is unlikely that under this kind of scenario in the US, scattered local versions of STM articles would compete effectively with the completeness or the value that the publishing community adds." She also suggests that library cost savings resulting from OA journals are "unlikely, unless substantial production cost reductions can be realised by many categories of publisher." In "Open Access to the Medical Literature: How Much Content Is Available in Published Journals?," Marie E. McVeigh and James K. Pringle report that for the research and clinical medicine journals that they studied "26% of the journals made their most recent issues open access, and 21% of articles since 1992 were available as open access." In "Overview of the House of Commons Science and Technology Select Committee Inquiry into Scientific Publications," Ian Gibson discusses the important activities of the Select Committee that he chaired. Finally, in

"*Scientific Publications: Free for All?* The Academic Library Viewpoint," Tom Graham examines the key findings of the Select Committee's influential report and criticizes the U.K. Government's response to it. – [*CB]

VIRTUAL LIBRARIES

Nicholson, Scott. "**A Framework for Internet Archeology: Discovering Use Patterns in Digital Library and Web-Based Information Resources**" *First Monday* 10 (2) (7 February 2005) (http://www.firstmonday.org/issues/issue10_2/nicholson/). – Nicholson is interested in the trail of "data-based artifacts" that users leave behind when they interact with digital libraries or other Web-based information space. In particular he explores one discovery process that is called bibliomining – a combination of data warehousing, data mining and bibliometrics. He employs the research framework of archeology to analyze bibliomining as a potential aid for managers of digital libraries. Using the language of archaeology to analyze the nature of the Internet is familiar approach – a case of borrowing language from an established field to help assess the emerging virtual spaces we are building. This approach is utilized so often because it enables developers to visualize the network in understandable terms. Bibliomining draws on the basic tenets of archaeological practice, that is to say, "recovery, systematic description, and study", and Nicholson suggests that it may be a new tool for digital library managers. He says that we're still "describing" the digital library, even as we build it; Bibliomining may help us move beyond description, toward a sustainable cultural of continuous improvement. – [*TH]

WEB DESIGN

Spool, Jared M. "**Seven Common Usability Testing Mistakes**" *UIE Roadshow Articles* (2005) (http://www.uie.com/events/roadshow/know_your_users/articles/usability_testing_mistakes/). – This is the kind of article that you want to give to your administrator when he or she starts wondering what usability can and cannot do. It briefly indicates what you can measure and what you can't, who should be involved and the kind of follow-up you should do. I've rarely read something by author, Jared Spool, where I didn't learn something and this brief treatment is no exception. – [*LRK]

Tonkin, Emma. "**Making the Case for a Wiki**" *Ariadne* (42) (2005) (http://www.ariadne.ac.uk/issue42/tonkin/). – Wiki: "the simplest online database that could possibly work." Anyone can create Wiki pages and edit them, so a Wiki is by nature a collaborative tool (and one designed to drive control freaks off the deep end). The Wikipedia (http://en.wikipedia.org/wiki/Main_Page)is probably the most famous Wiki. Tonkin gives the reader a brief overview of Wikis, suggests various uses, provides comparative information about major Wiki software, discusses deployment issues, and speculates about the future of Wikis. – [*CB]

WEBLOGS

"'The Blogosphere' (special issue)" *Communications of the ACM* 47 (12) (December 2004) (http://www.acm.org/pubs/cacm/) – The idea of a systematic analysis of the blogosphere sounds like an exercise in futility – OK, we've got that manifestation isolated, wait, there are new eruptions over here and here and here – but this special issue of *Communications of the ACM* has several articles which do pin down

aspects of blogging by measurement, experiment and anecdotal evidence. Patterns in interpersonal relationships and activity emerge over time. What is expressed in blogs, and what bloggers get out of it, is revealed by survey. An author who began blogging way back in 1999 describes the phases of change in online communities wrought by the development of easy to use blogging software. How semantic metadata could add a knowledge management layer to blogs is explored through the creation of a prototype semantic blogging demonstrator. And old concerns about the effect of filtering one's information intake are reawakened in the light of new functions used in blogspace – could it be that RSS abuse could make *you* really simple? The issue is an essential addition to the literature about this revolutionary phenomenon. – [*JR]

Contributors to Current Cites * : Charles W. Bailey, Jr., Terry Huwe, Shirl Kennedy, Leo Robert Klein, Jim Ronningen, Roy Tennant

Contributors:
Peter Chapman, Sarah Clarke, Catherine Ebenezer, Jonathan Gordon-Till, Dave Huddart, Linda Kerr, Ida Kwan, Penny Leach, Shona McTavish, Shirley Parker-Munn, Liz Reiner, Lesley Robinson, Ann Smith, Christine Urquhart, James Watson.

