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Online

By Anita Saycell, University of Wales, Aberystwyth (Aberystwyth Online User Group). Please send your submissions for the next edition to jrc@aber.ac.uk

American Economic Association: Resources for Economists on the Internet

<http://www.rfe.org>

This online collection of relevant Internet resources for economists, including categorised link links such as Scholarly Communication, Teaching Resources and News Media, now has a search engine at <http://ese.rfe.org>. The Economics Search Engine currently indexes to 300,000 pages at 10,000 websites of interest to economists.

British Library: The Unveiling of Britain

<http://www.collectbritain.co.uk/collections/unveiling/>

The British Library has made available an online library of map images and views from between the years 800 and 1600, as part of their lottery-funded "Collect Britain" online heritage collection. The maps have been chosen because they illustrate the growing awareness of the shape of the British Isles. The images are freely available and require no specialist software.

Mozart's Musical Diary <http://www.bl.uk/onlinegallery/ttp/ttpbooks.html/>

On 12 January 2006, visitors to the British Library website will be able to view Mozart's *Verzeichnis aller meiner Werke* (Catalogue of all my Works). Digitised for online viewing, the original manuscript consists of 30 pages and contains 75 musical introductions. The work will be available for viewing page-by-page using the British Library's Turning the Pages™ service.

EDINA: Land, Life and Leisure <http://edina.ac.uk/landlifeleisure/>

EDINA hosts this online bibliographic database of literature relating to the land, such as agriculture, tourism, leisure and the environment, going back to January 1990. The database is updated weekly and contains press releases, scholarly journals and reports acquired by the Thomas Parry Library for the Welsh Institute of Rural Studies at the University of Wales, Aberystwyth, and contributions from other libraries. Previously known as Update, the database was relaunched under its new name in 2005.

Elsevier e-journals <http://www.elsevier.com>

In a deal with specialist electronic archive service Portico, Elsevier is creating a permanent archive for over 2000 ejournal titles from ScienceDirect. The project will begin in January 2006, with over seven million journals to be deposited. Portico, who recently received a grant of \$3 million from the Library of Congress as part of the National Digital Information Infrastructure and Preservation Program (NDIIPP) to assist digital preservation of journal content in the US, continues to be supported by JSTOR, who launched the service in 2002 with funding from the Andrew W. Mellon Foundation.

OAlster <http://oaister.umdl.umich.edu/>

This search engine has been built by the University of Michigan, in collaboration with the University of Illinois at Urbana-Champaign, and originally funded through an Andrew W. Mellon Foundation grant. By harvesting metadata from online repositories worldwide, OAlster provides easy searching for freely available digital materials including journal articles, e-books, images and audio files and is particularly useful for locating open access journal articles.

OCLC: Openly Informatics <http://www.oclc.com>

The assets of Openly Informatics, a 1.2 million-record database of linking metadata for electronic resources, have been purchased by OCLC in a deal intended to benefit both organizations. The metadata will improve OCLC WorldCat applications such as FirstSearch WorldCat, and Openly Informatics database will be enhanced by OCLC metadata such as e-books and e-theses.

OVID: BSS International Bibliography of Social Sciences <http://www.ibss.ac.uk/>

There has recently been a deal between the London School of Economics and the Bibliothèque de Sciences Po in Paris to acquire a further 400 French language journals for the International Bibliography of the Social Sciences (IBSS). Most of these titles are in political science but there is also some coverage of economics, sociology and anthropology. The database, available via OVID and BIDS, currently contains records from 1951 to the present day, from over 2,600 journals in economics, political science, sociology and anthropology.

RIPM – Retrospective Index to Music Periodicals (1800-1950) <http://www.ripm.org/>

Published under the auspices of the International Musicological Society (IMS) and the International Association of Music Libraries, Archives and Documentation Centres (IAML), RIPM is an international bibliography of music culture and history containing annotated indexes to music journals from 17 countries. Currently containing over 465,800 records, and with approximately 20,000 added annually, the Ovid-hosted online database contains multilingual online help and cross-searching between all other Silver Platter titles including the complementary database RILM Abstracts of Music Literature.

Poetry Archive <http://www.poetryarchive.org/>

This is a freely available resource containing English language online recordings and text of poets reading their own poems. There is an option to browse by poet or poem title, or to use the search box. There is also an interesting collection of historic recordings available by a selection of poets. The Poetry Archive is a not-for-profit project with charitable status, directed by Poet Laureate Andrew Motion, and the recording producer Richard Carrington.

Internet Librarian

Susan Miles (S.Miles@kingston.ac.uk)

Internet Librarian International 2005

“Transcending Boundaries: Information Technologies and Strategies for the 21st Century” was the seventh conference in this series, held in London during October 2005. 50 speakers were involved over the two days, so this is by necessity only a brief overview of a select few of the presentations I listened to. If you want to follow up on any of the others, many of the speakers have allowed their PowerPoint slides to be available via the conference website here: <http://www.Internet-librarian.com/2005Presentations/>.

The two keynote speeches are worth highlighting, because even some months on, their relevance has not diminished.

The opening keynote was given by Ronald Milne, acting director of Oxford University Library Services & Bodley’s Librarian, describing their role within the Google Library Project. In addition to a description of how this came about and how it fits into their overall remit, the questions from the floor elicited some more specific information. Twenty per cent of the library’s stock is in ‘uncut’ form, so has never been looked at or read! They view the Google collaboration as an access project rather than as a preservation project because it is not about the preservation of the actual item. Ronald Milne did raise the possibility of developing a ‘book on demand’ type of service with copies nicely bound, which was reflected in January 2006 with the idea of an online book store that Google’s CEO Eric Schmidt told reporters about at the Consumer Electronics Show in Las Vegas. Partnership possibilities involving Bodley’s content was another question raised; apparently working with public organisations is a possibility, although covenants with Google would be required.

The second keynote speech was equally fascinating, as Stephen E. Arnold elaborated on aspects of Google’s impact which could/should raise concerns for those who are interested in search and retrieval. He has been tracking Google’s patent activity, which is particularly focussed around patenting ‘relevance’, particularly the algorithms that calculate a web site’s relevance. There have been more patents assigned to Google in the first six months of 2005 than from the company’s inception. The issue which could cause concern to the library community is ‘who defines relevance?’, if the Google ranking is beginning to determine the level of government funding for an organisation, particularly in the US; should we be concerned about how that relevance ranking has been arrived at?. Another issue is ‘is the next generation of information professionals being taught anything about this?’ Apparently, only two library schools in the US are addressing these issues – Syracuse and Long Island University. For example, Dot Net in August 2005 discovered that 90% of search users cannot differentiate between paid-for and organic search results: more questions raised than answered, and much to ponder over.

The remainder of the sessions I attended were focussed around using collaborative and open source tools to provide alternative ways for library services to reach their users, or to promote knowledge sharing in a distributed environment. There were examples of using wikis to share library instruction materials between librarians working in different libraries in Oregon and south-western Washington states in the US. There was a lot of talk about Flickr (<http://www.flickr.com>), a photo sharing site, and del.icio.us (<http://del.icio.us>), a bookmark sharing site; both these sites require users to add keyword metadata to their entries to enable groupings to be displayed. A new phrase entered my vocabulary, a 'tag cloud', defined in wikipedia as "a visual depiction of content [tags](#) used on a [website](#)". To see one in action go to flickr at <http://www.flickr.com/photos/tags/>. Go on, type library into the search box and see what happens!

