

# eLucidate

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## Open Access Conference at the Home of the Web

**Lucy A. Tedd, Department of Information Studies, University of Wales, Aberystwyth**

Open Access was the theme of the 29th ELAG (European Library Automation Group) annual seminar which was held June 1<sup>st</sup> -3<sup>rd</sup> 2005 at CERN – the European Organisation for Nuclear Research in Geneva, Switzerland. ELAG seminars aim at ‘in depth’ discussions of a particular theme, and at the promotion of informal exchange of ideas and experience.

The format for ELAG seminars generally comprises:

- papers on the specified theme
- papers from the country where the workshop is held
- workshops
- progress reports.

Papers on the specified theme included presentations from:

- Jill Cousins on The European Library (TEL) (<http://www.theeuropeanlibrary.org/portal/index.htm>) which was launched in March 2005 and aims “open up the universe of knowledge, information and culture of all Europe’s national libraries”;
- Lotte Jørgensen of Lund University Library in Sweden on the Directory of Open Access Journals ( <http://www.doaj.org>) which now provides links to some 1600 free, full text, quality controlled scientific and scholarly journals;
- David Prosser, SPARC (Scholarly Publishing and Academic Resources Coalition) European Director, on Scholarly communication, open access and SPARC Europe (<http://www.sparceurope.org/>). SPARC advocates change in the scholarly communications market, supports competition, and encourages new publishing models (in particular, open access models) that better serve the international researcher community;
- Tony McSean, Director of Library Relations at Elsevier Publishing on Commercial publishers and open access;
- Jan Erik Kofoed of the BIBSYS (<http://www.bibsys.no>) a supplier of digital information services to Norwegian libraries on XML database management systems;
- Juha Hakala, Director of Information Technology at Helsinki University Library in Finland on persistent identifiers.

Since French/Swiss border goes through the CERN complex the decision was made that papers from both France and Switzerland would be included. There were presentations from:

- Magaly Bascones Dominguez, of the University of Geneva on Open Access journal business models;
- Alberto Pepe and Tibor Simko of CERN on the Open Access aspects at the CERN Document Server (<http://cdsweb.cern.ch/>);
- David Aymonin of the Ecole Polytechnique Fédérale de Lausanne on “e-Theses and the OAI e-collection service” (<http://library.epfl.ch/theses/?pg=etheses>);
- Barbara Signori of the Swiss National Library on e-Helvetica: Electronic publications in the Swiss National Library (<http://www.e-helvetica.ch>). e-Helvetica aims to provide a digital archive of e-publications;
- Françoise Bourdon of the Bibliothèque nationale de France (BnF) on BnF Authorities (<http://catalogue.bnf.fr/>);
- Catherine Lupovici, also from the BnF on the International Internet Preservation Consortium which brings together a number (at present 12) of national libraries around the world (including The British Library) with an aim “to acquire, preserve and make

accessible knowledge and information from the Internet for future generations everywhere, promoting global exchange and international relations”

(<http://netpreserve.org>);

- Miguel Moreira of the RERO (the Library Network of Western Switzerland) on its Digital Library, known as ReroDoc (<http://doc.rero.ch/>).

Each ELAG participant is expected to sign up for one of the workshops and each workshop was allocated some seven hours in six separate parallel sessions in the 3-day programme. The chair of each workshop then reported back to the whole meeting on the relevant deliberations. The topics of the workshops this year were:

ZING (Z39.50 International: Next Generation)

ISO ILL, NISO NCIP or Open URL?

RSS (Really Simple Syndication)

E-books

E-learning and libraries

Electronic Resource Management

RFID and self-service

Metasearch systems versus Google Scholar

Low cost e-journal production

Participants are also expected to produce a ‘progress report’ from their organisations.

There were about 120 attendees, from 20 countries at this very interesting meeting. There was plenty of opportunity to discuss and learn from others about a wide range of relevant developments. On one evening we were led to the bowels of the library building to be shown the plaque indicating where “the Web was born”. We all received an annotated copy of an internal CERN document of March 1989 by Tim Berners-Lee entitled “Information management: a proposal” – his supervisor had written the comment “Vague – but exciting” !!

Full details of presentations are available from <http://cern.ch/elag2005>.

## The future of search

### Mark Sanderson, University of Sheffield

I was asked to present a talk at the UKeIG on the “future of search”. The title allows a speaker such freedom, one could present on many topics; I chose to present on the areas where none of the search engines have managed to solve even basic search problems; namely search of multimedia. Here I present a brief overview of the problems in and solutions to searching music, images, and 3D objects.

#### Music

Retrieval of music is of growing interest to researchers, with some commercial interest in limited areas. Unlike text search, which has largely focussed on topic-based information seeking tasks, music information retrieval is examining a range of retrieval modes: retrieval by humming (do people hum in tune is a key question here), retrieval by audio example (hear a snippet of a song on the radio and you want to know what it is), retrieval by genre; by timbre and texture by beat boxing or tapping, by mood (i.e. find songs that are upbeat, melancholy, romantic). User collection organization is also a key area of research at the moment. Although much research is taking place, it is clear from looking at current results (much of which is listed at <http://www.music-ir.org>) that research has some way to go in order to provide effective search

across these modes. Manual tagging of music items with metadata is likely to remain the key approach to dealing with music for some time to come.

### **Images**

As with music, commercial search engines have to make do with using metadata or captions if they want to provide image search services. Although intensively researched, progress in retrieval of image content is limited. Image retrieval breaks down into a number of sub-topics, some of which have been more successful than others. Face recognition is one area where reasonable progress has been reported, however even here, face retrieval systems only work if a very large training set can be produced of the faces to be recognised or if faces are only to be recognised when lighting and orientation of a face are carefully controlled.

The main area where progress in image search is likely to be made in the near future is in the devices we use to capture images providing metadata when photos are taken. Already most digital cameras include data (conforming to the EXIF standard) into each image describing amongst other things the date/time a photo was taken, the status of the lens, exposure and aperture. Future cameras are likely to use GPS to tag where the photo was taken. Such information will help in the organisation and search of image collections.

### **3D objects**

The final topic covered in the talk perhaps seemed an odd choice, but there are signs that three dimensional objects are going to become more prominent on the Internet. Already there are search engines, which allow querying for 3D objects based on a series of sketches (see <http://shape.cs.princeton.edu/search.html>). Currently the number and type of objects available for search are limited, however, means of capturing the shape of physical objects is becoming easier and in areas such as cultural heritage such diverse projects as capturing set designs or scanning the shape of statues is taking place. Once sufficient objects have been scanned, search of them will become an important topic.

### **Conclusion**

From this brief overview it is clear that there is a wide range of search applications yet to reach the commercial mainstream. Search has a much richer and more diverse future than perhaps one might have thought.

## **Non-linearity and Human Information Behaviour**

**Dr Allen Foster, University of Wales, Aberystwyth**

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### **Introduction**

Human Information Behaviour is an area of research that is of particular significance to professionals interested in information skills and key skills instruction. Recent research suggests that patterns of 'literate' information seeking are self-reflective, context bound, pragmatic, flexible, and adaptable. In specific terms, the patterns are also defined as non-linear, dynamic, complex inter-relationships of behaviour, activity, and context. This paper briefly introduces one model from the Non-linear perspective of Human Information Behaviour, and describes some potential implications for library instruction that arise from the application of these principles.

### **The concept of non-linearity and the non-linear perspective**

The focus of non-linear theories in the sciences is on understanding the complex inter-relationship of variables, and mathematically representing, the movement, or transformation, of

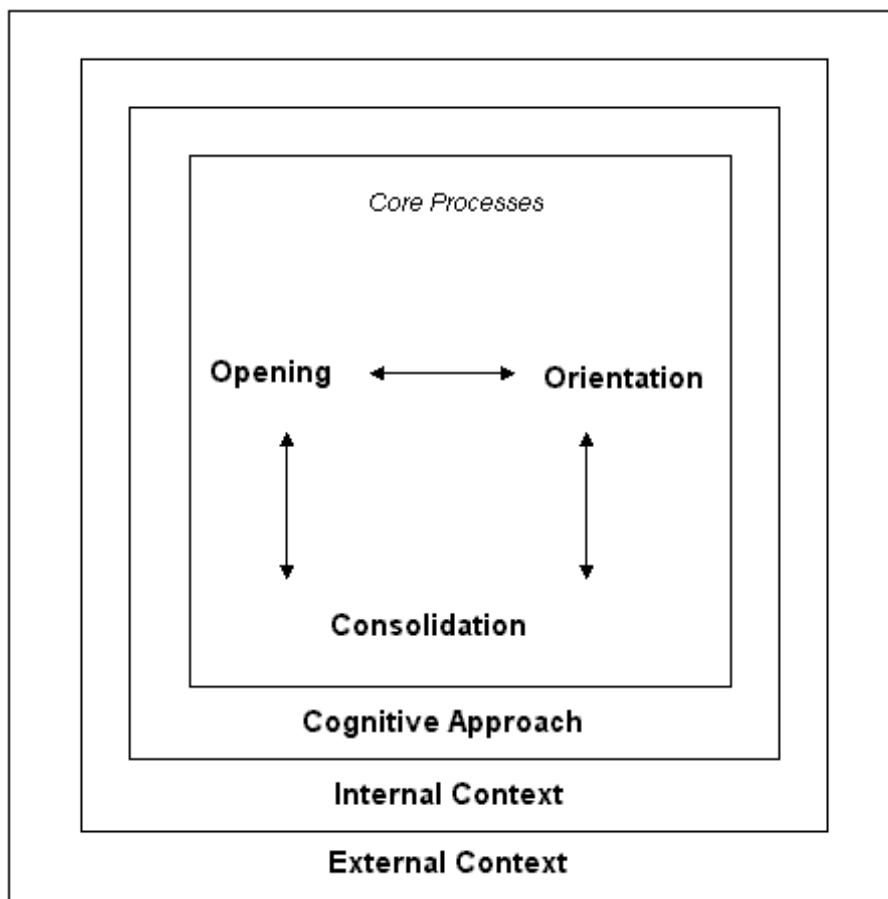
one complex entity into another related one (Gleick, 1987; Stewart, 1989; Waldrop, 1992; Kellert, 1993).

The development of a Non-linear Model of Information Seeking Behaviour that interprets Human Information Behaviour in terms of non-linear, dynamic, and complex inter-relationships of behaviour, activity, and context, is relatively new to the field of Information Science.

The development of non-linearity is represented prominently in Foster's Non-linear model of Information Seeking Behaviour (Foster, 2004), though some researchers (Erdelez, 1997; Cheuk, 1998; Spink *et al*, 2002) have mentioned some non-sequential features of information seeking previously.

**Foster's Non-linear Model**

The mechanics of non-linearity for Information Science are embodied within the Foster model of Non-linear Information Seeking Behaviour. Foster's Non-linear model is based around three core processes, Opening, Orientation, and Consolidation, and three Contextual elements represented by Internal Context, External Context, and Cognitive Approach, as shown graphically in Figure 1 (Foster, 2004: 232).



**Figure 1. Non-linear Model of Information Seeking Behaviour (Foster, 2004: 232).**

Each of the three core processes, Opening, Orientation, and Consolidation, continually interact: internally with themselves, and externally with the information seeker's Cognitive Approach, Internal Context, and External Context. An activity that forms part of Opening, can potentially lead to any other activity within the same core process, or within any other core processes.

The processes illustrated in Figure 1 are composed of multiple activities, influences, strategies, and sub-processes; these are listed in Table 1, and further elements are listed in Table 2 below (Foster, 2004).

Opening	Orientation	Consolidation
Breadth Exploration	Problem Definition	Knowing Enough
Eclecticism	Picture Building	Refining
Networking	Reviewing	Sifting
Keyword Searching	Identify Keywords	Incorporation
Browsing	Identifying the Shape of Existing Research	Verifying
Monitoring		Finishing
Chaining		
Serendipity		

**Table 1. Core Processes of the Non-linear Model (adapted from Foster, 2004: 232)**

The following sections provide an overview of the core processes, contexts, and cognitive elements of Foster's Non-linear model.

### Opening

Opening, as a core process, corresponds to activities connected with actively and passively seeking, exploring, and revealing information.

The term "Opening" was derived from interview transcripts as an expression of an information seeker's "opening up a topic" through a variety of activities, amongst which Breadth Exploration, Eclecticism, and Serendipity are notable as complex strategies (Foster and Ford, 2003).

### Orientation

The Orientation process has a wide remit within the model and represents the activity involved in, as Foster (2003) suggested, "making sense" or "finding which way was up". The activities are primarily directed towards identifying ideas, sources, reviewing that which is already known, and setting goals for further explorations.

