eLucidate

Vol. 4 Issue 1, January 2007

ISSN: 1742-5921

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Feature Article: Lexis Nexis on Trial: a report on findings

Megan Roberts

Introduction

Running an alerts team in a library serving a community of around 7,000, with some 500 searches running daily, I provided my team with access to online news aggregator databases, to facilitate the distribution of news on a daily basis. Our chosen suppliers were Factiva, Thomson Business Intelligence Services and Dialog.

Using Factiva on a daily basis for intense information retrieval, we found there were several major flaws causing problems with its usability. The quality of the indexing was poor, and the changes Factiva made to the interface at the end of 2005, which made the system impossible for us to use on our desktop PCs, were not dealt with for over three months. Because of these problems, I suggested to the Chief Librarian that we should trial an alternative, Lexis Nexis. The trial was approved, so I set out to ensure that it was as fair, objective and comprehensive as possible.

The Trial

Due to the scale of information retrieval we were hoping to achieve, we were provided with an extended six-week trial, as opposed to the normal one to four weeks. The estimated overall time spent on the trial was around 100 hours. I outlined the key needs we would measure each supplier against:

1) Delivery methods
2) Ease of access
3) Ease of analysing relevance of articles
4) Ease of creating alerts
5) Accuracy of searches in terms of relevance
6) Proficiency of the indexing
7) Suitability for our needs overall
8) Time scales to do similar tasks
9) Cost-effectiveness

Their performance would be measured against these specifications once the trial had finished, but it was important that the trial was also performed objectively. I devised a trial that would ensure as little bias as possible.

The purpose of the trial was to compare the performance of Factiva and Lexis Nexis. As an established vendor, Thomson Business Intelligence was included as an informal comparison, and to provide an additional opportunity to contrast Factiva's performance. The trial involved careful selection of those alerts to be used on Lexis Nexis:

1) 40 alerts to be on Lexis Nexis in total
2) Ten alerts to be set up on the third supplier as well as Lexis Nexis and where it originates from (e.g. alerts from Factiva set up on Lexis also to be set up on Thomson for full comparison)
3) Subject areas of companies, equipment, defence news and management issues to have ten alerts each
4) Company and Equipment alerts would be split into two groups, to cover large and small companies, and individual pieces of equipment and types of equipment.

Methods

Daily checks of the results were made on all 40 alerts, noting the number of articles retrieved, and the number judged to be relevant. This then provided a relevant retrieval rate. The same person

reviewed the results on a daily basis for each search from all three suppliers, to ensure consistency across suppliers.

Once a week there were printouts of all articles retrieved from the ten alerts on all three suppliers. The printouts were done on the ten alerts repeated on all suppliers, to reduce the workload, and were then analysed by comparing which articles were present or not present from each supplier, to make a direct article comparison rather than just the retrieval rate.

This set of results showed how many unique articles there were for each supplier, and how many suppliers had an article missing, as well as how consistent the results were across all suppliers.

The Results

There were different areas of information covered by the chosen methods. These were:

1) The retrieval rate. This measured the number of relevant articles against the number of articles retrieved (see fig. 1)
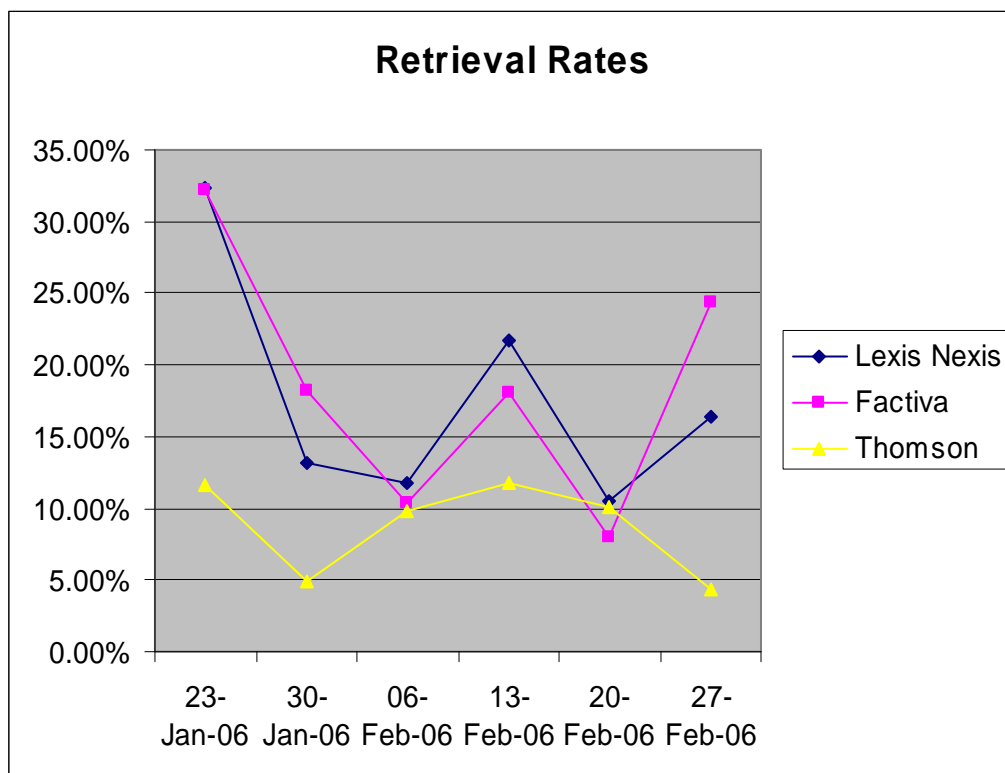
Figure 1 Retrieval Rates

2) The number of articles in all suppliers. This came to 22 across all weeks.