One particularly provocative paper was from Brian Kelly, Email Must Die!, in which he suggests a whole plethora of alternative methods of communicating information that enable collaboration or that provide information to the gadgets or programs that people use in real life, such as RSS feeds from blogs, instant messaging, wikis, podcasts, and so on. He feels it won't be too long before our users will expect libraries to be able to communicate using these channels, so we'd be well advised to explore them now!
In a way, that was the central theme to this conference: there's a lot going on that could be put to effective use in the library setting to enable knowledge collaboration and dissemination.

Intranets

Martin White

Intranet Review Toolkit

In my last column I commented on the issue of intranet benchmarking, and I make no apology for returning to the subject this month. Some of the most useful information on intranet development and management comes from the pen (desk-top?) of James Robertson, the founder and Managing Director of Step Two Designs (<http://www.steptwo.com.au>), based in Australia. Now James has come up with an Intranet Review Toolkit which enables intranet managers to benchmark their intranet against current best practice. The Toolkit was sponsored in part by the Information Architecture Institute (<http://iainstitute.org/news/000457.php>).

The Toolkit covers the intranet home page, site structure and navigation, search, page layout and visual design, intranet content, news, staff directory and intranet strategy and management. There are nearly 70 evaluation criteria (or heuristics), each of which has a rationale for why it is important, and then two statements that set out the upper and lower bounds of good practice. Each criterion can then be given a rating between zero and five, and the spreadsheet automatically calculates the score. Summing scores by section and overall provides a quantification of intranet performance. Space is provided for comments against each of the heuristics.

The approach is best illustrated with an example:

Criteria 2.2. The labels used in the navigation are clear, consistent and useful

Labels used in the navigation are a key factor that enables staff to locate information on the intranet. The labels need to provide a clear indication of the content available within each section of the intranet.

Labels should be:

- Understandable by staff
- Consistent within the site
- Descriptive of where the user is going next

The broader principle is that the labels should provide a strong 'information scent', thereby providing staff with many clues about which navigation item to select when seeking a particular piece of information.

0: Navigation labels are ambiguous, use organisational jargon, are used inconsistently, or do not provide a clear indication of the content that is being linked to.

5: Navigation labels clearly differentiate each area of the site and are understandable by all staff.

I am sure that there will be many different views of how valuable this criterion is, and whether the notes supporting the scoring are 'correct'. Benchmarking always has quite a high degree of subjectivity. Overall this is a very commendable first version, and in principle works very well indeed.

If I have a concern it is that I'm not sure that the section on news is all that valuable. Indeed there is even an option to score this as zero if the intranet is not used for news dissemination. I would have preferred to see sections that looked at how access to corporate documents was accommodated, or more expansion of the staff directory into expertise identification.

However these are personal points, and I am certain that this Toolkit will develop rapidly as it starts to be used, and from use will come requirements for enhancements and additions. The Toolkit is available under a Creative Commons licence, allowing it to be freely downloaded and used, as long as certain conditions are met. Congratulations are due to the vision of the IAI in underwriting some of the costs of the Toolkit, and to James Robertson for the immense amount of experience and dedication that went in to developing the Toolkit.

Social software and collaboration

One of the most popular sessions at the Online Information Conference in 2005 was that on social software, headed up by Jimmy Wales (the inventor of Wikipedia) as the keynote speaker. The use of blogs and wikis to support collaborative working is becoming increasingly popular, as is the use of corporate blogs as a way of building closer relationships between an organization and its customers and stakeholders. For expert advice on corporate blogs do have a look at the blog written by Adriana Cronin-Lukas, the founder of The Big Blog Company (<http://bigblogcompany.net/>)

Easy-to-use blog software has been around for some time, but wiki software is less easy to find and install. When I was in Paris recently running a workshop with Jane McConnell (<http://www.netjmc.com/>) I met up with Luis Arias, one of the principals of XWiki.com (<http://www.xwiki.com>). XWiki will either provide a hosted solution or install their software on your intranet server. I've not tried the software myself yet, but it seems to have been well thought-out.

On the subject of collaboration, there is a very good article on the subject in the July/August 2005 issue of the *Harvard Business Review*, pp.96-104. Well worth showing to any senior manager who thinks that collaboration is just another business fad. A copy of the article, by Philip Evans and Bob Wolf, can be downloaded from <http://www.hbr.com>.

Reference Management

Tracy Kent, Librarian for Social Science and Public Policy; UKeIG management committee

Endnote developments

Just when you have become familiar with Endnote 9, which was released in November, ISI have given warning that the face of Endnote as we know it will change. **EndNote Web Express** will become available in 2006 and will come free with a subscription to ISI Web of Knowledge. The interface to Endnote will be new, allowing users to save up to 1,000 references and to print out in a number of output styles.

Endnote Web

If that doesn't tickle your fancy, then you can purchase EndNote Web, which will have the same features as desktop Endnote (at least from version 8 onwards) but with limited storage capacity of around 10,000 records. It is envisaged that users will want to make use of this software when they are away from their desks (perhaps in the Library or attending conferences). It is envisaged that users may still wish to purchase Endnote for the desktop as it is the desktop package that will have all the capabilities one expects from a reference software tool (database integrity features, authority lists, etc).

Further details at <http://scientific.thomson.com/news/newsletter/2005-11/8298242/>.

ResourceMate

There is a new version of Resource Mate Regular (Library automation software), released in August 2005. This new version includes advanced searching options and an ISBN Retrieval service, which provides a fast way of importing cataloguing data. ResourceMate also advise that there is to be a price increase on their product which is the first one in ten years!

Further details from <http://www.resourcemate.com>.

Reference Manager 11

The new update from Reference Manager now allows access to PubMed via Proxy servers, and includes WordPerfect 12 compatibility.

More details at <http://www.referencemanager.com>.

Other Internet bibliographical sites

There are a number of Internet sites which make software available to collect, organise and share basic bibliographic data. A couple of examples of these are: **Connotea** allows users to quickly see topics that researchers have references for and who is carrying out the research. The site allows the creation of bookmarks and categorisation of resources.

<http://www.connotea.org>

Kaboodle provides you with plug-ins for your browser, essentially to capture websites and to retain them for future viewing. You can then add an “invite” to get others to add comments to the page. Useful perhaps to share references.

<http://www.Kaboodle.com>

Protopage works in a similar way, by allowing users to add notes to references. The later versions allow you to add photos and RSS feeds. There is also a blog on the site that outlines future developments.

<http://www.protopage.com>

Scholarly Electronic Publishing Weblog

The Scholarly Electronic Publishing Weblog provides information about new scholarly literature and resources related to scholarly electronic publishing, such as books, journal articles, magazine articles, newsletters, technical reports, and white papers. So if you want to know about the controversy surrounding Google Scholar or digitising theses then this is the place to start.

<http://www.escholarlypub.com/digitalkoans/>

National Centre for Text Mining

If you need help in finding your documents, for referencing or reading, the first publicly-funded text mining centre might be able to help! Although the focus is in biological and medical domains they are seeking to work in social sciences and humanities as well. Promoting best practice in this area is a key aim, which is translated into a number of specific services, including facilitation access to tools, and access to scalable processing of large sets of documents.