### Consolidation

Consolidation, involves judging and integrating elements of the work in progress (involving relevance criteria and judgements), deciding and continually questioning whether sufficient material to meet the present information need had been acquired (Foster, 2005a).

### Context and Cognitive Approach

Foster's model states that information seeking is more than an interaction of the activities described in the Core Processes, but is in addition an interaction of the Core Processes, Context, and Cognitive Approach (see Table 2). These elements define the opportunities, limitations, knowledge, and the ways of thinking that shape information seeking.

External Context	Internal Context	Cognitive Approach
Social and Organisational	Feelings and Thoughts	Flexible and Adaptable
Time	Coherence	Openness
The Project	Knowledge and Understanding	Nomadic Thought
Navigation Issues		Holistic
Access to Sources		

**Table 2. Contextual Interactions of the Non-linear Model (adapted from Foster, 2004: 232)**

### Interpreting the model

As a complete entity, Foster's model forms a complex map of Human Information Seeking Behaviour.

“With each information seeking experience, or contextual change, the opportunity and need for information seeking change too. The relationship of core processes and developing context interact freely to allow each core process to feed into any other, and to be reiterative over time....the concepts, represented in the interactivity of the core processes, and the absence of stages in the model, are analogous to an information seeker holding a palette of information behaviour opportunities, with the whole palette available at any given moment. The interactivity and shifts described by the model show information seeking to be non-linear, dynamic, holistic, and flowing” (Foster, 2004:235).

In Foster's Non-linear Model of Information Seeking Behaviour, information seeking is conceived of as a long-term progression through life that forms a continuously evolving personal profile defined as the sum of previous knowledge and experience, including previous information seeking, their external context, and their evolving cognitive dimensions. Simply: life and information seeking activity affect an individual's further information seeking behaviour.

### Implications

Multiple implications for research arise from a consideration of Human Information Behaviour as non-linear. In this paper, the potential to apply the Non-linear model to information skills instruction will be discussed.

Non-linearity implies a new approach to information skills training. Specifically, a non-linear and holistic approach has potential to be used as a rationale and framework to guide the teaching of information skills.

There is a considerable, and more than occasionally overwhelming, volume of literature in existence describing multiple interpretations of how to teach information skills using various linear models. Many traditional approaches have worked with the assumption that teaching should involve breaking information seeking down into stages, stages which must be completed or repeated, before moving on to the next step. These approaches are a good tool to structure teaching in some contexts, perhaps to novice information seekers in particular (Swain, 1996).

The Non-linear perspective offers an alternative way to view the creation of an information literate individual. In approaching the task of teaching from a non-linear perspective, the core processes and contexts, and cognitive approach become important. The core principle is the



interaction between different activities, and the multiple ways that they may be combined in information literate information seeking behaviour.

This raises some interesting questions for information professionals, particularly in thinking about how you might teach a non-linear approach. The beginnings of an answer to this problem have used Foster's model (2004) to outline an approach to teaching.

The first problem is to consider which skills, and the order in which to introduce them. In Foster's model, three core processes represent the activities necessary to complete information seeking: an information literate person is able to successfully perform a version of this triumvirate of three core processes. Learning the purpose and logic of each of the three core processes is potentially the first conceptual element to teach.

The educator may demonstrate the existence of the full range of activities possible, but the number and range of skills taught will be determined by the learner's initial level of skill that may be readily explored with diagnostic assessments. In Foster's model, the concept of a skill level is defined by the Contextual elements.

### **A useful analogy**

In deciding how to approach the task of teaching, a simple analogy has been useful to structure a curriculum (Foster, 2005b). In this analogy, a simplified non-linear framework for a novice information-seeker, analogous to a children's paint set, with a limited paint brush, provides a beginning level of information seeking representing the most basic aspects of Opening, Orientation and Consolidation, e.g. browsing, or keyword searching. More advanced information seekers learn that complex mixtures of colours (activities) provide better results, and using different brushes (activities, sources, strategies), increases the scope for refined and complex outputs. Taking the analogy to its logical conclusion, expert searchers would choose from a complete set of paints and a full set of broad and fine brushes, representing training in complex strategies, information sources, and approaches to problem solving. For a given context, it is necessary for the professional to determine the level of component activities required.

Trials of the technique involving the training of academics and Masters students for electronic information sources and refreshing information skills showed that the non-linear model offered a flexible tool with which to introduce strategies and activities which the learners could incorporate into their previous knowledge of searching. The result was adoption of new methods, quick integration of previous experience with new ways of searching for information, and an increased level of reflective information seeking practice: suggesting information literate behaviour.

The approach provides information-seekers with a flexible framework that reflects the way people in real situations find it necessary to think about, and perform information seeking.

### **Conclusion**

This brief paper outlined some of the elements that contribute to a Nonlinear understanding of Human Information Behaviour. Ultimately, the non-linear perspective may offer an opportunity to package information skills in a manner that reflects real-world solutions, and in this may be acceptable to a diverse groups for whom traditional information skills training is unsuitable.

Further research, and the work of leading edge practitioners, will be valuable in exploring how non-linearity might contribute to practical information skills instruction amongst those with different education, culture backgrounds, and coming to information skills within different contexts.

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## Online

**Hosted by the Aberystwyth Online User Group (AberOLUG). This issue by Johanna Westwood, University of Wales, Aberystwyth. Please send submissions for the next edition to [jrc@aber.ac.uk](mailto:jrc@aber.ac.uk)**

**CSA** <<http://www.csa.com>>

*Sustainability: Science, Practice, & Policy*, a new peer-reviewed, open access journal, that includes full-text articles, guest editorials, and community essays, has launched publication. Accessible at <http://ejournal.nbii.org/>, the e-journal provides a platform for the dissemination of new practices and for dialogue emerging out of the field of sustainability. It is published as part of a government/private industry partnership between CSA and the National Biological Information Infrastructure (NBII). The purpose of this project is to develop a Sustainability Science database that examines the interactions of all living entities, especially humans, with the Earth and its environment. Complete issues of *Sustainability: Science, Practice, & Policy* will be published twice a year and are available at no charge.

MultiSearch, newly released by CSA, is a federated searching solution that provides integrated access to more than 2,000 electronic information resources. MultiSearch features multiple interfaces for different levels of user and allows searching across multiple information resources, regardless of the host source/platform. The service then delivers organized, integrated, contextually relevant results that are easily analyzed by the researcher. Users can also easily link from the MultiSearch results to the host source/platform.

**Designing Libraries** <<http://www.designinglibraries.org.uk>>

The Designing Libraries portal centres on a database of public library building projects, from 1995 to the present. Currently focused on UK projects, the database will be expanding to include best practice in other countries. The portal is aimed at anyone involved in the planning, construction and design of public library buildings, specifically libraries, local authorities, planners, architects, builders and interior designers.

Other resources on the site include an extensive links section, a gallery of library images, a discussion forum, statistics compiled from the database, and an extensive search facility.

Launched in February this year the portal is designed and managed by the Designing Libraries team at Information Services, University of Wales, Aberystwyth. The project is led by The Chartered Institute of Library and Information Professionals and financed by the Museums, Libraries and Archives Council as part of Framework for the Future, the government's 10-year vision for public libraries.

**EBSCO** <<http://www.ebsco.com>>

EBSCO have launched Humanities International Complete™, which is a comprehensive database of humanities content, providing the full text of hundreds of journals, books and other published sources from around the world. It includes cover-to-cover indexing and abstracts for more than 1,700 journals and contains more than 1.5 million records. Major subject areas include literature, philosophy, the arts, history, culture and multi-disciplinary humanities titles, with a special emphasis on literature and the literary arts. Title coverage goes back as far as 1929. An index-only version, Humanities International Index™, is also available.

EBSCO have also released updated versions of NoveList® and NoveList® K-8 which are useful services for locating works of fiction, and are now providing access to Retrospective Index to Music Periodicals (RIPM) which is an international annotated bibliography of writings on musical history and culture, found in music periodicals published in seventeen countries between approximately 1800 and 1950.

A further launch by EBSCO is PEP Archive. This database offers the full text of 13 premier psychoanalytic journals – many dating back to 1920 – and the full text of over 20 classic psychoanalytic books. There is a three-year embargo on all journal content.

**EDINA** <<http://www.edina.ac.uk>>

7,000 new images have now been added to the Education Image Gallery (<http://edina.ac.uk/eig/>). These images, which have been chosen in response to user feedback, cover a diverse range of subject areas including: architecture; archaeology; arts, culture & entertainment; child care; environmental issues; fashion; industry; leisure; news; music; politics and transportation. Users can view these new images, along with 40,000 existing images, as part of the service available to subscribing institutions at EDINA EIG.

**ProQuest** <<http://www.proquest.com/>>

ProQuest Information and Learning has released the African Writers Series, a digital resource providing single-point access to the premier texts for research on 20th Century African Literature. African Writers Series is published by ProQuest's Chadwyck-Healey unit. The collection includes a variety of frequently studied texts as well as important, lesser-known works of African literature, together with specially commissioned biographies.

ProQuest Information and Learning have released a unique new online resource for the study of the 20th century. SIRS Decades combines thousands of primary- and secondary-source documents in a student-friendly framework that provides immediacy without sacrificing context.

World Conflicts Today has also been released by ProQuest Information and Learning and is a unique online resource examining seven ongoing world conflicts and explaining their history, complexity, and current status to students in clear, straightforward terms.

**OCLC** <<http://www.oclc.org>>

OCLC began a pilot project in June that will make it easy for library staff and patrons to find and use full-text electronic journals in library collections. The pilot will involve 20 libraries and four partners – TDNet, EBSCO, Serials Solutions and Ex Libris. The pilot will make eSerials as visible as print materials in WorldCat, the world's largest database of items held in libraries, and will expose those records to searchers on the open Web through the Open WorldCat program.

OCLC launches an 'Ask a Librarian' pilot in Open WorldCat. OCLC has implemented a pilot project within the Open WorldCat program that allows Web searchers to submit questions to librarians through online reference services of OCLC member libraries. The pilot builds on the Open WorldCat programme, which makes records of library-owned materials in WorldCat, the world's richest database of such items, more visible and accessible to Web users through popular Internet search sites.

**Ovid** <<http://www.ovid.com>>

Ovid Technologies has announced its exclusive partnership with scientific publisher Elsevier to offer EMBiology, a new bibliographic database in the field of bioscience.

EMBiology is an essential, affordable resource for small-to-mid-sized academic institutions as well as all pharmaceutical and biotechnology companies interested in extending their biomedical coverage to pure and applied bioscience research. The database provides the most up-to-date biological research, covering biochemistry, microbiology and molecular biology, genetics and biotechnology, cell and developmental biology, as well as plant and animal science, agriculture and food science, ecology and environmental science, and toxicology.

**Thomson Gale** <<http://www.gale.com/>>

Thomson Gale has announced a groundbreaking library advocacy initiative that will enable libraries to capitalize on Internet search engines as a means of connecting library users with authoritative content. This unique initiative will increase peoples' awareness and usage of the library resources that users are entitled to, and at the same time provide them with direct access to more high-value information than ever before through Internet search.

With AccessMyLibrary.com, when searchers select a Thomson Gale article from a search engine's result list, they will be given the option to connect to their local library and freely access the selected article. Users will need to have their library card number or other identification to connect to the library. The library's address and phone number will also be provided so that users can contact their library to obtain a card or to learn more about the library's resources.

**E-Resources – experiences and developments**

**Informal UKeiG London Evening Meeting  
Wednesday 21 September 2005 at 6.30pm**

**Venue: To be confirmed, Central London  
Charge: Free**

E-resources are becoming ever more widely used, but are still very much a developing area in many aspects of their procurement and delivery. This informal meeting will be an opportunity to discuss developments in the area, as well as the issues it raises for the LIS professional with colleagues.

If you would like to attend or wish to know more please contact:  
Leonard Latiff  
**E-mail: [l\\_e\\_latiff@yahoo.co.uk](mailto:l_e_latiff@yahoo.co.uk)**

**Internet News**

**Column Editor: Susan Miles**

**E-mail: [susan\\_miles\\_2002@hotmail.com](mailto:susan_miles_2002@hotmail.com)**

The 6<sup>th</sup> June saw a gathering of over 550 industry leaders from the Internet and Web worlds in New York for the 9<sup>th</sup> Annual Webby Awards. In addition to the 60+ Webby Awards themselves, there were Special Achievement awards for a number of individuals.