Book Review

Maxine Melling (ed) *Supporting e-learning: a guide for library and information managers.* London: Facet Publishing, 2005 ISBN 1 85604 535 8 192pp £39.95

E-learning in this book relates to higher and further education – e-education, if you like – rather than to the corporate world, where the development of IT and management skills by e-learning is more like e-training. As the subtitle indicates the focus is on management aspects, so chapters discuss the development of Managed Learning Environments (MLEs) and the place of library resources therein; the development of learning technologies and their effects on organisational structures, but with only minor consideration of libraries; the high level strategies needed in the process of developing an e-learning environment; and support for new media based on experience at Columbia University.

Some more practical content is in Peter Stubley's thoughts on information literacy in an electronic learning context, including some of the activity he'd been involved with at Sheffield University, though it doesn't really reflect the widespread incorporation of information skills material into Virtual Learning Environments (VLEs). The chapter on collection management by Frances Hall and Jill Lambert is the nearest to the interests of UKeiG, with an overview of the main concepts: electronic journals, e-books, serials management, archival access to resources, OpenURL resolvers, licencing, promotion, etc, though without any close relation to e-learning.

Indeed my main concern about the book is a lack of connection between libraries and e-learning in any detail. So, though the need for technical integration of resources into a VLE or MLE is recognised – and the need to solve various, but unspecified, technical issues is noted – there is not much on the practicalities. Where should this integration be – within modules to present resources at the point of need or merely in a library area? Only passing mention is given to the metasearching portals increasingly being adopted by university libraries, yet having such search boxes in a VLE is valuable. What

sort of content should be included? Should you load resources into the VLE or merely link to them? What is the place of digitised material and how do we control the use of such material that academic staff may include? Authentication is touched upon in a couple of places, but I expected more on the solutions needed when students can be trying to access resources from anywhere in the world. It would also have been of interest to learn how library staff are helping academic staff to use electronic resources and confront the problems of access, copyright, stable URLs and the like – what sort of staff development is being provided? Another area of practical importance not dealt with is how to support students needing help with electronic resources when the demand is round the clock and from different time zones. LSE's Follow the Sun helpdesk (http://www.lse.ac.uk/itservices/help/Helpdesk/FollowTheSun.htm) is an isolated example of a solution, though it is limited in that it doesn't operate at weekends. And what of technologies like IM, chat, VoIP and co-browsing, in this context?

I suppose I was expecting much more in the way of real examples of what is being done by libraries to support e-learning, but then this is a management book, so it takes a more theoretical and higher level approach. Thus, I find it disappointing. Its not especially coherent in its treatment of the subject which I find also detracts from its value.

Ian Winship
Northumbria University

Press Releases

Oxford Journals launches Oxford Open – a new open access initiative
4 May 2005

Oxford Journals, a division of Oxford University Press (OUP), has announced its latest Open Access (OA) project, Oxford Open. Commencing July 2005, it will offer an optional author-pays model to authors of accepted papers in a range of Oxford Journals titles. Oxford Journals has also amended its post-prints policy to be compliant with the latest National Institutes of Health (NIH) Public Access Policy. Both of these announcements further support Oxford Journals' central remit, as a leading not-for-profit publisher, to bring the highest quality research to the widest possible audience.

Oxford Open will give published authors in participating Oxford Journals titles the option to pay for research articles to be freely available online immediately on publication. The open access charge for each article will be £1,500 or $2,800, with authors being given the option to pay this amount once their manuscript has been peer-reviewed and accepted for publication. Discounted author charges of £800 or $1,500 will be available to authors from institutions that maintain a current online subscription. Authors from developing countries will also be eligible for discounted rates. The online subscription prices of participating journals will be adjusted for 2007 and subsequent years, according to how much content was paid for by authors and thus freely available online during the previous year.

Oxford Open is a further addition to the current Oxford Journals OA experiments, with a variety of models being tested. These include *Journal of Experimental Botany, eCAM,* and

Nucleic Acids Research, the latter being the first major science journal of such stature and prestige to move to a full Open Access model, in January 2005. Oxford Open will initially launch with a range of titles owned by Oxford Journals, with further journals being added to the scheme at a later date.