Further details from <http://www.nactem.ac.uk/>

Read all about it ...

Two books that have come to my attention may well prove useful to readers of this column.

Endnote 1-2-3 Easy is subtitled Reference Management for the Professional, and is aimed at biomedical and healthcare professionals (which might explain the rather heavy price tag!). It's a practical how to use Endnote which comes complete with a CD-ROM with exercises on it, including all the tables and figures from the book in digital format. It is written by the Director of Medical informatics at Kings County Hospital in New York. The book considers entering, managing and creating bibliographies. It also usefully covers citing Internet sources (and how to edit output styles to deal with them), using Endnote on a PDA (personal digital assistant) and using RefViz with Endnote. The volume finishes with a list of useful URLs of (mainly) academic websites supporting Endnote and a list of online resources to help writing for publication. There is also a useful index.

Agrawal, Abha. *Endnote 1-2-3 Easy!* Reference Management for the Professional. Springer, £25.50. ISBN 0-38724991-5.

Cite them right : The Essential Guide to Referencing and Plagiarism offers clear advice on how to avoid plagiarism and how to provide correct references, published by Northumbria University Press. This is a useful pamphlet, and a must for any user of reference software.

Cite Them Right: The Essential Guide to Referencing and Plagiarism
Richard Pears, Graham Shields, Steve Lancaster (Illustrator). Pear Tree Books:
ISBN 0-95512160-4.

Current Awareness

Column editor: Jane Grogan (Jane.Grogan@gchq.gsi.gov.uk)

This column contains summaries of articles (print and electronic) about information access and retrieval, electronic publishing, preservation and virtual libraries etc. including, with permission, abstracts identified with an * next to the author initials, drawn from *Current Cites*, the monthly publication distributed electronically by a team of Librarians and Library Staff and edited by Roy Tennant (<http://lists.webjunction.org/currentcites/>).

If you are interested in providing reviews for the column, please contact Jane Grogan for further details.

Digital Libraries

McCullogh, Emma; Shiri, Ali; Nicholson, Dennis (2005) **Challenges and issues in terminology mapping: a digital library perspective.** *Electronic Library* 23(6): 671-677 – Nicholson et al. provide a clear, well-focused summary of recent research projects investigating mapping between terminologies as a possible approach to subject interoperability across heterogeneous digital collections. They emphasise the importance of investment in one or other approach to interoperability now before too much legacy metadata accumulates. – [CE]

Missingham, Roxanne and Boston, Tony (2005) **Innovation in practice: redeveloping the Australian national bibliographic service.** *Electronic Library* 23(6): 641-651 – This article describes a major project to redevelop the Kinetica service, which provides the resource sharing and collaboration infrastructure for Australian libraries. The aim was to provide an integrated national resource discovery and access (“find and “get”) to subscribers using new technologies. The development took place in two major phases, the first dealing with the search service (Libraries Australia), the second introducing a new national bibliographic utility, supporting record contribution and management, together with a new online cataloguing system. – [CE]

Nikisch, Jan Andrzej and Górný, Mirosław (2005). **Regional digital libraries in Poland.** *Electronic Library* 23(4): 474-479 – This article provides a clear, accessible descriptive account, including scope, organisation, resources, technology and functionality, of the Wielkopolska Digital Library (WDL), which

serves the scientific and academic libraries of Poznan and its surrounding district. It goes on to propose a model of digital library organisation nationally, incorporating a central library (part of the national library), and a network of regional libraries, similar to WDL, focusing on local collections. – [CE]

Zhou, Qian (2005) **The development of digital libraries in China and the shaping of digital librarians.** *Electronic Library* 2005 23(4): 433-441 – The author briefly discusses the definition and features of a digital library, and goes on to give an account of the rapidly progressing digital library projects within China. She also discusses the nature of digital librarians' work and makes recommendations for digital library staff training and development. This otherwise useful article is marred somewhat by a poor translation. – [CE]

Education / Training

Caldwell, Tracey (2005) **Step in time** *Information World Review*, December 2005 219: 29-30 – This article looks at the usage of e-learning systems to train and update staff on compliance issues within financial services firms. It reviews some of the challenges in ensuring staff are compliant such as monitoring and testing them through the e-learning packages. – [RN]

Gandel, Paul B. (2005) **Libraries: Standing at the Wrong Platform, Waiting for the Wrong Train?** *Educause* (November/December 2005) (<http://www.educause.edu/ir/library/pdf/erm05610.pdf>) – The issue of whether libraries have been rendered obsolete in the digital world is not a new one. Recently, it's surfaced again in the wake of the University of Texas announcing that it would expel the books from its undergraduate library and turn it into an "information commons." And, of course, there is the 800-pound gorilla, Google Print. Gandel – Vice President for Information Technology and CIO at Syracuse University – points out in this article that "the relationship between collections, consumers, and the library as mediator remains." However, as he points out here, "the Web is affecting the very core areas of library services: (1) collections, (2) preservation, and (3) reference." He explores each of these area in depth, discussing commercial information aggregators, digitization and e-books, and Google ... which "has become the most widely used tool for addressing all sorts of questions," virtually supplanting the reference librarian at the local public library. Libraries have tried to rise to the occasion, he says, with such initiatives as virtual reference services. "But it is not clear whether these redesigned services can compete with the rapidly growing commercial services available on the Web." Although libraries have largely adapted to incorporate new technologies, the role of the librarian hangs in a sort of limbo. "It is not hard to imagine a scenario in which colleges and universities will shift their resources to pay for a national information service customized to the needs of the individual institution rather than support their own local library reference service." Provocative article. – [*SK]

Hiltz, Starr Roxanne, and Turoff, Murray (2005) **Education Goes Digital: the Evolution of Online Learning and the Revolution in Higher Education** *Communications of the ACM* 48(10)(October 2005): 59-64 – With so many articles about digital technology's role in higher education, one hesitates to recommend another, but this is worth a look for its plausible thesis that a transformation will occur through a gradual process of substitution. Blending face-to-face and online learning is already occurring in many courses, and the authors project that digital methods which were first used to augment lectures will be adopted eventually for delivery of core content. They do take for granted a point which is currently the subject of heated debate – the effectiveness of computer-mediated education being equal to that of human interaction – but win or lose that argument, they make a convincing case that the tools are there and will be used in ways that will increase accessibility to higher education and are likely to revolutionize teaching. This October issue is themed "The Digital Society" and includes many thoughtful pieces on the social impacts of computing and communications. – [*JR]

Jones, Steve, and Johnson-Yale, Camille (2005) **Professors Online: The Internet's Impact on College Faculty** *First Monday* 10(9)(5 September 2005) (http://www.firstmonday.org/issues/issue10_9/jones/) – The authors assess the findings of a nationwide survey of Internet use by American professors. The goals of the survey were to find out about the impact of the Internet on the professional lives of faculty – not just in the classroom, but in research contexts, personal information use, etc. As such, it covered wide terrain: e-mail, instant messaging, Web use, and instructional technologies. Unsurprisingly, college-based academics like the Internet and use it heavily, but the survey also reveals some perennial concerns. Infrastructure is a constant issue, and it's hard to stay current when technologies change fast, and are costly. Professional development is more important than ever, but is also a high-ticket fringe benefit in higher education. Finally, teaching and research are influenced in both obvious and subtle ways by the Internet; there's a need for more study on how to optimize the challenge of integrating the Internet into academic culture. – [*TH]