The Webby Lifetime Achievement Award was presented to former Vice President Al Gore, for the pivotal role he has played in the development of the internet over the past three decades; the Webby Person of the Year was Craig Newmark of craigslist – <http://www.craigslist.org>. Founded ten years ago by Craig Newmark as a way to keep friends up to date with events in the Bay Area, craigslist today helps more than 8 million people in nearly 120 cities and 21 countries find jobs, apartments, and lovers. The Webby Artist of the Year award went to The Kleptones – <http://www.kleptones.com>, a British band who are using the web to pioneer not only a new musical genre, but also to create innovative new ways to promote and distribute music online. The Webby Breakout of the Year Award went to Flickr – <http://www.flickr.com>, not just

an online photo hosting website, but also a site using the latest web developments, from "tagging" and moblogging to grassroots copyright reform and social networking (folksonomies).

The Webby Awards have been called the "Oscars of the Internet" by the *New York Times*, and are seen as the leading international award for excellence in Web design, creativity, usability and functionality. They are organised by the International Academy of Digital Arts and Sciences which is dedicated to the creative, technical, and professional progress of the internet and interactive media. Membership of the Academy is by invitation only, and there are over 500 members consisting of leading experts in a diverse range of fields, such as musician David Bowie, Virgin Group founder Richard Branson, business guru and author Tom Peters, The Body Shop president Anita Roddick, fashion designer Max Azria, "Simpsons" creator Matt Groening and Scott Adams, the Dilbert cartoonist.

This year over 4,000 entries from the US and over 40 countries worldwide were received by the Academy. There are over 60 categories organised into eight broad groupings: Connections, Entertainment, Features, Living, Marketplace, Media, Services, Society. There is a shortlist of 5 nominee sites for each category; each of these could receive either or both of two awards: the Academy vote will choose a single Winner that will receive a Webby Award. A public, online vote will select a winner to receive Webby People's Voice Award; over 200,000 ballots were cast during this vote. The complete list of nominees and winners can be found at, <http://www.webbyawards.com/webbys/current.php>.

An innovation for this year's Webby Awards is the creation of the designation 'Webby Worthy'. A Webby Worthy site is one which did make it onto the nominee list and is notable in some way. Less than 20% of the 4,000+ nominations received were deemed to be 'Webby Worthy'. A complete list of these can be found at, [http://www.webbyawards.com/webbys/current\\_worthy.php](http://www.webbyawards.com/webbys/current_worthy.php).

The British were well represented with wins for several BBC sites; Jamie Oliver and Eddie Izzard fan web sites, Alexander McQueen and UK Vogue, Guardian Unlimited, and Virgin Radio. A purely personal selection from the list of winners: <http://www.bookcrossing.com>; <http://www.headlinehistory.co.uk> (which had my 6 year old son riveted), and <http://www.merckhomeedition.com> which is a really easy to navigate electronic version of the book

There are six criteria for judging each nominated web site, content; structure and navigation; visual design; functionality; interactivity and overall experience. The criteria are explained in some detail at <http://www.webbyawards.com/webbys/criteria.php>, but their key points may be useful for your own website evaluations.

Content – should be engaging, relevant, and appropriate for the audience. If it's clear and concise and it works in the medium; it always leaves you wanting more.

Structure and Navigation – sites with good structure and navigation are consistent, intuitive and transparent. They allow you to form a mental model of the information provided, where to find things, and what to expect when you click.

Visual design – good visual design is high quality, appropriate, and relevant for the audience and the message it is supporting.

Functionality – this is the use of technology on the site. Good functionality means the site works well. It loads quickly, has live links, and any new technology used is functional and relevant for the intended audience. The site should work cross-platform and be browser independent. Highly functional sites anticipate the diversity of user requirements from file size, to file format and

download speed. The most functional sites also take into consideration those with special access needs. Good functionality makes the experience centre stage and the technology invisible.

Interactivity – interactive elements are what separate the Web from other media. It is input/output, as in searches, chat rooms, e-commerce and gaming or notification agents, peer-to-peer applications and real-time feedback. It is make your own, distribute your own, or speak your mind so others can see, hear or respond.

Overall experience – all those intangibles which entice the user to revisit, sign-up for e-mail newsletters, bookmark the site and tell others about it.

If you would like to be involved with nominations for the 2006 Awards, the call for entries will start in September. One way to be alerted to the start of this is to sign-up for the 011 newsletter, via the Webby website at <http://www.webbyawards.com/>.

Finally, a little future gazing, make of it what you will! Tiffany Shlain, founder and creative director of The Webby Awards, has written a piece previewing some of 2005's technology trends, which can be read at [http://www.webbyawards.com/Webby\\_Trends\\_2005.pdf](http://www.webbyawards.com/Webby_Trends_2005.pdf). She says to watch for software that can transform your digital video camera into a barcode scanner and enable you to create a digital library of all of your books, CDs and movies, including cover images and liner notes. You have been warned!

## **Intranets**

### **Martin White, Intranet Focus Ltd.**

Over the last few months a number of web sites have disappeared and new ones have been launched or revised. I thought readers might find it useful to have this lightly annotated list of what I feel are the best of the intranet, search and content management web sites. In fact most of the intranet-specific web sites have vanished.

#### **Boxes and Arrows**

<http://www.boxesandarrows.com>

This unusual web site is not strictly about content management systems but about information architecture and the design of effective web and intranet sites. It is more like an electronic journal as the site is a collection of peer-reviewed papers but the result is that the quality of the content is very high.

#### **CMPros**

<http://www.cmprofessionals.org/>

CMPros was set up in October 2004 with membership open to anyone with an interest in content management. The driving force behind the organisation has been Bob Doyle, who also runs the CMS Review site. There is an excellent Resources section on the site, and access does not require membership of CM Pros.

#### **CMS Review**

<http://www.cmsreview.com>

The mission of the site is to give the resources needed to choose a content management system. Over the last year this site has grown into probably the most comprehensive resource there is on content management systems, including news aggregation software, and software

for blogs and wikis. There is a news aggregation feature, an excellent glossary and a list of related sites.

### **Content Manager**

<http://www.contentmanager.net>

This is, without doubt, the most comprehensive European-centric site and until early in 2004 was only published in German. A good English language version of the site has recently been launched. The most valuable feature of this site is the very comprehensive list of products and the fact that you can select and compare the features of selected packages in a standardised format.

### **Content Wire**

<http://www.content-wire.com>

This site provides a news service on developments in content management, covering both technical and industry developments, and also issues related to content publishing. It is compiled by journalist Paola Di Maio and is updated daily Monday to Thursday. Paola is based in London and so the coverage of European developments is especially good.

### **CMS Watch**

<http://www.cmswatch.com>

This site is compiled with great skill by Tony Byrne, a leading independent CMS consultant and the author of the CMS Watch report cited above. His site provides access to news stories, feature articles and reports, and also offers a good summary of the main CMS packages currently on the market. Tony also offers an e-mail newsletter service.

### **Findability**

<http://findability.org>

This site is the work of Peter Morville, the co-author of *Information Architecture for the World Wide Web*. Findability is a concept that Peter has developed to encompass all aspects of content navigation and retrieval. The site provides a valuable set of links to core resources on this subject.

### **Gerry McGovern**

<http://www.gerrymcgovern.com/>

Gerry is a great evangelist for content management, and comes at the subject from a publishing perspective, which is important and refreshing. Although the site is mainly a promotional site for Gerry's excellent workshops there are some excellent insights into good content management practice.

### **Gilbane Report**

<http://www.gilbane.com>

*The Gilbane Report* is a widely read newsletter covering content management technologies and was founded by Frank Gilbane in 1993. Last year much of the previously subscription-only content was opened up to public access. The site contains good lists of other sites, and a wide range of white papers sponsored by industry vendors.

### **Hartman Communicatie**

<http://tools.hartman-communicatie.nl>

This site is managed by Eric Hartmann and lists content management vendors in a matrix format that enables the CMS products from these vendors to be evaluated on a comparative basis. Some indication of price is also given. As a source of information on the smaller European CM vendors this site is invaluable.



### **Information Architecture Institute**

<http://iainstitute.org/>

Information Architecture Institute was formerly known as AIFIA, and is a US-based organisation but with an extensive international membership. The site provides access to a range of resources that facilitate the development of effective web sites and intranets, and also runs an excellent discussion forum for members.

### **Intranet Focus**

<http://www.intranetfocus.com>

I know this is my own site, but we've just spent some time rebuilding the site. There is now more emphasis on content management. We've had some technical problems with the software we have been using for the Intranet Focus blog, but hope to be back in business in September.

### **Intranet Journal**

<http://www.intranetjournal.com/>

There is quite a heavy US orientation to this intranet and content management news site, but the e-mail newsletter really is essential reading for anyone with intranet responsibilities. The articles tend to be a bit on the short side.

### **Intranet Roadmap**

<http://www.intranetroadmap.com/extra.cfm>

This is a quality rather than quantity site, with a selection of good white papers written either by the web team itself, or through links to other sites.

### **StepTwo**

<http://www.steptwo.com.au>

This site has been established by James Robertson, a leading Australian consultant on content management and knowledge management. James publishes excellent 'white papers' on a wide range of CMS-related topics and the site provides a comprehensive list of CMS vendors. James also publishes a very useful blog at <http://www.steptwo.com.au/columntwo/index.html>

### **Unstruc.org**

<http://www.unstruct.org/>

This is a blog on what is happening in the world of text retrieval, covering issues such as taxonomy management, visualisation, clustering and natural language processing. The main authors are Mikael Thorson from Infosphere in Sweden, and ex-IBM search guru Magnus Stensmo.

## Reference Software

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### Endnote 9

Well it's that time of year again, balmy summer evenings, clear blue skies, the sound of wood against willow, and so it must be time for an upgrade to Endnote! Version 9 is now available offering more connection files (c.250), and now the ability to share customised libraries and extended Unicode support. Endnote 9 can be used to track changes in Microsoft Word, making the writing stage a bit less seamless. It also contains 20 new Marc features that support native language libraries worldwide. The real concern here is that the bugs from Endnote 8 have not really been sorted and the output styles have still not been updated to reflect the new reference types. A review of the software will appear in the next issue. You can purchase the software direct from the AdeptScience store at <http://www.adeptstore.co.uk>.

Possibly all the reference software packages will need slight amendment when the proposed changes to ISBN configuration in January 2007 to 13 digits following the release of a new ISBN standard.

### Filling in the blanks

Is your reference database a bit like mine – full of empty fields that you keep meaning to complete – when those summer days are finally here. Well, one way to populate your database with reviews, notes and additional links is to utilise the various book websites which provide such information for free. Examine Amazon or Barnes and Noble for example and locate search engine visibility. You will find reviews, table of contents and other information which can be cut and pasted into your reference software. Of course if you are wedded to Google then adding the word review will often provide additional sites. There are also options to buy the software as well!

### Reference Retriever on RefViz

The long summer days might get you to thinking of walking the dog or using the new reference retriever in RefViz. RefViz is the data visualization tool, working with EndNote, ProCite, and Reference Manager. Reference Retriever is the interface for searching multiple data sources simultaneously and allowing almost seamless access to searching for information and storing it. See <http://www.refviz.com>.

### TAP Solutions

With all the water around this summer TAP Solutions may be of interest. They have refined the TAPMaster market *and* reference data management tools with TAPMaster Editor and TAPMaster Consolidator. TAPMaster is a suite of modular product components designed for the acquisition, management and application of reference and business data and offers, amongst other things, Web-based management and reporting control. The Editor module provides users with full editorial control of data and allows clients to detect, modify, change and correct the database. See <http://www.tapsolutions.com>.

### Buying the software

A new company, SoftWide, is going to start selling software from kiosks that produce disks and packaging, on demand, inside high-street shops. The kiosk-based system can store thousands of pieces of *software* on a hard disk, burning a disk only when a customer wants to buy a particular title. It sees itself as selling around 50% of educational and *reference software* (much of which is otherwise only available by mail order). Interesting, more than half of SoftWide's customers are women, and many are pensioners! See <http://www.softwide.com>.

## Public Sector News

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**Public Sector News is supplied by the Affiliation of Local Government Information Specialists; <http://www.algis.org.uk>**

### Public Sector Information

The big news for the public sector at the moment has to be the launch of the brand new government department to be known as the Office of Public Sector Information (OPSI). Formed in May, the department was launched formerly at a reception in early July. It incorporates HMSO and will continue to be responsible for the publication of legislation. The department has however chiefly been established to address the issues raised by the new legislation on the re-use of public sector information. The EU Directive on this topic (*Directive 2003/98/EC of the European Parliament and of the Council 17 November on the re-use of public sector information*) became UK law through the Statutory Instrument 2005 no. 1515 *The Re-use of Public Sector Information Regulations 2005* on 1st July 2005. OPSI has a 'broad remit to advise on and regulate the operation of the re-use of public sector information.'

To find out more visit their web site at <http://www.opsi.gov.uk>.