In addition, and with immediate effect, authors who publish with Oxford Journals are entitled to upload their accepted manuscript ("post-print") to institutional and centrally organized repositories (including PubMed Central), but must stipulate that public availability be delayed until 12 months after first online publication in the journal unless the paper is being published within Oxford Open, in which case the post-print may be deposited and made freely available immediately the article is accepted for publication.

"Oxford Open is a logical extension to our current Open Access experiments, and will allow us to collect valuable first-hand data on the demand for Open Access by authors across a broad range of subjects," commented Martin Richardson, Managing Director of Oxford Journals. "It also offers research funders a choice as to how quickly they wish the research results they fund to be made freely available online, without undermining the current business models that allow high-quality peer-reviewed journals, still highly-regarded by researchers as the preferred quality 'kite-mark' for their work, to continue to be viable in the long-term."

Further details about Oxford Journals Author Self-Archiving Policy can be found at: http://www.oupjournals.org/selfarchivingpolicy. Register to receive further information about the Oxford Open Initiative as it becomes available using the Oxford Open Form: http://www.oupjournals.org/oxfordopen.

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Berkshire Publishing Group and Xrefer team up to bring HCI to e-libraries
April 26th 2005, Boston USA and London UK

Xrefer and Berkshire Publishing Group are delighted to announce that the highly acclaimed *Berkshire Encyclopedia of Human-Computer Interaction* is now available online from Xrefer as an Xreferplus Specialist Reference title.

Human-Computer Interaction – known as HCI – is a fast-growing field that draws upon several branches of social, behavioral and information science. It is the study of how we communicate with – and through – computers, robots, information systems and the Internet.

Institutions can now purchase unlimited user access to the *Berkshire Encyclopedia of Human-Computer Interaction* for their library patrons from Xrefer, either in addition to their Xreferplus Ready-Reference collection or as an individual, standalone title. For more information, see http://www.xrefer.com/vol/333.

Published in print form by the Berkshire Publishing Group in 2004, the two-volume *Berkshire Encyclopedia of Human-Computer Interaction* is designed to be the first reference resource to meet the needs of researchers and scientists as well as students, business and marketing professionals, and interested non-experts. It includes hundreds of illustrative figures, tables and photos,

and 190 articles written by 175 expert contributors, all eminent figures in the field of HCI.

Mark Fischetti, contributing editor on *Scientific American* said of this title, "From collaboration editors to cyborgs, I never knew there was so much to know about human-computer interfaces. The accessible layout should also make it easy to interface with this breadth of information." To read this story online, go to http://www.xrefer.com/news/index.jsp?m=2.

eBook version of Digital Libraries: Principles and Practices in a Global Environment available

Tedd, Lucy and Large, Andrew. *Digital Libraries: Principles and Practices in a Global Environment*. Munich: K. G. Saur, 2005. 280 pp. ISBN: 3-598-44005-7. *Gale Virtual Reference Library*. Thomson Gale.

The goal of *Digital Libraries: Principles and Practice in a Global Environment* is to introduce readers to the principles underlying digital libraries, as well as to illustrate these principles by reference to a wide range of digital library practices throughout the world. Individual chapters deal with digital library users and the services that are offered them, information sources typically found in digital libraries, the standards and protocols with which digital libraries must cope in the context of interoperability, the software that can be used in the development of digital libraries, interface design, searching and browsing digital library collections, and managing digital libraries, including discussion of intellectual property rights and preservation issues. A final chapter comprises eight case studies drawn from Canada, England, India, Italy, Singapore, Sri Lanka, the US and Wales that are used to illustrate points made in earlier chapters. Throughout the book the challenges of developing and implementing digital library systems in multilingual and multicultural environments are explored. *Digital Libraries: Principles and Practice in a Global Environment* provides a concise and easily digestible introduction to a range of international, digital library-related developments for graduate and undergraduate students in Library Science, Information Science or Computer Science (and related) programmes around the world, as well as information professionals working in libraries and information units who wish to update their knowledge in this rapidly developing field.

The book is from two authors with a wealth of international experience in library and information studies, which they draw upon throughout its chapters to explore the challenges and opportunities of developing and implementing digital library systems in multilingual and multicultural environments.

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