Martell, Charles R. (2005) **The Ubiquitous User: A Reexamination of Carlson's Deserted Library** [portal: Libraries and the Academy](http://muse.jhu.edu/journals/portal_libraries_and_the_academy/v005/5.4martell.html) 5(4) (October 2005): 441-453. (http://muse.jhu.edu/journals/portal_libraries_and_the_academy/v005/5.4martell.html) – Sober look at the decline in traditional library stats (e.g. circ., gate counts, reserve) at a number of academic institutions. The author believes things will plateau out though the declines in his view "have the earmarkings of a bona fide crisis". In such circumstances, he argues, it's essential to clearly distinguish between traditional and electronic use so administrators will know where best to direct resources. While the terrain is changing, the author points out that "our users need our assistance as never before." He goes on, "our challenge is to discover the roles we must develop in order to be of greatest benefit to them and to society." – [*LRK]

Minielli, Maureen C., and Pixy Ferris, S. (2005) [Electronic Courseware in Higher Education](#) *First Monday* 10(9)(5 September 2005) (http://www.firstmonday.org/issues/issue10_9/minielli/) – The authors analyze electronic courseware with two objectives: first, to explain, define and chart the components for those who might not know all there is to know about it, and second, to call for a systematic, pedagogical evaluation of how best to use such software. Their topic is timely, since the rising cost of higher education has fomented an ongoing exploration of "online universities." The change from "space-and-time bound institutions" to purportedly cost-effective online degree programs may not be such a simple task, if considered as a social experiment. But the focus here is on what formats new courseware programs might take, not their social impact. The authors argue that in order to utilize electronic courseware in the classroom, educators need to conduct research and analysis that would help practitioners learn and adapt their teaching styles to an online medium. – [*TH]

Somerville, Mary M., Huston, Malia E., and Mirijamdotter, Anita (2005) **Building on what we know: staff development in the digital age** *Electronic Library* 23(4): 480-491 – The authors report the outcomes of an organisational change project at California Polytechnic State University, using idealised systems design methodology (Ackoff) and soft systems methodology (Checkland). This led the staff to focus on information literacy as a strategic priority. A decision support system was developed to support reference services, thus enabling them to be provided by paraprofessional staff. Diagrams to illustrate the processes described would have been useful, but are not provided. What could have been a useful case study is unfortunately marred by an extreme turgidity of style, verging on the incomprehensible to a British librarian outside the HE sector. – [CE]

Electronic Publishing

Caldwell, Tracey (2005) **Don't let e-books give you cardiac arrest** *Information World Review* 219, December 2005: 11-13 – A discussion of the increase in the release of e-books within the health sector. In light of the high costs, health information professionals are being cautious and monitoring their usage closely. The article looks at the issues raised by e-books relating to licensing, procurement and usage, many of which are similar to those of ejournals. – [RN]

Chillingworth, Mark and Caldwell, Tracey (2005) **Special Report: e-books** *Information World Review* 218, November 2005: 11-13 – Two articles on the increase in demand for e-books. The first looks at the push from the academic world for publishers to introduce new licensing models and additional features to add value to the content of texts. The second focuses on the recent tender by the SUPC (Southern University Purchasing Consortium), their specific requests and requirements with comments from publishers involved in the tender process as well as issues that faced another consortium, NoWAL, in relation to its 2004 e-books deal with NetLibrary. – [RN]

Plutchak, T. Scott (2005) [The Impact of Open Access](#) *Journal of the Medical Library Association* 93(4)(2005): 419-421 (<http://www.pubmedcentral.gov/articlerender.fcgi?artid=1250314>) – Plutchak, editor of the *Journal of the Medical Library Association*, was "astonished" when he looked at this open access journal's 6/04-5/05 use statistics: it had had over 20,000 unique users visit the journal even though the Medical Library Association, which publishes the journal, only has around 4,500 members. Thinking that the number was inflated because of technical reasons, he contacted PubMed Central, who hosts the journal, and was told if anything the number was low: 30,000 was more likely. Plutchak credits the journal's over four-year-old open access policy with raising *JMLA*'s visibility, and he recounts other interesting facts that demonstrate it. He then discusses the impact of open access on subscriptions and MLA membership (including some interesting data about ad trends), then summarizes an informal online member survey probing attitudes towards free access and membership renewal and a survey of MLA Board members about publication options if open access ceases to be viable. This is a fascinating look at one professional society editor's view of the real-world impact of open access on his journal. – [*CB]

General

Abram, Stephen (2005) **32 Tips to Inspire Innovation for You and Your Library** [SirsiDynix OneSource](#) (October 2005) (http://www.imakenews.com/sirsi/e_article000458643.cfm) – I'm cheating a bit on this cite, which points you to the final part of a three-part series that stretched from July to October. I did this since only the third part points you to the two previous parts. Enough of the mechanics, as usual Stephen Abram rocks in this pithy, well-written and inspiring set of tips. Each tip is a phrase such as "Iteration is everything" and "Good not perfect", accompanied by an explanatory paragraph. Those who keep up with business literature may find some tips familiar, but such street wisdom is unfortunately much less prevalent in the library literature. So if you don't get out much, and even if you do, don't make the mistake of overlooking this series simply because it is a vendor's newsletter. Feel free to overlook the obligatory references to SirsiDynix products. This is certifiably great stuff, period. – [*RT]

Boeder, Pieter (2005) **Habermas' Heritage: The Future of the Public Sphere in the Network Society** [First Monday](#) 10(9)(5 September 2005) (http://www.firstmonday.org/issues/issue10_9/boeder/) – I've always enjoyed a well-constructed attempt to update philosophy and sociology in the context of the current digital era, which is unfolding as we write. In this piece, Boeder offers a lively (if dense) analysis of public discourse and its importance to society in the Web era. Drawing on the work of Habermas, he charts the Internet's growth, the ongoing consolidation of media, and the growing need for an independent sphere of public discourse in the face of these massive forces. He is not a pessimist though; the public sphere was never a static state, whatever media it relied upon,

which have ranged from coffee houses to editorial pages. Habermas argued that as mass media has mutated into monopoly capitalist forms, the role of public debate has shifted from the "dissemination of reliable information to the formation of public opinion." Arguably, this is exactly what MoveOn.Org has been doing, and countless Blogs and Podcasts as well. This article is interesting because it serves as a reminder that the forces that shape society weren't created just yesterday, and that a fresh look at classic philosophy and sociology is not only a good idea, but can actually help us understand the subtle changes the Internet has begun in our public lives. – [*TH]

Chad, Ken (2005) **Talis Insight 2004 conference: views of technology futures** *Electronic Library* 23(5) 2005: 514-520 – The author presents four key papers from the Talis Insight conference held in November 2004. The participants were all users of the Talis LMS. The papers chosen cover: integration with Amazon on stock disposal (East Renfrewshire Libraries); use of Talis Signpost, an online reference service for public libraries, to organise resources in a manner accessible to members of disadvantaged groups (Leeds Libraries); use of automated dial-out facilities and text messaging to notify readers of the availability of books requested; and integration of libraries within a "one-stop service" (Bolton Libraries). He also summarises the keynote speech given by Mary Jackson of the Association of Research Libraries. – [CE]