### E-Government

E-government work continues apace in the public sector as we head towards the end of 2005 and the targets set for then. To assist in this process and to provide benchmarks, National eService Delivery Standards are now being developed. They will be set at three levels of minimum, progressing and excellent, and claim to be 'raising standards to improve delivery.' It could be argued that they are a bit late in the day but then e-government will continue beyond the target dates so they will presumably be designed to get us beyond the stage of 'ticking the box.' More information may be found on the web site <http://www.nesds.gov.uk>.

In June, the Office of the Deputy Prime Minister announced that it is planning to withdraw from policy setting for e-government and will hand over to the e-Government Regional Partnership Group in March 2006. Little more is known at present but no doubt more information will be made available in time.

If you are interested in comparing the UK with other parts of Europe for the delivery of e-government then take a look at web site of the eGovernment Observatory which monitors e-government in each of the 25 member states of the EU.  
<http://europa.eu.int/idabc/en/chapter/140>.

### Freedom of Information

The Office of the Information Commissioner has published two reports recently which give some indication of how the Freedom of Information legislation is bedding down. The first list of decision notices has appeared on their web site giving details of the complaints received and the decisions made by the Information Commissioner. They make interesting reading and may be found at <http://www.informationcommissioner.gov.uk/eventual.aspx?id=8617>.

The Information Commissioner has also published a report into the way central government coped with the implementation of the Act during the first three months. (Freedom of Information Act 2000 Statistics on implementation in central government Q1: January to March 2005) Departments received 7,733 information requests in that period out of more than 13,000 across all the public bodies monitored. 69% of requests of the 13,000 were responded to within 20

days and another 14% were within any permitted extended deadlines. This information may be viewed on the <http://www.foi.gov.uk>.

The Guardian published an interesting profile of the Information Commissioner, Richard Thomas (*Guardian 1st July 2005 The Guardian profile: Richard Thomas, David Hencke*). The article came at the end of a week in which Richard Thomas had attacked plans to introduce identity cards.

### **MLA**

The Museums and Libraries Authority (MLA) has launched a new web site where you can find, among other things, information to help teachers in an area called Literature Matters. Try <http://www.mla.gov.uk>.

### **Public Library Services**

Statistics published by the Chartered Institute of Public Finance and Accountancy (CIPFA) show an increase of about 13m visits to public libraries for 2003-04 since the previous figures which covered 2002-03. Book borrowing however has declined and for the same period has dropped from 360.7m to 340.9m. These figures show that libraries are offering the services that people want but that may not necessarily be book borrowing. The statistics can be looked at in detail at <http://www.cipfastats.net>.

### **House of Commons Library**

The House of Commons library has a new librarian, John Pullinger, who has moved there from the Office for National Statistics. The library not only provides a service to MPs but is also responsible for much of the information about the House and its work which is made available to the public either through their web site or the Information Office.

If you struggle to understand the finer points of Parliamentary procedure you may well find the House of Commons fact sheets a help. They may be found at [http://www.parliament.uk/parliamentary\\_publications\\_and\\_archives/factsheets.cfm](http://www.parliament.uk/parliamentary_publications_and_archives/factsheets.cfm).

They will tell you all you need to know about early day motions, the Chiltern Hundreds, standing committees, the vote bundle and much more. There are four series of fact sheets covering procedure, legislation, members/elections and a general series which covers major historical events such as the Gunpowder Plot and gives information about the buildings and the traditions of Parliament.

### **Archive of public sector websites**

You may be aware of the work being undertaken by the UK Web Archiving Consortium (UKWAC) to capture the content of web sites which are socially, culturally and historically significant within the UK. They launched their web site in May and have already collected vast amounts of material. The members of the consortium have been given subject areas to work in, and the British Library has responsibility for material relating to the national culture and for events which are considered to be historically significant. In April and May they focused on material relating to the general election. What has already been collected may be viewed at <http://www.webarchive.org>.

## Current Awareness

**Column editor: Jane Grogan.**

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

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

### CATALOGUING / METADATA

Davis, Marc, et. al. **MMM2: Mobile Media Metadata for Media Sharing**. Author's website (April 2005). ([http://fusion.sims.berkeley.edu/GarageCinema/pubs/pdf/pdf\\_49DE284E-CF77-4385-934F1AC56079D0AD.pdf](http://fusion.sims.berkeley.edu/GarageCinema/pubs/pdf/pdf_49DE284E-CF77-4385-934F1AC56079D0AD.pdf)).

Information management for information that won't stay put – that's often the point at which many librarians say "that's not me." How people create and share their own information is certainly something that we need to be aware of, though, and the popularity of digital imaging can't be denied. With mobile phones becoming a global platform for sharing images, this work by Marc Davis and his colleagues deserves your attention. The brief paper, presented at ACM's CHI 2005 conference, describes a mobile metadata scheme for cameraphone pictures in which metadata information can be initiated at the point of capture, and then augmented through the process of sharing. That process is facilitated with a prototype mobile browser interface which can integrate preset lists of recipients with a "co-presence" list of Bluetooth-sensed mobile users. Thus, as the authors wrote, "sharing and metadata could be used in a mutually reinforcing way," which addresses a fundamental aspect of personal information usage that goes beyond cameraphones. It's not yet at the point where public adoption of the system has been assessed; readers should keep in mind that the stats showing field test success result from use by his own grad students. At Davis' website ("[Garage Cinema Research: To Enable the Billions of Daily Media Consumers To Become Daily Media Producers](#)") you'll find related work on personal media production, collaboration and management. – [\*JR]

### ELECTRONIC PUBLISHING

Appleton, Leo. **Using electronic textbooks: promoting, placing and embedding**. *The Electronic Library* 23 (1) (2005): 54-63.

The report of an initial project to integrate e-books within the health studies and sports sciences curricula at Edge Hill College, Liverpool, and further case studies. Edge Hill College received HEFCE funding for a number of projects, one of which was to establish and promote an initial collection of e-textbooks for use by students. NetLibrary was selected as the vendor. Academic staff were closely involved. Extensive training was provided and support offered in the form of user guides, an FAQ, a workbook etc. The project was evaluated at each stage, with the e-book collection being well received by students. The students' comments were combined with management information from the NetLibrary collection, which showed accessions per title and

which users were accessing what. The author believes that e-books need to be “embedded” in VLEs, i.e. that students should be required to consult particular e-resources and use them as learning tools for input into online activities. – [CME]

Barker, Philip. **Using e-books for knowledge management.** *The Electronic Library* 23 (1) (2005): 5-8.

An editorial introducing the articles (q.v.) in the special issue on e-books. The author opines that the ease with which electronic books can be designed, created and published means that they can play an important role in knowledge management and knowledge sharing, both on a personal and on an organisational basis. Present-day information technology allows the preservation for posterity and subsequent sharing of significant amounts of data and information relating to human experiences. The use of a GPS for planning and recording walks is offered as an example. – [CME]

Falk, Howard. **Open access gains momentum.** *The Electronic Library* 22 (6) (2004): 527-530. A succinct and clear account of key recent developments in open access publishing in the USA and UK, up until the publication of the report, “Scientific publications: free for all?” of the Science and Technology Committee of the House of Commons. The author does not comment on the rights and wrongs of open access, merely records developments. A useful brief introduction to the subject. – [CME]

Herther, Nancy. **The e-book industry today: a bumpy road becomes an evolutionary path to market maturity.** *The Electronic Library* 23 (1) (2005): 45-53.

Based on an extensive literature review and twenty interviews with key figures, the author presents a brief but succinct survey of the current state of the e-book industry. She provides a brief history of the e-book and gives an account of the problematic issues such as standards (the current lack of a clear open standard for operating systems), digital rights, content, pricing, the ‘device dilemma’ (a device in need of content, and content in need of a protected method of distribution) which hinder the process of technological and market integration. While she does not offer any definition of the term “e-book”, it is apparent that her focus is primarily on the e-book as an individual consumer product associated with dedicated e-book reading devices. Unfortunately she pays scant attention to the issues relating e-books and libraries (content, search features, usability and user acceptance, licensing models etc.), which limits the article’s interest from a library perspective. The interviewees’ responses are not directly cited or attributed. Missable unless you are interested in e-books as recreational products for the individual consumer market. – [CME]

McFall, Ryan. **Electronic textbooks that transform how textbooks are used.** *The Electronic Library* 23 (1) (2005): 72-81.

The author describes a project in which he developed and tested an experimental interactive electronic textbook, called the eText Reader, running on a Tablet PC, for an introductory computer science course. In his view conventional course texts, whether printed or electronic, have inherent limitations: there is a trade-off between size and depth of coverage, “local” activities such as discussion, laboratory work, writing essays, and solving set problems cannot be integrated into the content. The eText Reader not only provides for this, but also facilitates “active reading” techniques such as highlighting of text and note taking. The eText Reader also offers the facility to share annotations of the text among a group of students, thereby facilitating collaborative learning activities. The instructor can insert questions into the text, to which the students can respond directly. This work is at an early stage; one can anticipate that enhanced versions of the eText Reader will be developed and evaluated more comprehensively than was possible within this single study, and used to examine students’ reading habits more generally. One to watch. – [CME]

McLuckie, Ann. **E-books in an academic library: implementation at the ETH Library, Zurich.** *The Electronic Library* 23 (1) (2005): 92-102.

The author describes how web-based e-books from a variety of publishers were implemented at the ETH Library and integrated into the collections. Other issues are discussed, such as usage statistics, discovery of new titles, and the future of e-books in academic libraries. She also provides a general discussion of usability issues and pricing models. A useful introductory article. – [CME].

Ramaiah, Chennupati K. **An overview of electronic books: a bibliography.** *The Electronic Library* 23 (1) (2005): 17-44.

A comprehensive bibliography of the published literature on e-books up until the end of 2004, including articles, books, conference proceedings and papers, specialist journals, and PhD theses. It covers e-books, e-books publishing, the impact of e-books on different types of user, e-book publishing techniques and trends, e-book user interfaces and other technologies related to e-publications. – [CME]

Rao, Sirigindi Subba. **Electronic books: their integration into library and information centers.** *The Electronic Library* 23 (1) (2005): 92-102.

A detailed technical survey of current e-book issues, including an overview of salient features, integration of e-books into library collections, e-book business models, and a look at the future. He provides a useful list of sources of free e-books. For the author, the critical issues for e-books are range and functionality. Content providers have yet to generate a critical mass of e-book content, while problems with e-book functionality prevent the widespread adoption of e-books at present. – [CME]

Su, Shiao-Feng. **Desirable search features of web-based scholarly e-book systems.** *The Electronic Library* 23 (1) (2005): 64-71.

The author considers web-based scholarly e-books that are PC and laptop-based, and which can be read on the computer monitor via a connection to the internet. Her focus is very specific: search features that are desirable in scholarly e-books, both for known-item searching and for browsing. The paper is a synthesis of research results and opinion regarding a range of such features that have been or could be implemented within e-book collections. It is suggested that the presence or absence of key search features may be critical to the adoption or otherwise of e-books. In the author's view, the designers of e-book systems should focus on providing search features that have been established through studies of information-seeking behaviour as being desirable, and on novel methods of integrating multimedia with text, rather than on imitating features of the printed book. Rigorous and useful. – [CME]

## GENERAL

Augustyniak, R. H., Aguero, D.B. and Finley, A.M. **The IP's guide to the galaxy of portal planning.** Part One: Drafting a portal vision. *Online Information Review* 29 (3) (2005): 283-295. As part of a four part series this article should prove to be of interest to anyone who is looking to set up a portal for their organisation. The authors explore types of portals based on their functionality; decision support, collaborative processing and those that combine both approaches. They also consider horizontal and vertical ('vortals') portals but focus on vertical portals using the Florida ExpertNet portal as a case study example. Florida ExpertNet focuses on research within Florida Universities and aims to provide information, collaboration and research tools. The role of portals as a tool in knowledge management is highlighted. The reader is taken through the stages in the design and development of a portal, through the need for a 'portal vision' as being the first step in creating a portal-definition document. It is suggested that the portal vision needs to be clearly linked to the mission statement as to who the portal should serve, what services/information will be provided and how. Clear objectives need to be

identified and a user needs analysis carried out. 'Creative layout' is considered important in order to 'enable end users to be able to conceptualise the end product and its purpose' and of course ensuring everyone is aware of the benefits of a portal aids promotion and acceptance. Key benefits are identified in relation to the case study and these can act as indicators as to what other organisations should consider highlighting of reference to their particular situation and needs. Overall I enjoyed this article, finding it of practical benefit, easy to read and look forward to promised follow-up articles. – [SM]

Beck, Ernest. **Customize This.** *I.D.* 52 (4) (June 2005): 57-59.