Dudman, Jane (2005) **Laying down the law** *Information World Review* 219, December 2005: 24-26 – Interview with Paul Greenwood, Chief Information Officer at top global law firm Clifford Chance. He talks about the standardisation and centralisation of Clifford Chance's IT systems, as well as the push with knowledge management to move from their twenty-nine different KM systems to just one centralised base. – [RN]

Han, Yan (2005) **An integrated high-availability computing platform** *Electronic Library* 23(6): 632-640 – Han describes an effort to rationalise the highly complex computing environment at the library of the University of Arizona. Owing to the need to support a wide variety of applications (LMS, e-journals, virtual reference, ILL etc.), the library was running around 30 servers requiring different operating systems (Linux, Solaris, Windows 2000/2003) and hardware platforms. It was proving difficult and costly to maintain system administration functions (e.g. backup, storage, availability and security) in this complex and heterogeneous environment. A redesign of the library web site and implementation of a new content management system (CMS) in support of digital library services prompted Han to undertake a systems analysis covering all libraries IT functions, identifying detailed requirements for these systems. He identified a storage-attached network (SAN) solution as the answer to the data storage, backup and recovery issues, and Windows 2003 clustering to provide high availability for the web server.

This is quite an interesting case study, but Han neither describes in adequate detail how he undertook his systems analysis, nor why he settled upon a relatively expensive technology, SAN, as his preferred storage solution. The paper contains quite a few grammatical errors; I am surprised that these escaped editorial attention. – [CE]

Kwan, T M (2005) **Design and analysis of Bluetooth scatternet for mobile multimedia applications** *Electronic Library* 23(5): 547-552 – This is a highly technical paper which presents a combination of Bluetooth handoff and scatternet formation techniques for voice and data transmissions within mobile multimedia applications such as streaming audio, video and online games. Bluetooth is a short-range radio technology aimed at simplifying communications among Internet devices and between devices and the Internet. *Handoff* is the transfer of a mobile transmission from one radio frequency within a cell to another radio frequency in an adjacent cell.

Devices connected using Bluetooth are said to form a *piconet*. When a piconet is formed, one device acts as the master while the others act as slaves for the duration of the piconet connection. A *scatternet* is a group of independent and non-synchronized piconets that share at least one common Bluetooth device. There may be a maximum of ten fully loaded piconets in a scatternet. The Bluetooth scatternet formed has to be optimised in terms of data rate, packet arrival delay and error protection. – [CE]

Miller, Paul (2005) **Web 2.0: Building the New Library** *Ariadne* (45) (30 October 2005) (<http://www.ariadne.ac.uk/issue45/miller/>) – If you haven't noticed already, we're living in a Web 2.0 world. The network is our platform, information is disparate, and the user has control. The author of this article readily acknowledges the hype but still sees characteristics that are significant for libraries. More than anything, the article serves as a jumping-off point for considering how exactly libraries are going to fit in. – [*LRK]

Miltenoff, Plamen and Hauptmann, Robert (2005) **Ethical dilemmas in libraries: an international perspective** *Electronic Library* 23(6) 664-670 – Miltenoff and Hauptmann undertook a questionnaire survey of librarians' attitude to ethical issues. The questionnaire was sent to members of 17 library listservs around the world (it is not specified which, or how they were selected); 139 responses were received, from six countries, not including the UK. It used a Likert scale to assess the respondents' attitudes to some background statements and to a series of propositions on topics such as censorship, the role of technology, copyright, confidentiality etc., relating to ethical issues in librarianship. Some of the findings are noteworthy. Eighty-nine of the respondents adhere to a professional code; the remainder do not. Just over half the respondents agreed that "technology subverts confidentiality and intellectual property rights". Most agreed that "the cost of information is altering the ways in which libraries carry out their tasks". The authors' most interesting observations derive mainly,

however, from respondents' additional comments. One cannot help feeling that the questionnaire itself was not an adequate instrument for assessing ethical attitudes in any depth, particularly in view of the widely differing social and political contexts in which respondents are operating. Follow-up interviews or correspondence would be required to generate any real insight into perceptions of ethical dilemmas within the profession. – [CE]

Reid, David; Bowden, Margot; McCarty, Shona (2005) **End-user requesting – trail-blazing, Kiwi style** *Electronic Library* 23(6): 652-663 – This article offers a detailed comparative description and analysis of two end-user requesting projects, one at Lincoln University, and the other at Landcare Research. Each used a different interface. End-user requesting in New Zealand is a relatively new phenomenon. A large proportion of end-users in both projects confirmed that they would use this method of request creation again, confirming, despite some problems with the interfaces, that end-user requesting does work in a utility environment. – [CE]

Ozona, F. M. E. and Ijaturi, O. A. (2005) **Decision support system for library acquisitions: a framework** *Electronic Library* 23(4): 453-462 – The authors describe the theoretical model for a decision support system, informally christened LADS, intended to support the decision phase of library acquisitions. The system consists of three main components: a knowledge base, a decision support base, and the user interface. The knowledge base consists of structured and unstructured information concerning library acquisition. The decision support base is built on the principle of analytic hierarchy process (AHP), which, once the hierarchy of criteria for prioritisation has been established, identifies the relative importance of criteria through pair wise comparison. – [CE]

Xiang, Xiaorong, and Morgan, Eric Lease (2005) **Exploiting 'Light-weight' Protocols and Open Source Tools to Implement Digital Library Collections and Services** *D-Lib Magazine* 11(10)(October 2005) (<http://www.dlib.org/dlib/october05/morgan/10morgan.html>) – This article demonstrates that doing new, innovative things in libraries doesn't require inventing new technologies; all one must do is to combine existing protocols and technologies in new ways. Using a combination of protocols such as OAI-PMH and SRU, along with tools like Perl and Swish-e, Xiang and Morgan describe how they created two new library services. – [*RT]

Information Access/Retrieval

Fan, K. W. (2005) **Searching for Chinese history journals online** *Electronic Library* 23(5): 603-613 – The literature of Chinese history is characterised by a high degree of scatter across different languages, alphabets and geographical areas; it also presents problems of classification. The author provides a comprehensive guide to the e-journal literature of the subject, covering portals, searching tips, bibliographic databases, learned societies, institutes, universities and publishers. URLs and sample catalogue records are given. I am not sure

why such an article should be appearing in *Electronic Library*, however. It is decidedly thin on conceptual content. Its main usefulness would be for subject librarians, as an aid to collection management, and scholars. However, the latter are likely to have difficulty locating it within a journal devoted to library technology. – [CE]