The ramifications of personally customizable information systems got some of the biggest buzz at the Library & Information Technology Association sessions within the American Library Association annual conference, which just took place in Chicago. If you're keeping tabs on the manifestations of digital DIY, read this article about product customization and individualized fabrication – and I don't mean lying, mean making. The technology exists for desktop prototyping and manufacturing on a small scale, inexpensively done, with tools which don't require extensive training for the end user. If for no other reason, information professionals should spend a few minutes just to absorb the zeitgeist and understand the younger clientele, who scoff at the old paradigm of products handed down from on high to a passive consumer. The article may serve as an appetizer for Neil Gershenfeld's recent book, *FAB: The Coming Revolution on Your Desktop--From Personal Computers to Personal Fabrication*, in which young kids in a Fab Lab design and manufacture toys, and a transmitter network is built to track a herd of reindeer in northern Norway. This is revolutionary in the same way that the localization of processes like publishing and sound mixing has been. A technologically precocious childhood friend of mine, the first person I knew in the 70's to utter the words "fiber optic cable," later explained her career in manufacturing by saying "Well, somebody's gotta make things." Looks like somebody can be just about anybody. – [\*JR]

Brent, Doug. **Teaching as Performance in the Electronic Classroom.** *First Monday* 10 (4) (4 April 2005). ([http://www.firstmonday.org/issues/issue10\\_4/brent/](http://www.firstmonday.org/issues/issue10_4/brent/)).

Brent takes an analytical look at the increasingly subtle and complex relationship between teaching and teaching technology. Pedagogy today, he argues, would be recognizable by teachers 500 years ago. Moreover, the culture of teaching retains a reticence to embrace technology. At the same time, new developments in online educational technology have a profound effect on notions of intellectual property. Drawing on Walter Ong's research on the alphabet, and Shoshana Zuboff's research on managerial knowledge as commodity, he depicts the challenge for teachers as a tension between the paradigm of knowledge as performance, and knowledge as thing. The performance paradigm emphasizes the human agents, whereas knowledge as "thing" (read: textual tools) follows longstanding emphases on curricula. Whichever social group wins the paradigm battle -- performance versus text -- will have great influence on the future relationship between classroom teaching and technology design. – [\*TH]

**Digital Library Federation Spring Forum 2005 Washington, DC:** Digital Library Federation, April 2005. (<http://www.diglib.org/forums/spring2005/2005springabstracts.htm>)

Those interested in cutting edge library technologies, standards, and procedures would be well advised to pay attention to the presentations at the twice-yearly forums put on by the Digital Library Federation. This one is no exception, with presentations ranging from digital repositories to METS records and OAI harvesting. Library techies are sure to find something of interest here, as well as library administrators who want to know what's coming up next. – [\*RT]

**FRBR in 21st Century Catalogues:** An Invitational Workshop Dublin, OH: OCLC, May 2005. (<http://www.oclc.org/research/events/frbr-workshop/program.htm>).

In May 2005 OCLC hosted an invitational workshop on the Functional Requirements of Bibliographic Records (FRBR) and the various methods and techniques of implementing the



concepts described in that report within library catalog systems. This web site offers PowerPoint slides from nearly all of the presenters at that workshop. – [\*RT]

Gast, Matthew. **Top Ten 802.11 Myths of 2005**. *O'Reilly Wireless DevCenter* (2 May 2005). (<http://www.oreillynet.com/pub/a/wireless/2005/05/02/80211myths.html>).

Gast, author of 802.11 Wireless Networks: The Definitive Guide, 2nd Edition, points out inaccuracies he sees in media coverage of wireless technologies. These include security issues, confusion over different flavors of 802.11x, and wireless LAN issues. Some of this stuff is a bit on the geeky side for the average reader, but the article is relatively brief and touches on things you may have heard about, such as AirSnort and WEP. – [\*SK]

**LITA Blog** (<http://litablog.org/>).

LITA's new weblog has blasted off in a big way with extensive coverage of the American Library Association's recent annual conference. Even the French blog BiblioAcid took notice. Here are some sample postings from the 80+ postings that currently available: "Eric Lease Morgan's Top Technology Trends, 2005"; "Giving Them 'Google-Like' Searching"; "Greenstone Digital Libraries: Installation to Production"; "Karen's Uber-Trend"; "Leo Klein's Top Technology Trends"; "LITA President's Program (Take Dos)"; "Marshall Breeding's Top Technology Trends"; "Radio Frequency Identification Technology in Libraries: Meeting with the RFID Experts"; "Tennant's Top Tech Trend Tidbit"; "Thomas Dowling's Non-Trends from the Trailing Edge"; and "Using Usage Data." – [\*CB]

Pennock, Lea, and Rick Bunt. **Whose System Is It, Anyway? Partnering with Faculty in Administrative System Projects**. *EDUCAUSE Quarterly* 28 (2) (2005): 24-31. (<http://www.educause.edu/apps/eq/eqm05/eqm052.asp>).

Librarians are no strangers to projects that require buy-in from the institution at large. That's why this article about planning and implementing a new Student Information System at the University of Saskatchewan may strike a few chords. The authors report on a successful effort, still underway at the time of writing, of moving a large project forward in the unique circumstances of a large academic institution. They worked to get everyone on board, hired outside consultants when necessary, and generally tried to maintain a "perception of accomplishment, productivity and achievement". – [\*LRK]

Shirky, Clay. **Ontology is Overrated: Categories, Links, and Tags**. *Clay Shirky's Writings About the Internet* (Spring 2005). ([http://shirky.com/writings/ontology\\_overrated.html](http://shirky.com/writings/ontology_overrated.html)).

Shirky is not a librarian, but he has a lot to say about library classification schemes. And most of it isn't complimentary. "One of the biggest problems with categorizing things in advance," he states, "is that it forces the categorizers to take on two jobs that have historically been quite hard: mind reading, and fortune telling. It forces categorizers to guess what their users are thinking, and to make predictions about the future." Catalogers in particular will want to come to this piece with as open a mind as they can muster, and wait on interjecting until reading through the entire piece. Shirky is well worth reading, because even if you don't agree, simply thinking through his points and carefully will likely make you think of more possibilities than you came to this piece with. And that alone is worth the price of admission. – [\*RT]

## INFORMATION ACCESS/RETRIEVAL

Acharya, Anurag, Matt Cutts, and Jeffrey Dean, et. al. **Information Retrieval Based on Historical Data**. Washington, DC: US Patent and Trademark Office, 31 March 2005.

(<http://appft1.uspto.gov/netacgi/nph-Parser?Sect1=PTO1&Sect2=HITOFF&d=PG01&p=1&u=%2Fnetacgi%2FPTO%2Fsrchnum.html&r=1&f=G&l=50&s1=%2220050071741%22.PGNR.&OS=DN/20050071741&RS=DN/20050071741>).

We cite a lot of strange things in Current Cites, but this is the first time I recall citing a patent application. But perhaps we could be forgiven for doing so, since this is the application for the

ranking algorithm that has created the most successful Internet search engine so far, and an economic powerhouse that now rivals much older companies such as Time Warner. I'm not exactly sure what you can do with this -- legally, at least -- but it can make for some fascinating reading for anyone who has been wondering what, exactly, is under the hood of their favorite search engine. – [\*RT]

Agosto, Denise E, and Sandra Hughes-Hassell. **People, Places, and Questions: An Investigation of the Everyday Life Information-Seeking Behaviors of Urban Young Adults.** *Library & Information Science Research* 27 (2) (Spring 2005): 141-163. (<http://www.sciencedirect.com/science/article/B6W5R-4FPYWX3-2/2/c066b56a11c57e213175729bc0360d00>).

Interesting look at the general information seeking behavior of 'urban', predominantly African-American, teens including their attitudes to libraries. Their information needs ranged from what to wear to how late the local Red Lobster was open. The authors report that teen attitudes to libraries wasn't all that favorable. Teens preferred friends, family and even TV as sources of information. Their communication device of choice was the cell-phone followed by the TV. The authors discuss interviews they conducted in some detail and suggest ways for libraries to do a better job at reaching out. – [\*LRK]

Bridis, Ted. **Web Site Makes Gov't. Reports Available.** *ABC News* (from the Associated Press) (27 June 2005). (<http://abcnews.go.com/Technology/wireStory?id=884419&CMP=OTC-RSS Feeds0312>).

Our taxes pay for them. They are not copyrighted or otherwise protected by law. But it's never been really easy to get our hands on Congressional Research Service (CRS) reports. CRS, which is part of the Library of Congress, maintains that it works specifically for Congress, which is why it doesn't automatically release its reports to the public as they are completed. But various entities have made a practice of collecting and aggregating these reports over the years, and the Internet has facilitated our access to them. The Center for Democracy and Technology, "a Washington-based civil liberties group," has just launched a website, Open CRS, that "links more than a half-dozen existing collections of nearly 8,000 reports from the Congressional Research Service and centrally indexes them so visitors can find reports containing specific terms or phrases." The site encourages visitors to ask for reports from their congressional representatives and to upload any reports they have available. It also maintains links to the larger online repositories of CRS reports...but not the new one recently launched by the University of North Texas Libraries. – [\*SK]

Corrado, Edward M. **The Importance of Open Access, Open Source, and Open Standards for Libraries.** *Issues in Science and Technology Librarianship* (42) (Spring 2005). (<http://www.istl.org/05-spring/article2.html>).

This is a good summary overview of three important concepts for libraries: open access to scholarly and research literature, software for which the source code is available for users to view and change, and standards that are developed and shared in a non-proprietary manner. Corrado argues that the confluence of these three "opens" provides synergistic benefits for libraries when used together. For those who want a gentle introduction to these "hot" topics, and find the religious fervor of some advocates off-putting, this is the piece to read. – [\*RT]

Givler, Peter. **Association of American University Presses Letter to Google.** *Business Week Online* (20 May 2005). ([http://www.businessweek.com/print/bwdaily/dnflash/may2005/nf20050523\\_9039.htm](http://www.businessweek.com/print/bwdaily/dnflash/may2005/nf20050523_9039.htm)).

Google has received a great deal of notice for its "Print" and "Library" projects, which seek to digitize or obtain from publishers the full-text of books, then provide full-text searching and limited display of these works. Everyone agrees that the legality of such efforts is murky at best, and this latest salvo in the debate is one that Google can ignore only at its peril. There aren't many deeper pockets out there in the area of intellectual property law, and many a career can

be made on a high-profile suit alleging major copyright infringement. This AAUP letter outlines 16 sets of serious questions for Google management, and ones that may presage legal action if not adequately answered. It did not escape this reader that the AAUP letter includes a deadline of June 20, 2005 by which Google is expected to respond, and I doubt Google's legal counsel is so dense as to overlook that either. – [\*RT]

Hagedorn, Katerina. **Looking for Pearls.** *Research Information* (16) (March/April 2005). (<http://www.researchinformation.info/rimarapr05oaister.html>).

The Open Archives Initiative Protocol for Metadata Harvesting has made it possible to federate access to hundreds of content repositories world wide. But as the earliest and largest federation service, OAIster at the University of Michigan is the most experienced in the problems of unifying access to such a diverse range of content. Hagedorn identifies issues with the data they harvest, some normalization procedures they apply, and future plans for the service. – [\*RT]

Hancock, Brian. **The Spectator Project: the eighteenth century mind in the twenty-first century machine.** *The Electronic Library* 23 (2) (2005): 173-180.

This is an account of the technical issues involved in setting-up the Spectator Project, a digital environment for the study of the *Tatler*, the *Spectator*, and the eighteenth-century periodical in general. The aim of the project was to provide the best possible access to the minds of the writers. The interface presents page images and the corresponding text, and includes a powerful search function (based on the Glimpse search engine), with a split screen facility which allows different issues to be compared. After a number of experiments the project workers settled on the DjVu file format as the most suitable for their purposes. – [CME]

Jacso, Peter. **Google Scholar: the Pros and the Cons.** *Online Information Review* 29 (2) (2005): 208-214.

In case you haven't heard enough about Google Scholar, here's an analysis of what it does and doesn't do. In fine librarian tradition, Jacso subjects the database to a battery of searches. He then compares these results with what he'd get using alternative sources. The picture isn't pretty. – [\*LRK]

McDonald, J and Kebbell, Adrienne. **Access in an increasingly digital world.** *The Electronic Library* 22 (6) (2004): 498-508.

The authors identify the key issues for the National Library of New Zealand, and for other organisations providing digital content, as those of deciding on the priority content and then finding the best means of providing access to it. Work has focused on development of a single interface for the Library's bibliographic products (using Endeavor ENCompass) that supports the hybrid library concept, efforts to determine their economic and monetary value, of these products, and assessment of the potential market for them. Other projects have looked at consortium purchasing of electronic resources on a country-wide basis. Comparisons are made with the activities of other major national and research library services. Interesting – [CME].