Jacso, Peter (2005) **As We May Search – Comparison of Major Features of the Web of Science, Scopus, and Google Scholar Citation-Based and Citation-Enhanced Databases** *Current Science* 89(10)(25 November 2005): 1537-1547 (<http://www.ias.ac.in/currsci/nov102005/1537.pdf>) – Announced to wide acclaim a year ago, Google Scholar remains a bit of an enigma. The scholarly search service provides little or no information that can be used to evaluate it as an information source, and therefore people such as the author of this article are left to do the best they can to determine the coverage of the service, its accuracy, and user options. Jacso has published previous evaluations of Google Scholar, but this one is the most in-depth review I've seen, and the comparison with similar commercial services is also instructive. If you have read Jacso's earlier articles, his criticism of Scholar will come as no surprise. But anyone who is pointing users to Scholar or who use it themselves would do well to read this article. – [*RT]

Kahle, Brewster (2005) **The Open Library** San Francisco: Internet Archive, October 2005 (<http://www.openlibrary.org/details/openlibrary>) – This digital "book" was created for the unveiling of the [Open Content Alliance](#), a collaborative project to digitize public domain works held by libraries and other cultural institutions around the world. "The Open Library website was created by the Internet Archive to demonstrate a way that books can be represented online." This book is one of the first, although there are other "real" books at the site that demonstrate one way these books can be put online. But it's important to point out there can, and will be, other online depictions of these books, since the files can all be freely downloaded by anyone. – [*RT]

Mutula, Stephen M. (2005) **Bridging the digital divide through e-governance: a proposal for Africa's libraries and information centres** *Electronic Library* 23(5): 591-602 – The author presents an analysis of the digital divide in Africa, and contends that it is worsening in line with other economic indicators. He identifies the following issues as salient: more pressing development priorities, poor English language skills, lack of a regional network leading to slow bandwidth of Internet connections, gender and generational differences in access to ICT facilities, a lack of relevant content, and under-utilisation of existing ICT infrastructure due to bureaucratic restrictions. Also, libraries generally lack an adequate strategy for ICT and the skills among the staff to exploit it fully. He suggests that libraries could benefit from the development of e-government and act as partners in its deployment. – [CE]

News and Reference Services *Information World Review*, 218, November 2005: 35-36 – Sector Update that outlines providers of news and reference information, noting their main products and also new developments. Providers reviewed are BBC Monitoring, Dialog, Esmerk, Factiva, LexisNexis, Moreover Technologies, NewsNow Publishing, Oxford University Press, ProQuest Information and Learning, Thomson Gale and Xrefer. – [RN]

Surratt, Brian E. (2005) **ETD Release Policies in American ARL Institutions: A Preliminary Study** (<http://txspace.tamu.edu/handle/1969.1/2483>) – This interesting eprint of a paper presented at the ETD2005 Conference at the University of New South Wales examines the policies at US ARL institutions that govern the accessibility of electronic theses and dissertations. Surratt looks at 28 such policies that are Web accessible, and he groups them into six categories based on whether ETDs are available through either open access or restricted access or they are withheld. In addition to his paper, Surratt makes available the PowerPoint of his presentation and both an Excel spreadsheet and an Access database with his data. This unique, valuable resource will be of special interest to those engaged in developing ETD policies and procedures. – [*CB]

Knowledge Management

Tebbutt, David (2005) **Broadcast Conversations** *Information World Review* 218, November 2005: 26-28 – An article about Euan Semple, Head of Knowledge Management at the BBC. It looks at the developments and use of new technologies that Semple is pioneering at the BBC, including internal blogs and wikis. His focus is on social software services, and the article looks at his ideas on knowledge sharing. – [RN]

Legal Issues

Covey, Denise Troll (2005) **Acquiring Copyright Permission to Digitize and Provide Open Access to Books** Washington, DC: Council on Library and Information Resources, October 2005 (<http://www.clir.org/pubs/abstract/pub134abst.html>) – As anyone who has tried to do it knows, obtaining the right to digitize a work under copyright can be mind-blowingly difficult. This CLIR study makes it clear just how difficult it can be, based on the experiences of Carnegie-Mellon University to acquire the rights to digitize books and provide open access to them on the web. This paper is particularly interesting in light of Google's position that they can digitize books and make "snippets" of the text freely available on the web without violating copyright. The outcome of the pending court cases will be watched with interest by many. – [*RT]

Suber, Peter (2005) **Does Google Library Violate Copyright?** *SPARC Open Access Newsletter* (90)(2005) (<http://www.earlham.edu/%7Epeters/fos/newsletter/10-02-05.htm#google>) – After drawing the distinction between the two components of [Google Print](#) ([Google Library](#) and [Google Publisher](#)), Suber proceeds to clearly analyze the case both for and against the [Authors Guild's lawsuit](#) against Google

Library. Weighing four arguments for copyright violation and six against it, he concludes: "The authors – and the publishers who share the same grievance – are getting far too much mileage from the claim that Google's opt-out policy turns the usual copyright rule on its head. This claim has a deceptive strength. It's strong because it would be valid for most full-text copying. It's deceptive because it assumes without proof that the Google copying is not fair use. Hence it begs the question at the heart of the lawsuit. If the Google copying is fair use, then no prior permission is needed and the opt-out policy is justified. Moreover, Google has several good arguments that its copying really is fair use, most notably its argument that its indexing will enhance rather than diminish book sales and its analogy to long-accepted opt-out policies for search-engine indexing of other copyrighted content." For those readers who really want to dig into the Google Library controversy, my recent [bibliography](#) on this subject may also be of interest.
– [*CB]

Metadata

Chandakar, Rajesh (2005) **An approach to mapping CCF to Dublin Core** *Electronic Library* 23(5): 577-590 – CCF was developed under the auspices of UNESCO as part of a project to facilitate the exchange of bibliographic data between organisations. It was first published in 1984 and has undergone two subsequent revisions, in 1988 and 1992; little development of it has taken place since. It is widely used in India and other Asian countries. This technical paper presents proposed mappings of the Common Communications Format (CCF) to Dublin Core metadata elements, in both the simple and the qualified versions. – [CE]

Security

Geist, Michael (2005) **Sony's Long-Term Rootkit CD Woes** *BBC News* (21 November 2005) (<http://news.bbc.co.uk/1/hi/technology/4456970.stm>) – In this article, Michael Geist, Canada Research Chair in Internet and E-commerce Law at the University of Ottawa, overviews the Sony BMG "rootkit" fiasco. In this sad tale, one of the planet's largest entertainment companies deploys digital rights protection software from First4Internet on some of its music CDs. Noted computer security expert Mark Russinovich discovers this, is alarmed about the risks involved, and posts "[Sony, Rootkits and Digital Rights Management Gone Too Far](#)," which triggers a firestorm of subsequent criticism against Sony. The rootkit, which has no uninstaller, proves very difficult to remove, and it has security holes that hackers start to exploit (e.g., see "[First Trojan Using Sony DRM Spotted](#)"). Making matters worse, the EFF posts [an analysis of the 3,000+-word license](#) that governs use of the protected CDs, which has novel provisions such as: "If you file for bankruptcy, you have to delete all the music on your computer" (EFF's wording). Then came the lawsuits (e.g., see "[Sony Sued For Rootkit Copy Protection](#)" and "[SonyBMG Litigation and Rootkit Info](#)"). Sony BMG stopped production (see "[Sony Halts Production of 'Rootkit' CDs](#)"); however, it planned to continue using a second DRM software package from SunnComm on CDs that some analysts feel is spyware (yes, they were using two: see "[Sony Shipping](#)