Smith, Arthur. **Searching for NZ information in the virtual library.** *The Electronic Library* 22 (6) (2004): 492-497.

The article offers some findings about internet search tools that can be used to find information about New Zealand, and suggestions for how NZ librarians can make NZ information more accessible on the web. Very basic, obvious stuff; missable. – [CME]

## LEGAL ISSUES

Electronic Frontier Foundation. **Legal Guide for Bloggers** San Francisco: Electronic Frontier Foundation, 2005. (<http://www.eff.org/bloggers/lg/>).

You're a blogger, not a journalist or publisher, right? Guess what? You have the same legal obligations as the big guys, but without the specialized training and the troop of lawyers to back you up. Bonne chance! If you live in the US, you need the Electronic Frontier Foundation's Legal Guide for Bloggers. Of course it "isn't a substitute for, nor does it constitute, legal advice," but are you really going to hire a lawyer to vet your blog? Bloglines recently announced that it indexes over 500 million blog entries. That's a lot of billable hours. So, here's what the EFF guide offers instead: "The Bloggers' FAQ on Election Law," "The Bloggers' FAQ on Intellectual Property," "The Bloggers' FAQ on Labor Law," "The Bloggers' FAQ on Online Defamation Law," "Overview of Legal Liability Issues," "The Bloggers' FAQ on Media Access," "The Bloggers' FAQ on Privacy," "The Bloggers' FAQ on the Reporter's Privilege," and "The Bloggers' FAQ on Section 230 Protections." Since it's free, it's way cheaper than getting a J.D., and it's in plain English. Sure, it looks a bit overwhelming; however, as the EFF says: "But here's the important part: None of this should stop you from blogging. Freedom of speech is the foundation of a functioning democracy, and Internet bullies shouldn't use the law to stifle legitimate free expression." – [\*CB]

Poynder, Richard. **The Role of Digital Rights Management in Open Access.** *INDICARE Monitor* 2 (2) (2005). ([http://www.indicare.org/tikiread\\_article.php?articleId=93](http://www.indicare.org/tikiread_article.php?articleId=93)).

This is a very important paper for librarians and open access advocates to read. The negative view of Digital Rights Management (DRM), which I confess to holding, is that it is like a silent, deadly cancer that one discovers too late. We are largely unaware of it because publishers have not widely chosen to utilize it to actively control scholarly articles yet. But, once DRM is put in place, it allows publishers to control how article files are used in fine-grained ways, regardless of whether they are on the publisher's server, the user's PC, or in an archive or institutional repository. Poynder suggests that DRM is like "a two-layered cake. . . the first layer consists of metadata that define the usage rules (rights) associated with the content. Then on top of this can be placed an (optional) second layer of software-imposed limitations on copying, printing, viewing etc. (i.e. technical measures) in order to enforce the usage rules." To control self-archived articles, publishers would ask authors to archive DRM-protected copies, which "would potentially become a Trojan horse capable of transforming OA articles into 'pay-per-view objects'." Think this is unlikely? According to Poynder, Springer Science+Business Media currently "invites" authors to purchase the PDFs of their articles, which have been protected by DocuRights. Poynder does not say that Springer has activated particular restrictions, but they could at some future point. As long as a publisher controls the copyright to the article, not the author, the publisher can mandate that its DRM-protected copy of the article be the self-archived final copy, and it can choose what restrictions are activated. What if publishers could remotely turn on restrictions at will? SoftVault Systems holds patents that "specifically claim technology that enables the remote activation and disablement of digital content, such as audio, video, text, data and image files." So what to do? The SPARC Author's Addendum modifies "the publisher's agreement to make explicit the fact that the author is retaining sufficient rights to self-archive, and to also require that the publisher provides a free PDF version of the article-- moreover, with no DRM functionality incorporated into it." Of course, authors can also attempt to retain copyright. But either strategy may imperil the publication of the author's paper. OK, enough gloom. Poynder also points out that DRM can be used for the author's benefit "to ensure correct author attribution, to certify document integrity and provenance, to prevent plagiarism, and indeed to enable creators assert their rights in ways that encourage--rather than restrict--access." (This issue also contains several other articles about DRM issues that will be of interest.) – [\*CB]

Sheat, Kathy. **Libraries, copyright and the global digital environment.** *The Electronic Library* 22 (6) (2004): 487-491.

The article examines recent proposals for updating the New Zealand Copyright Act 1994 to cover digital reproduction and to bring it into line with the WIPO Copyright Treaty. The author argues that they fail to meet the Berne Convention's criteria for appropriateness of "fair use" exceptions to exclusive rights. The article is of general interest for anyone who keeps a watch on developments in copyright law. – [CME]

## PRESERVATION

Beagrie, Neil. **Plenty of Room at the Bottom? Personal Digital Libraries and Collections.** *D-Lib Magazine* 11 (6) (June 2005). (<http://www.dlib.org/dlib/june05/beagrie/06beagrie.html>).

Here's something we don't think enough about: where will all those digital photos and videos end up? What about the blog entries that generations to come will spend a lifetime producing? The totality of our individual digital output is what the author calls our "personal digital collection". This collection, our digital legacy in fact, will become as important as traditional personal papers have been in the past. Serious consideration is required then to preserve and give access to these collections. The author goes through a number of interesting ideas and implications. – [\*LRK]

**Data Dictionary for Preservation Metadata: Final Report of the PREMIS Working Group.** Dublin, OH: OCLC and RLG, May 2005. (<http://www.oclc.org/research/projects/pmwg/premis-final.pdf>).

This data dictionary is the culminating deliverable by a large, distinguished, and international group of individuals participating in the Preservation Metadata: Implementation Strategies (PREMIS) working group, sponsored by OCLC and RLG. As stated in the introduction, "The Data Dictionary defines and describes an implementable set of core preservation metadata with broad applicability to digital preservation repositories." – [\*RT]

Marks P. **It's groundhog day for inventions.** *New Scientist* 186, 2493, 26 (2 April 2005).

An Australian patent was granted for a "circular transportation facilitation device" – clearly reinventing the wheel. The article argues that the patenting system will become less efficient due to incomplete conversion of the paper search collections to electronic archives. – [DJH]

Sternstein, Aliya. **'Tomahtoes' Get in the Way of Saving E-Records.** *Federal Computer Week* (23 May 2005). (<http://www.fcw.com/article88936-05-23-05-Print>).

"When it comes to managing electronic records, technologists may say 'tomato,' but archivists will say 'tomahto.' The differences may seem subtle, but they often result in a breakdown in communications that undermines the effort to protect e-records." This is an interesting take on the disconnect between archivists and historians when it comes to the retention and preservation of electronic records, such as back-up tapes, e-mail, electronic calendars, etc. In particular, it discusses the uproar after the National Archives and Records Administration (NARA) placed a notice in the Federal Register that it planned "to get rid of Clinton-era backup tapes." Of course, a large part of the whole e-records conundrum is that fact that the original software/media/hardware used to create the records may not be around anymore, which essentially renders the information inaccessible. Which brings IT people into the mix. Better communication among all parties concerned is obviously vital. – [\*SK]

## PUBLIC LIBRARIES

Falk, Howard. **The temple of the computer.** *The Electronic Library* 23 (2) (2005): 244-248.

A brief survey of how large American public libraries are delivering electronic services to their readers, leading to an increase in library use. These include provision of facilities to support

portable computers, provision of electronic books and digital audio books, use of weblogs to promote library services, and use of RFID for book circulation and security functions. – [CME]

Sharp, Sandra. **Fast forward to the future: e-enabling in Leeds libraries.** *The Electronic Library* 23 (2) (2005): 237-243.

An overview of how libraries in Leeds have implemented the People's Network initiative within the city. Developments have included rollout of the Talis Information Environment, (a product comprising an LMS with advanced features, a Z39.50- compliant resource discovery portal, cataloguing database and EDI service), the development of new electronic content for local history (Leodis, a photographic database of images of life in the city through the ages, and Discovering Leeds, a general local history resource) the provision for free access to IT and e-learning facilities for deprived communities, and the development of community web sites. – [CME]

## VIRTUAL LIBRARIES

Blumenthal, Ralph. **College Libraries Set Aside Books in a Digital Age.** *The New York Times* (13 May 2005). (<http://www.nytimes.com/2005/05/14/education/14library.html>).

As of mid-July, the undergraduate library at the University of Texas-Austin will be devoid of books. It is being transformed into "a 24-hour electronic information commons, a fast-spreading phenomenon that is transforming research and study on campuses around the country." The reason this is a "fast-spreading phenomenon" is that undergraduate libraries are becoming superfluous in an age when so much full-text material has migrated online, and "top research libraries" are no longer restricted only to graduate students and faculty. The information commons, like others of its type, will be "staffed with Internet-expert librarians, teachers and technicians." And yet, according to the article, "Library staff members said they were taken by surprise when told last month of the conversion, which is how the news first emerged." Apparently no jobs were lost, however, and the books were not discarded, but rather redistributed to other university libraries. The article says librarians in general are in favor of this trend, because it allows them to provide the kind of service their users are increasingly demanding. – [\*SK]

Deb, Subrata and Kar, Debal. **Setting up an electronic library: the case of TERI.** *The Electronic Library* 23 (2) (2005): 189-199.

The paper describes the setting up of an electronic library for TERI, The Energy and Resources Institute, a major research library in India in the fields of energy, environment, transport, biotechnology and sustainable development, which produces a variety of specialist bibliographic databases and current awareness services. Electronic resources within the library are either served locally ("physical electronic library") or linked to via the internet ("virtual electronic library"). Candidate resources are identified by information and library staff, then ranked for quality by specialists. The locally served material includes e-books, e-journals, the library catalogue, the bibliographic databases, and TERI's own publications. The virtual collection includes a directory of electronic journals and a range of reference resources. Access to the collection is available at researchers' desktops via a local area network (TERInet), with access for branch offices and mobile users being provided via Citrix metaframe software. An interesting case study once one adjusts to the rather strange English style. – [CME]

Fox, Robert. **Psychology of Virtual Architecture.** *OCLC Systems & Services* 21 (2) (2005): 100-104.

The author finds similarities between the architecture of a library's physical plant and its online presence. Indeed he goes so far as to say, "the web is the abstract counterpart to the physical architecture of a library." Questions such as graphic design and layout are fundamental to both manifestations; So is being user-friendly and satisfying task-oriented user needs. As the author

sees it, 'we are attempting via the web site to guide our patrons to their desired information goal using the shortest path possible while attempting to create an experience that is at least marginally satisfying while reducing frustration.' – [\*LRK]

King, Julia. **The Paperless Hospital – Really!** *Computerworld* (13 June 2005).

(<http://www.computerworld.com/managementtopics/management/project/story/0,10801,102387,00.html>).

This article describes the "all electronic environment" at Baptist Medical Center South (BMCS), a "small, 92-bed community hospital" in Jacksonville, FL. Much larger, more prestigious hospitals have failed spectacularly in their efforts to go all-electronic, but BMCS adopted that culture right from the very beginning -- first by getting buy-in from area physicians. "Today, physicians at the brand-new hospital make their rounds toting wireless devices to check lab results, view X-rays, update charts, order prescriptions and send and receive e-mail." A key element here is the hospital's 10-person informatics group of "technology-savvy clinicians," headed by a registered nurse. The group communicates the needs of doctors and nurses to the 65-member IT staff. "Having wireless access to previous test results in a fully electronic medical record is especially valuable to doctors in the emergency room, says physician Ted Glasser." All in all, very cool. Worth reading. – [\*SK]

Sale, Arthur. **De-unifying a Digital Library.** *First Monday* 10 (5) (2 May 2005).

([http://www.firstmonday.org/issues/issue10\\_5/sale/](http://www.firstmonday.org/issues/issue10_5/sale/)).

Sale describes the University of Tasmania's decision to create a single, unified digital library for all its research output, including articles, conference papers, higher degree theses, and faculty research data. He describes the repository approach, which mirrors several others underway around the world, but goes further, creating a single online environment for all users. This sounds a lot like many past efforts to create "integrated library systems," portals and other single-platform Web environments. It differs insofar as it doubles as an open access venture, offering, if it passes the test of time, an enterprise-level solution to other universities who have programming FTE but might be short on cash. – [\*TH]

## WEB DESIGN

Houghton, Sarah. **I've Been Framed! Designing a Library Web Site Within a Government Frame.** *Computers in Libraries* 25 (6) (June 2005): 6-8, 48.