[Spyware from SunnComm, Too](#)"). The IT industry ramped up efforts to eradicate the rootkit (e.g., see "[Microsoft Will Wipe Sony's 'Rootkit'](#)"), and Sony BMG offered a First4Internet uninstaller. Unfortunately, the Sony BMG uninstaller created new security holes (see "[Sony's Web-Based Uninstaller Opens a Big Security Hole; Sony to Recall Discs](#)"). And the uninstaller for the SunnComm MediaMax RRM system also opened security holes (see "[Not Again! Uninstaller for Other Sony DRM Also Opens Huge Security Hole](#)"). To top it off, Sony BMG's rootkit may be violating some copyrights (see "[Does Sony's Copy Protection Infringe Copyrights?](#)"), and Sony BMG may have known about security issues before in advance of the Russinovich disclosure (see "[Sony BMG's Costly Silence](#)"). Believe it or not, there's more to the story. Geist's recap is the best I've seen so far. While the focus has been on the inadequacies of the DRM technologies Sony BMG deployed, don't lose sight of this: music CDs are now being licensed by major companies. Bye bye first sale rights. Bye bye fair use rights. The license rules. (If you want to see if you have bought a rootkit CD, check out the [Sony BMG list](#).) – [*CB]

Web Design

Asaravala, Amit (2005) **Putting AJAX to Work** *InfoWorld* 42 (October 17, 2005) (http://www.infoworld.com/infoworld/article/05/10/17/42FEajaxcase_1.html) – If you're coo-coo for AJAX (Asynchronous JavaScript and XML), you're likely to wolf down any article on the subject. AJAX is a set of technologies that combines behind-the-scenes server requests with changes in information on web pages that don't require a complete rewrite of the screen. If you've ever selected an item on a dropdown menu and, based on this selection, more options show up magically on the screen, you may have already seen AJAX at work. This article from a recent edition of InfoWorld looks at the technology from the perspective of "enterprise applications". If you can build an e-mail application based on AJAX, can an OPAC be far behind? – [*LRK]

Fichter, Darlene (2005) **Web Development Over the Past 10 Years** *Online* 29(6)(Nov/Dec 2005): 48-50 – The fruit of ten years' experience, Darlene Fichter lays out a number of important guidelines for designing websites. Noteworthy advice includes having to make "tough choices" as to what the user sees first and foremost, how help screens aren't all that helpful and that we ignore website conventions at our peril. I was particularly heartened to see her inclusion of "aesthetics matter", something that back in the old days used to get scant attention, perhaps because it was so hard to measure. I'd tone down the Jacob-worship myself but who wouldn't agree that we've learned a lot in 10 years? – [*LRK]

Weblogs and Wikis

Austin, Marcus (2005) **The Wikipedia Phenomenon** *Information World Review* 219, December 2005: 38-39 – A look at collaborative content in the shape of Wikipedia. The article questions if information professionals should trust the information available, and the trend of those in industry and academia beginning to use wikis as useful project tools for flexible knowledge bases. – [RN]

Winder, Davey (2005) **Team Working** *Information World Review* 219, December 2005: 41-43 – An overview of six tools for wiki services and social computing. The tools reviewed are Confluence, SocialText.org, EditMe, ProjectForums, JotSpot and Wikispaces. – [RN]

Winder, Davey (2005) **Voice Choice** *Information World Review* 218, November 2005: 31-33 – An evaluation of six resources that could be used to start an enterprise blog, outlining costs and their differing advantages and disadvantages. The tools reviewed are Blogjet, Ecto, Radio Userland, LiveJournal, Movable Type and WordPress. – [RN]

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Book Reviews

Weblogs and Libraries

Laura A Clyde, Oxford: Chandos Publishing 2004. 181pp. ISBN 1-84334-085-2

The publisher's publicity for this book starts off by saying that "the author aims to approach the topic of weblogs from two directions: weblogs as sources of information for libraries and librarians; and weblogs that libraries can use to promote their services or to provide a means of communication with their clients". That is exactly what this book does. Written by the late Laura Anne Clyde, who was a great advocate of blogs, *Weblogs and Libraries* provides a good introduction to the subject and how blogs can be used to best advantage in both acquiring and disseminating information.

This is a very easy book to read from start to finish and I would recommend you start at chapter one, which provides an overview and history of blogging, even if you know the basics. It covers the types of blog, who blogs and why, and explains the terminology. The book then moves onto blogs as sources of information (chapters two and three), how to find quality blogs, criteria for evaluating them, and chapter five concentrates on the library and information science area. There are lists of selected blogs and further reading and, inevitably, some of these are now out of date. There are, though, many useful references that are still worth following up.

The rest of the book is concerned with creating and managing blogs. As the title of the book states, this is aimed at libraries but many of the technical, implementation and management issues apply to any type of blog. There is a review of weblogs created by libraries, which is best read as a snapshot of the state of the art in the last quarter of 2003. Blogging has progressed well beyond what is described here, as evidenced by the proceedings of more recent conferences such as Internet Librarian International and Online 2005.

The final two chapters deal with creating and managing a blog. These cover in very general terms what one needs to consider: whether to host the blog locally or on a blog hosting service, the questions that might be included in the decision-making process, and tables comparing the advantages and disadvantages of the main “blogging path” options. The section on hosting services and software can be “skim-read” as so many of those mentioned have changed significantly, have been acquired by other services, or have disappeared altogether.

Disappointingly, the section on RSS feeds is very short and gives the impression that it was included as an afterthought. Managing the library weblog gives an overview of the management issues: planning for implementation, making technical decisions, identifying potential users, making decisions about content and features, interactivity, staff time for development and maintenance, budgeting and promotion.

What this book does **not** do is take you through the actual process of setting up a blog step by step. Indeed, it would have been foolish to attempt to do so as there are so many different approaches to blogging, and the technology evolves and changes so quickly. In any case, there are plenty of resources on the web that will help you do this (or you could attend the UKeIG workshop on Blogs and RSS!). Overall, this is a good introduction to the subject and one that I recommend to anyone starting out on their blogging “career”.
Karen Blakeman

The Content Management Bible

Bob Boiko. New York: Hungry Minds, 2002. 966pp. ISBN 0-7645-4862-X.

What year was that? 2002? Surely there can't be a computing book published in 2002 that retains any relevance today? Even PCs built in 2002 are frequently obsolete by now.

But I make no apology for reviewing a book published in what is, in computing terms, the classical era. Boiko's book remains as relevant today as when it was first written.

The Content Management Bible is a comprehensive guide to the process of understanding, selecting, specifying, and implementing a content management

system. It requires little technical understanding, but it communicates very clearly the principles of content management: the separation of format from content, the benefits of content reuse, and so on. Combined with the theory is remarkable awareness of the process of putting together a CMS, right down to (for example) an excellent understanding of how corporations reach a collective decision to proceed with a major investment such as the purchase of a CMS, and how a consensus can best be achieved.

Starting with a definition of content, the book examines content management, then content management systems, to specifying a system, then to its design and implementation. Typical of the author's determination to assess the subject from scratch is an original definition of content management system that is still relevant today: "a system that harvests valuable information and functionality from the organization and delivers it to a known set of audiences whenever and however they want it."