With all the talk about ERP's (or Enterprise-wide systems), this article about what libraries can do to fit in comes at just the right time. The author stresses that this kind of arrangement can be far from ideal. Indeed, many of her recommendations involve finding ways to contrast the library's material from the surrounding non-library navigation/context. She recommends working with the host institution wherever possible though her "best solution" is simply to break out of the institutional shackles and set up an independent site. This last of course may not always be possible. – [\*LRK]

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## Book Review

**Paul Pedley (ed.) *Managing Digital Rights: a practitioner's guide*. London: Facet Publishing, 2005. ISBN 1-85604-544-7 152pp £39.95**

With the new blanket digitisation licence coming into force soon and digital rights the current hot topic among information professionals, a handy guide is timely. This book sets out to be a practical guide to the use of digital content and the issues that arise when you start scanning print resources then storing and using your digitised files. Edited by Paul Pedley, the guide is organised in five short but practical sections. Each contributor has a different viewpoint and with Ian Watson, we even get a rare view from a professional on the publisher's side of the fence.

### Legal background

No work in the field is complete without a contribution from Paul Pedley and he starts off by laying out the legal landscape. This short but very relevant and clearly written section describes how the digital format raises different issues from print, what is meant by the term "digital rights management" (DRM) and the common contractual forms, restrictions and protections encountered. After defining copyright, he explains why copyright law is in itself no longer adequate in the face of new technologies and the resulting new opportunities for librarians and for rights holders. The handy analogy of a book is useful here – once you have bought your copy, you can consult it as often as you like without paying extra, but if you sell or give it away those rights move on the next owner. Not so in the digital world, where you are only leasing that content for a fixed period of time. This gives huge opportunities for publishers to monitor and restrict usage, which they didn't have before, and also for others to replicate and distribute infringing copies – witness the growth and popularity of Kazaa and similar networks. There is a short section on negotiating licences with some model agreements which highlight how important it is to be sure of what you're signing – it's all too true that however complicated the language of the contract or unfair the terms may seem to be, there is very little legal recourse for the librarian who did not read or fully understand what they were signing.

### International treaties

Sandy Norman is another widely published expert in this field and concentrates here on the international perspective, the drivers for effective DRM and the WIPO treaties. She draws some very interesting comparisons between copyright conditions in the EU, USA and Australia, and looks at the points of contention and distrust between rights holders and users. She also points out the difficulty of control when some countries don't have any appropriate copyright legislation, and international conventions aren't mandatory – no wonder there can be an atmosphere of suspicion and defensiveness between publishers and users. She covers a number of major causes for this, exploring in turn the argument that "Digital is different", the technological lockup fear held by librarians concerned that long held conventions – such as library privilege and fair dealing – will become meaningless, and the fear of total control over information where the balance is distorted away from research and public access in favour of commercial interests.

### Copyright clearance

In this section, Helen Pickering, copyright manager for HERON, takes us through the process of establishing when clearance is required, and getting permission. This area is a minefield where often there don't seem to be any definitive answers, especially if you are new to the field. The chapter has some very useful, step-by-step information on locating rights holders and obtaining permissions. It's always a comfort to know that you are not alone in finding this an uphill struggle, and the practical advice on timescales and third-party materials, where material requiring additional clearance from another publisher is embedded into the main body of the text, is very useful. The chapter also covers government publications, the CLA (and CCC, the US equivalent), NLA, HERON, authors & agencies, and answers some tricky questions, such as



how to find out who holds the rights and locate them – and even more importantly what to do if I can't.

### **Digital rights and teaching**

Linda Purdy is Senior Information Adviser at Sheffield Hallam University and sets out to explore the changes in teaching and learning since the late 1990s and the Dearing Report, and how the transition from the physical learning environment to the virtual drives developments in digital rights. Academics who like to adapt, copy and repackage existing works to create new materials are one side of this coin, on the other are students who can freely draw on third party materials from a variety of digital resources or create their own with little understanding of the rights issues with which they are tangling. This chapter covers both perspectives on a practical level, looking at the implications for academics and librarians of the changing HE marketplace, with more demands from students for resources, and more distance- and part time-learners who require more flexible resources than traditional print. The role of technology and the VLE is considered and the need for easily prepared digital resources which can be slotted into environments where blended learning and virtual classrooms are becoming more common. It is a complex and rapidly expanding area with so many different sorts of resources being used – off airs, moving images and sound, internet resources – and an e-learning environment which is developing into a commercial venture for some institutions, so the role for a sensible technological means of requesting, granting and controlling access is discussed as well as the need for constant user education to prevent the kind of short cuts which can land the user and their institution in trouble.

### **The rights holder's perspective**

Written by an information professional now working for NewsQuest Media, this chapter picks up on the threat to rights holders from digital copies which can be replicated endlessly and perfectly. An essential requirement is that the rights holder can exercise sufficient control over use made of their property. Anti-circumvention devices are considered here, as well as the relevance of copyright to digital assets. Corporate rights holders have different issues from users, which mainly centre on agreeing fees, tracking usage and preventing piracy/infringements. Conflict arises with users when technological measures are perceived to prevent legitimate use. Partly the clash is a cultural one as libraries are essentially co-operative in nature and instinctively look to share information, while publishers are restricting access in order to make a profit and stay in business. Digital object identifiers (DOI) are seen as one way forward as these can be used to uniquely identify any digital object whatever it is. Although not yet widely used they could be a hook on which to hang DRM in the future, and the case is presented for DRM to be seen in a more positive light – less as a copyright infringement protection tool and more a facilitator for new business models.

In summary, this is a very useful book for the practitioner, particularly someone fairly new to the field or returning after a break and who needs up-to-date information and guidance in this complex area. The lists of statutory materials and cases cover the main points which any practitioner needs to know. The contributors are also well chosen to give a valuable insight into each different facet of the topic, and as each chapter has a list of references it's a useful starting point for further reading.

Lise Foster  
eServices & Systems Manager  
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## UKeiG Meetings Charges

UKeiG's programme of meetings during the past year has proved successful. We are repeating some of the more popular ones and have extended the location of the meetings to Belfast, Manchester and Edinburgh as well as London. We hope therefore that these developments and the wide range of topics that the meetings cover help to cater for the differing needs of UKeiG members.

It has become clear that the costs of some meetings will have to be increased. This is largely because we are finding difficulty in identifying venues that have over 10 PCs at competitive prices. 10 PCs allows us to have two people sharing but limits the attendance to 20, so we have had on occasion to turn away delegates.

Unfortunately, we have therefore decided to increase the costs of PC-based meetings to cover the overall meetings costs:

**PC- based meetings:** £150 + VAT (£176.25) for members and £180 + VAT (£211.50) for non-members

**Other meetings:** No change – £130 + VAT (£152) for members and £160 + VAT (£188) for non-members

We have still maintained our policy to keep the costs as low as possible, and feel that these meetings are still excellent value for money.

We are very grateful for those who provide venues for our meeting and would like to ask other UKeiG members to let us know if they could possibly provide additional venues, including those in London, that have more than 10 PCs for use by delegates.

Please contact the Secretary, Christine Baker ([cabaker@ukeig.org.uk](mailto:cabaker@ukeig.org.uk)), if you know of a suitable venue. Your help would be most welcome.

## Meeting Review

### Statistics minus the lies and damned lies

#### UKeiG Meeting held at CILIP, London, Tuesday 7<sup>th</sup> June

As a librarian working in a busy academic library service, students have asked me pretty much every question under the sun. A healthy sprinkling of queries tends to involve the acquisition of statistical data somewhere along the line, so whether the enquirer is a sports scientist (Q: "How many people in the UK died in extreme sporting accidents last year?" A: "ROSPA haven't published the data yet") or a geographer (Q: "What was the average rainfall in August in Sheffield last year?" A: "181.0mm – Met. Office website"), it pays to have a few statistical resources up one's cardigan-sleeve.

The questions above highlight one of the first issues on the agenda at UKeiG's workshop, **Statistics minus the lies and damned lies**, the distinction between statistics from official and non-official sources. Official statistics, often a result of governmental daily business such as recording births, marriages and deaths should be relatively easy to find in this golden age of IT, but as the day progressed, participants saw how difficult it can be to a) find the data you want, and b) re-trace your steps to find a statistic that you know fine well exists, and you would be

able to find if only National Statistics Online hadn't changed its navigation three times in the last fortnight. Non-official statistics, often produced by charities or companies, can be just as valuable as official statistics. Hunting down a particular non-official statistic can be time consuming as some can prove elusive, and the unwary searcher could face several dead ends before finally locating a promising looking web link and (if the information isn't free), being asked for a payment.

Finding apparently free information is a frequent source of irritation to anyone seeking out statistical information online, and web sites often offer loss leading nuggets of information, only to demand payment when any finer detail is required. The data collected from certain surveys for example, may be available for free at an elementary level; the broad findings or individual statistics perhaps feature in the media, but if you want to read the full findings there may a fee.

Whilst I have mentioned online statistical resources here, the value of printed resources was not ignored. The presenters, Tracy Kent and Gerald Watkins brought along several publications containing information that just isn't available online. Frustratingly, it seems that some printed publications are no longer produced on the pretext that websites have now superseded them and are more easily updated (this is not to suggest that online sources are always bang up to date!). At the risk of sounding like a nit-picking fuss-pot, the danger inherent in this trend is that whilst no-one would ever dream of producing a book without an index or a contents page, websites (even some of the biggies like National Statistics Online) don't necessarily have tip-top navigation, or the money to upgrade the systems behind them. This is of course a deeply unsatisfactory situation, and what all these people need is a good talking to by people like Tracy and Gerald who know what they are talking about!

Keeping older printed statistical resources is also essential, given that many web resources rarely have comprehensive historical collections of data. Fortunately for workshop participants, Tracy and Gerald produced a comprehensive booklet listing some likely printed and electronic sources. This excellent booklet has the makings of a great web resource, of the well indexed and frequently updated variety.

Mike Quiggin of RadStats – the radical statistics group and the BRC (Bradford Resource Centre and Community Statistics Project) was careful to point out that investigating who has produced the statistics you are using, who paid for their production, why and how they were produced, can provide you with a more informed and intelligent perspective. Developing an eye for such information can leave one less open to the lies referred to in the workshop title. Mike also raised the fact that governments are increasingly keen on producing performance related statistics, and in the case of the NHS, such statistics have heavy political overtones.

This UKeig workshop was a varied and interesting look at a complicated area of information retrieval. I was keen to get my hands on the resources mentioned, and felt that had the day been able to mix in perhaps two practical computing sessions, we would have engaged more actively with the information given. I think I learned more than ever before, the value of knowing your sources, the nature of statistical information requires that the searcher should be prepared to be persistent and expect information in a wide variety of formats both print and electronic. Some good advice was presented here, and the accompanying course booklet will certainly not acquire dust at the bottom of my desk drawer.

**Angela Newton**  
**University of Leeds**

## Press Releases

### Library conference passes resolution on making poverty history

1 July 2005

Governments challenged to recognise role of libraries in sustainable economic development

At the closing plenary session of the biennial Umbrella conference in Manchester, delegates unanimously backed a resolution declaring their support for the Campaign and calling on the UK government to recognise and promote the essential role of library and information services in every country if the Make Poverty History campaign is to succeed. The full text of the Resolution passed at the Umbrella conference reads:

**Whereas** library and information services underpin information, literacy and the learning process; and

**Whereas** literacy and learning underpin all our aspirations, locally and globally, for ourselves, our communities and our economies including equality, social justice and the eradication of poverty;

**Therefore** be it resolved that this conference declares its support for the Make Poverty History campaign and calls on the UK government to recognise and promote the role of libraries in sustainable economic development."

"Managing a country's knowledge is no different from managing its other assets such as agriculture or transport," commented CILIP's President Debby Shorley after the resolution was passed. "It needs properly qualified professional and paraprofessional specialists, and expert technical support, if it is to succeed."

Sending out a strong message both to the current G8 Summit and to the forthcoming World Summit on the Information Society, conference made clear that the developed world would be failing poor countries unless it took seriously their need to develop their own strong knowledge economies. "Investment in telecommunications is not enough on its own, and the World Wide Web provides only a fraction of the detailed and complex scientific, technological and economic data that countries will need if they are to pull themselves out of poverty," Ms Shorley continued. "If governments are serious about empowering countries to eradicate poverty, they must recognise the need for library and information services that are as effective as those we in the developed world take for granted."

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### 2005 Tony Kent Strix Award winner is Jack Mills

30 June 2005

The Tony Kent Strix Award, given by UKeiG, was awarded to Jack Mills at the CILIP Umbrella Awards Dinner. In his absence, the Trophy was presented by Chris Armstrong to Vanda Broughton, a colleague and member of the team who nominated Jack for the award. She spoke warmly of his appreciation, and thanked the Group on his behalf.