How does a computing title achieve such longevity? Partly because the author cleverly wrote the book to be independent of platform, code base, and operating system. Although there are examples of code in the book, they are generic rather than specific. You can get to the end and not be sure if the author has a Mac or a PC, and that's rare.

That generic approach is typical of the author. He has uncannily managed to extract the essential from the transitory, so that his checklists remain valid today. Boiko's determination to approach everything and start by analyzing it is always readable even in those areas where the reader would expect to have a reasonable knowledge in advance.

Most importantly, despite the author's experience and passion for his theme, he is not so evangelical that he recommends content management systems for every situation. One of his most useful chapters is Chapter 8, Knowing When You Need a CMS – and he gives a checklist to determine if you do or not. Reviewing a book of well-nigh a thousand pages is not easy. Although I have used the book for three years, I'm not sure I have read every word of it. It is a book to be consulted rather than read from end to end. One of the drawbacks of the book is its sheer bulk. While the index is impressively detailed, the author gets a little lost in the detail at times, mostly noticeable if you read the book from end to end. Some minor quibbles include:

- Some sections repeat others, and some don't fit very well in the published sequence: for example, Part III, Doing Content Management Projects, requires an understanding of Part IV, The Logical Design of a CMS, to be understood fully. Since the book is designed to be consulted rather than read, this is not so much of a problem.
- The book has no bibliography, although when the book was written, there can have been few books on content management.

- The laudable attempt to use diagrams to depict information visually fails at times, for example, the strange figure 15.2, which looks like a diagram of the parts of a primitive cell. It doesn't assist the reader's interpretation of the topic.
- Figures 22-2 and 22-6 are identical, but have different titles.
- Figure 22-7 replicates a part of figure 22-6 and is labelled "close-up" – but it's shown at the same scale as the original from which it was taken. Figure 22-8 takes another part of 22-6 and shows it at the same scale.
- "Body elements" and "management elements" are used on p.591, but are only defined on p.593.
- The same anecdote is repeated on pages 226 and 270.
- Staffing needs – p.299 replicates ch 11, and is then repeated on p.236.
- I can just about forgive the occasional word inventions, such as the curious term "metator", the person who creates the metadata. Presumably, taxonomies should for the same reason be created by a taxor.

These are minor quibbles compared to the service Boiko has done for anyone implementing a CMS. The book distils the experience and knowledge that author can only have gained by repeating the process many, many times. Those lengthy checklists for every conceivable step of the CMS process may at times be exhaustingly long, but you welcome the lists when you use the book as it was designed to be used – as an aide-memoire to make sure you haven't forgotten a vital feature or component at any stage in the process.

If there were a list of the top ten books on content management, Boiko's book would certainly head it.

Michael Upshall

Press Releases & News

OCLC PICA acquires Fretwell-Downing Informatics

3 November 2005—OCLC PICA, the European library systems and service provider, has acquired Fretwell-Downing Informatics, an information discovery, library management and knowledge delivery organization, to extend their combined worldwide network for information delivery to libraries.

OCLC PICA, based in Leiden, the Netherlands, and Fretwell-Downing Informatics, based in Sheffield, United Kingdom, will continue to offer their current product lines while they develop new services that take full advantage of an expanded information delivery network.

"By enlarging the scale of our operations, we can make the necessary investments in infrastructure and development to remain leaders in service to the international library community," said Rein van Charldorp, Managing Director, OCLC PICA. "Economies of scale make it possible to ensure the continuity that our customers require and deserve from us."

As a result of this acquisition, OCLC PICA and Fretwell-Downing Informatics will share technologies, capabilities and skills to offer more and faster service enhancements and updates.

Fretwell-Downing Informatics is based in the UK, with a U.S. subsidiary in North America and additional offices in Australia and Europe. OCLC PICA has headquarters in Leiden, the Netherlands, a subsidiary in Oberhaching, Germany and regional offices in Birmingham (UK) and Paris.

Google offers free Web analytics product

<http://www.researchbuzz.org/2005/11/google_makes_web_analytics_pro.shtml>

14 November 2005 – Google has bought Urchin Software, a company providing Web analytics. This week they announced that they are making the service free. Well, mostly free. Free if you're getting less than five million page views a month (this is the kind of problem you want to have!) If you're an active AdWords advertiser there is no page view limit. You'll need a Google account, but you can try it out at <http://www.google.com/analytics/>.

Source: http://www.researchbuzz.org/2005/11/google_makes_web_analytics_pro.shtml

ebrary Chosen by Southern Universities Purchasing Consortium (SUPC) to provide Online Book service

August 9, 2005 – ebrary (<http://www.ebrary.com>), a information services and technology provider, has been chosen as the single preferred supplier of general online books by the SUPC. The SUPC is a leading purchasing consortium in Europe, serving more than 40 universities and higher education colleges in the UK. SUPC has concluded a four-year agreement for ebrary's Dynamic Content Platform (DCP) solution, which provides full-text, online books and other content from a range of publishers to its member institutions.

The deal provides a range of licensing models for libraries. "One of our main goals at SUPC is to ensure that our member universities and colleges have access to collections of online books in subject areas that fulfill their needs at appropriate prices," said Susan Wright, SUPC's regional purchasing coordinator. "We selected ebrary as our preferred general supplier because of its breadth and depth of academic content from the world's leading publishers. Another key set of factors that led to our decision includes ebrary's flexible licensing options – our members can choose either subscription or perpetual access. ebrary will also work with us to provide access to new content in library-defined subject collections."

ebrary currently offers around 60,000 full-text, online books, reports, and other content from more than 200 publishers. Libraries can choose from a range of options:

Subscription Databases – Libraries may choose Academic Complete, a collection that currently includes more than 23,000 titles and continues to expand at no extra cost during the subscription term. In 2004, Academic Complete grew by more than 60%. Members may also subscribe to Fixed Collections in single-subject areas such as Business & Economics, Computers, Engineering & Applied Science, and Science, Medicine & Allied Health, or create their own custom subscription collection. ebrary also offers Growing and Fixed Collections for public and government libraries. All ebrary subscription databases are delivered under a simultaneous, multi-user access model.

Perpetual Access Databases – Libraries may create and own databases of full-text books under a simultaneous, multi-user or single-user access model. Unlike most eBook products, ebrary's online books do not require check-out or check-in. When a book becomes available, the end user is immediately notified as they continue doing research in ebrary. All ebrary databases are delivered via the ebrary DCP, which features the ebrary Reader and InfoTools software. The ebrary Reader delivers PDF documents page-by-page, eliminating cumbersome document downloads and ensuring that any end user— regardless of bandwidth or connectivity limitations – can use the ebrary system. InfoTools provides every ebrary document with word-level interaction. By selecting a word or phase of interest, students and patrons can instantly link to other resources in the library, the DCP, or on the Web without losing their place of reference. Other features and benefits include:

- Personal Bookshelves that automatically archive highlights, notes, and bookmarks.
- Copying and Printing text with customizable, automatic citations.
- Automatic, Customizable Citations that include a URL to the exact page from which the information was gathered.
- Multiple Search Options: simple, advanced, full-text, key word, Boolean, proximity.
- Integration with ILS system and other subscription databases.
- Free MARC Records.
- Hosted Service eliminates overhead costs.
- Reporting Tools show how content is being used while protecting end user privacy.