Jack Mills has spent more than sixty years of his life in the study, teaching, development and promotion of information retrieval, principally as a major player in the British school of facet analysis which builds on the tradition of Ranganathan. He is probably best known to the wider professional community in his role as a researcher. In 1966/67 he was Deputy Director of the prestigious Cranfield Project, supporting Cyril Cleverdon in the first major exercise in

information retrieval in the United Kingdom. The results of the work at Cranfield had a major influence on British information science, and the documentation of that project continues to be cited in the professional literature today.

A founder member and chairman of the Classification Research Group (1952–), he has lectured and written about, and been an advocate for classification theory. Since the 1960s he has been the driving force behind the revision of the *Bliss Bibliographic Classification*, chairing the Bliss Classification Association Committee, and undertaking the greater part of the work of revision as Editor of the new scheme.

In 1998, Jack Mills was acknowledged by the Conference on the History and Heritage of Science Information as a 'pioneer of information science'. In 2003 his contribution to the field was marked by the award of an Honorary Fellowship from CILIP.

The [Tony Kent Strix Award](#) is presented each year in memory of Dr Tony Kent, a past Fellow of the Institute of Information Scientists, who died in 1997. Tony Kent made a major contribution to the development of information science both in the UK and internationally, particularly in the field of chemistry. The award is offered in recognition of individuals or groups who have made an outstanding contribution in the field of information retrieval.

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### **Elsevier/LIRG Research Award and LIRG Postgraduate Prize**

30 June 2005

The 2004 Elsevier/LIRG Research Award has been given to Dr Hazel Hall of Napier University and Melanie Goody of KPMG for their study on *'The sense of outsourcing: an investigation into the viability of outsourcing corporate research services'*.

The purpose of this research is to investigate perceptions of the value of outsourcing research services held by those in the business information community with experience of work with external partners. A particular strength of the work is that it is to be conducted by a practitioner-academic partnership. Melanie Goody works in an environment where outsourcing of services is becoming increasingly popular, and Hazel Hall has experience of conducting sociotechnical analyses in corporate environments.

The Award is offered annually by the Library and Information Research Group (LIRG), a special interest group within CILIP. Its purpose is to encourage research and innovation in library and information science. It is intended that particular attention will be paid to proposals intended to improve the accessibility, retrievability and usefulness of information. The maximum value of the Award is £1000. Applications are judged by a panel drawn from members of the Library and Information Research Group.

The judges were very impressed with the quality of the winning proposal and felt that the research findings would be of interest not only to those who are currently outsourcing or plan to outsource their information services, but also of wider significance to the profession in the future provision of information.

Hazel was present at the LIRG AGM at Umbrella to receive the award for herself and Melanie from Tony McSéan, Director of Library Relations, Elsevier.

David Dmytriw from Northumbria University has won the 2004 LIRG Postgraduate Prize for his dissertation, *Information acquisition and exchange within the cryptozoological virtual communities*. David's study of this original topic was a fine example of research into information-seeking behaviour, innovative and well thought out. Jennifer Dunn of the University of Central England Birmingham was highly commended for her study, *Out on the Shelves? Access to children's literature with lesbian, gay, bisexual or transgendered characters in libraries*, a well-researched and convincingly argued account of a relatively unexplored area.

A prize of £300 is awarded to the successful candidate, and highly commended certificates to any runners-up who are also judged to have produced work of particularly high quality. Schools/Departments of Library and Information Studies are invited to nominate their best project and a judging panel drawn from the Library and Information Research Group evaluate the entries and select the winners.

David and Jennifer received their prizes and certificates from Debby Shorley, President of CILIP, also at the LIRG AGM at Umbrella.

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### **Winners of the ISG (CILIP)/BookData Reference Awards 2004**

30 June 2005

The winners of the ISG (CILIP)/BookData Reference Awards 2004 were announced on Thursday 30 June during the CILIP Umbrella Conference in Manchester. The winning titles ranged from design, Georgian portraits, superstitions, and national biography to surveying and Devon, emphasizing how wide and varied the range of reference works printed and published electronically in Britain each year continues to be.

The awards, which are judged by a panel of expert librarians, have been rewarding excellence and promoting awareness of outstanding reference products since 1970 and are sponsored by BookData, the leading supplier of timely, accurate and content-rich bibliographic information to libraries and information specialists worldwide.

Francis Bennett, Chairman of BookData, congratulated the winners and praised the high quality of all the finalists work. Speaking during the ceremony he said "We continue to support these awards because the key to successful reference works is the unerring ability to 'get it right'. This applies, equally, to title information which is the heartbeat of our industry." He went on to urge librarians to recognize the importance of the role they play now and in the future by providing the best service to their users. That, he argued, could only be done by using the best available information, rather than searching for free services on the Internet.

The winners of the **Besterman/McColvin Medals** are:

**Printed category:** *The Design Encyclopedia* by Mel Byars, published by Laurence King Publishing.

**Electronic category:** *Oxford Dictionary of National Biography* edited by H C G Matthew and Brian Harrison, published by Oxford University Press.

**The Walford Award for sustained and continual contribution to the science and art of bibliography** was awarded to Ian Maxted.

A full list of titles nominated is available on the [CILIP website](#).

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## **British Library Chief Executive accepts permanent contract**

29 June 2005

Lynne Brindley, Chief Executive of the British Library has accepted a permanent contract from the Board of the British Library, following her successful five year tenure as Chief Executive. The announcement was made to staff by Lord Eatwell, Chairman of the Board. The offer was made with the unanimous agreement of the Board and was supported by the Department of Culture, Media and Sport.

Lynne Brindley joined the Library in 1 July 2000, being both the first library information professional and woman to hold the position of Chief Executive. On her appointment she undertook a fundamental programme of modernization of services and structures, set up public and private partnerships, significantly raising the profile to ensure the Library's continuing relevance.

The British Library strategy for 2005-2008 was launched on Wednesday 29 June and outlines the mission, vision and six strategic priorities. The Library is a key player in building the UK's digital research environment and it is planned to further develop its work collecting digital items, digitising existing collections, and archiving websites, to ensure long-term access to the digital output of the nation.

The national digital library is at the heart of British Library strategy. "The national digital library is a key part of the UK's research e-infrastructure," said Lynne Brindley, predicting a switch from print to digital publishing by the year 2020. "We will develop new tools to help researchers in the digital world. We will be collaborating across the research community to guarantee that both text-based and data-based research outputs are preserved and available for the researchers of tomorrow."

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## **Internet Librarian International announces conference programme**

27 June 2005

[Internet Librarian International](#) – a leading forum for information professionals using, developing and implementing web-based strategies – has today published details of its Keynote sessions at this year's event, taking place in London on 10 & 11 October 2005.

## **Oxford's Bodleian Library and the Google digitisation project**

Ronald Milne, Acting Director of Library Services at Oxford University and Bodleian Librarian, will give the opening Keynote address at the event, and will discuss Oxford's world-renowned Bodleian Library's involvement in the Google digitisation project. Speaking about the project, Milne said, "When Sir Thomas Bodley founded the Bodleian Library in Oxford some 400 years ago, he laid down the specific condition that this new library should not just serve his alma mater, but should also be a library for the worldwide 'republic of letters'. The emergence of the Internet, and the scope for creating digital surrogates of library materials for networked availability, has radically altered the paradigm for access to the Library, opening up a whole new meaning for the Bodleian as a 'library for the world' in the 21st century." He continued, "Oxford's mass digitisation programme with Google fits perfectly into this historic context as a key modern element of the Bodleian's strategic aim for the whole of its existence: to bring its great collections to the wider world."

Stephen E. Arnold, a noted technology expert based in the US, will provide the Keynote for the second day, speaking about the relevance and future of search. According to Arnold, "Relevance is in the eye of the beholder, not a PhD with an algorithm and a hunger for tenure. Google delivers relevance by using some basic metrics, and the solid growth in Google's traffic indicates that its formula works for many people. FindWhat, Google and Yahoo have too much to lose by chasing relevance at the expense of advertising dollars or vice versa."

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### **2005 Library Hi Tech/LITA Award Winner Announced**

24 June 2005

Emerald and LITA support award for Outstanding Communication for Continuing Education in Library and Information Science

William Gosling has been named as the winner of the Library Hi Tech/LITA award for Outstanding Communication for Continuing Education in Library and Information Science. He will be presented with the award, a citation of merit and a \$1,000 prize. The award, now in its 13<sup>th</sup> year, has had a number of prestigious winners. William Gosling has served as the director/university librarian at the University of Michigan since 1997. During his tenure as university librarian he has overseen a period of rapid change and dynamic technological innovation, including the expansion of the fledgling Digital Library into one of the premier digital library programs in the country.

Michael Seadle, Editor of Library Hi Tech, said, "The Library Hi Tech/LITA award represents a long partnership in search of excellence in library technology. William Gosling has provided international leadership in large-scale digitization, as shown in the recently announced University of Michigan – Google project. We are particularly proud to honour him with this year's award."

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### **Blackwell Psychology Handbooks now on Xreferplus**

14 June 2005

Xrefer and Blackwell Publishing are delighted to announce that twelve titles from the well-known "Blackwell Handbooks in Psychology" series are now available online as Xreferplus Specialist Reference titles.

Each title in the series covers a specific area of psychological study, ranging from infant development and adolescence to research methods in clinical and experimental psychology. Also included are social psychology handbooks in the fields of interpersonal and group processes.

Institutions can now purchase unlimited user access to the Blackwell handbooks from Xrefer for their library patrons, either in addition to their Xreferplus Ready-Reference collection or as individual titles. Online packages of the titles are also available, with a specially-discounted subscription price when an institution subscribes to all twelve titles.

For more information about the Blackwell handbooks, visit <http://www.xrefer.com/titles> and click on the "Philosophy & Psychology" section.



"The Handbooks are a very strong component of our Psychology list," said Edward Crutchley, Blackwell Book Sales Director, of this development, "and we are pleased to be partnering with Xrefer to ensure their wider online distribution in the academic and professional communities." John G. Dove, Xrefer's CEO added: "This demonstrates that Xrefer is now an effective platform not only for general reference, but for building a core of reference books in specialist fields such as psychology, working with the best lists from the best publishers."

*Also from Xrefer, June 22, 2005:* Xrefer, provider of online reference services to libraries worldwide, and Paratext, the independent publisher of online reference databases and library services, announced today that the Xreferplus Ready-Reference service is now integrated with Paratext's premium bibliographic database, Reference Universe. More details at <http://www.xrefer.com/news/index.jsp?m=2>.

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### **Snapshots International announces company rebranding and new website**

1 June 2005

Snapshots International, the innovative market research firm, announces that from June 5th 2005 the company will revert to its official name of Snapdata International Group. In addition, Snapdata International will unveil its keenly awaited new website at the SLA 2005 Annual Conference Info-Expo in Toronto, Canada. Designed in partnership with end users around the world, the site will set new standards in clarity, ease of navigation, and functionality. The new site will shortly go live at <http://www.snapdata.com>.

Explaining the changes, Debra Curtis, Snapdata International Group CEO said, "Snapshots International has become firmly identified by our clients with our core product of Snapshots reports. However, in keeping with our strategy of releasing new products on to the market the company is reverting to its official name of Snapdata International Group.

"This will enable us to expand our product range under the Snapdata banner, whilst maintaining those qualities for which we have become known and valued; quality, simplicity and value for money. The Snapshots Series will be retained as the primary product name.

"To coincide with our company rebranding, we are in an ongoing process of improving the functionality of our website, and I am delighted to use the occasion of SLA Toronto 2005 to unveil the first stages.

"During the next few months users will notice continued development of the website, which will incorporate an advanced search engine, faster response times, and a further range of features not previously available."

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## **The European Library seeks user opinion**

June 2005

[The European Library \(TEL\)](#) (previously known as Gabriel – Gateway and Bridge to Europe's National Libraries) wants to find out what works for the user of the new portal, and what doesn't. Together with [IRN Research](#), and in co-operation with the national libraries of Britain, Finland, France, Germany, Italy, Netherlands, Portugal, Slovenia and Switzerland, an online survey has been created and is available at (UK) <http://www.irn-research.com/EuroLib/english.htm>.

The survey is mainly about the research and retrieval capabilities of the site and the developers would be grateful to any researcher able to give 10-15 minutes worth of time to answering eight questions. TEL will donate 2 Euros to [Book Aid International](#) for every completed questionnaire it receives. The answers will help TEL to decide on the best way to develop the portal for the benefit of its users.

The European Library is a portal for accessing the digital collections of nine of the National Libraries of Europe. TEL is owned by the Conference of European National Libraries (CENL) and aims to access digital collections from all 43 member libraries within the next five years. It was launched as a Beta site in March 2005.

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