3) The number of unique articles. This was the number of articles that were in one supplier's results and no other, e.g. in Thomson but not Factiva or Lexis Nexis (see fig. 2 and 3)
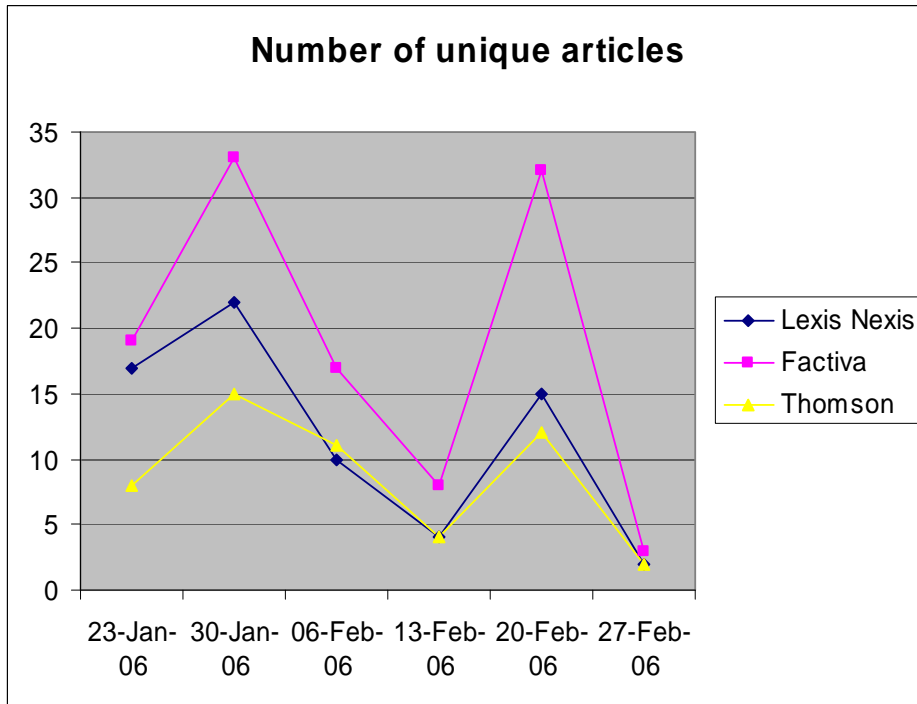
Figure 2 Number of unique articles
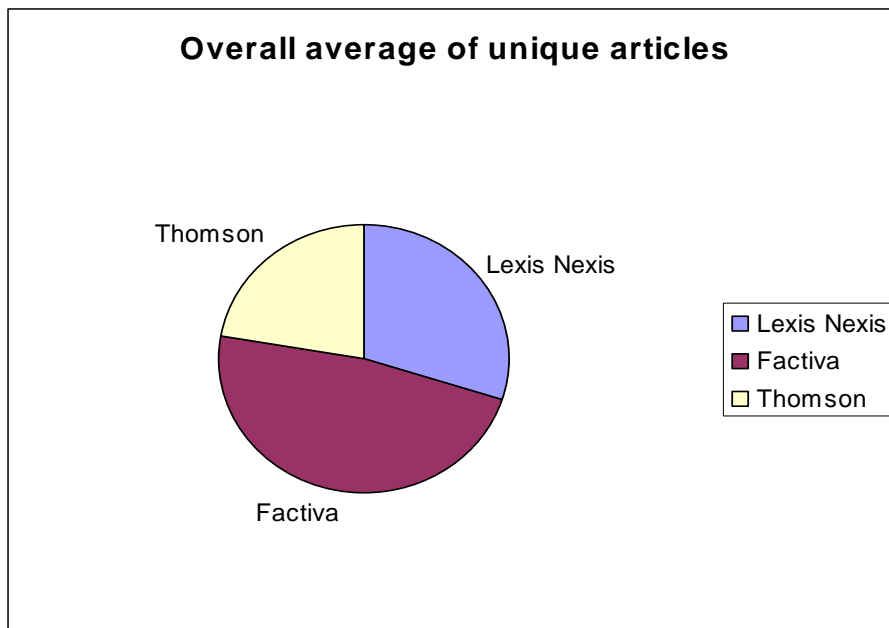
Figure 3 Overall average of unique articles

4) The number of missing articles. This was the number of articles that were in both other suppliers' results, but not in that one, e.g. in Factiva and Lexis Nexis but not Thomson (see fig. 4 and 5):

Number of articles missing from each source
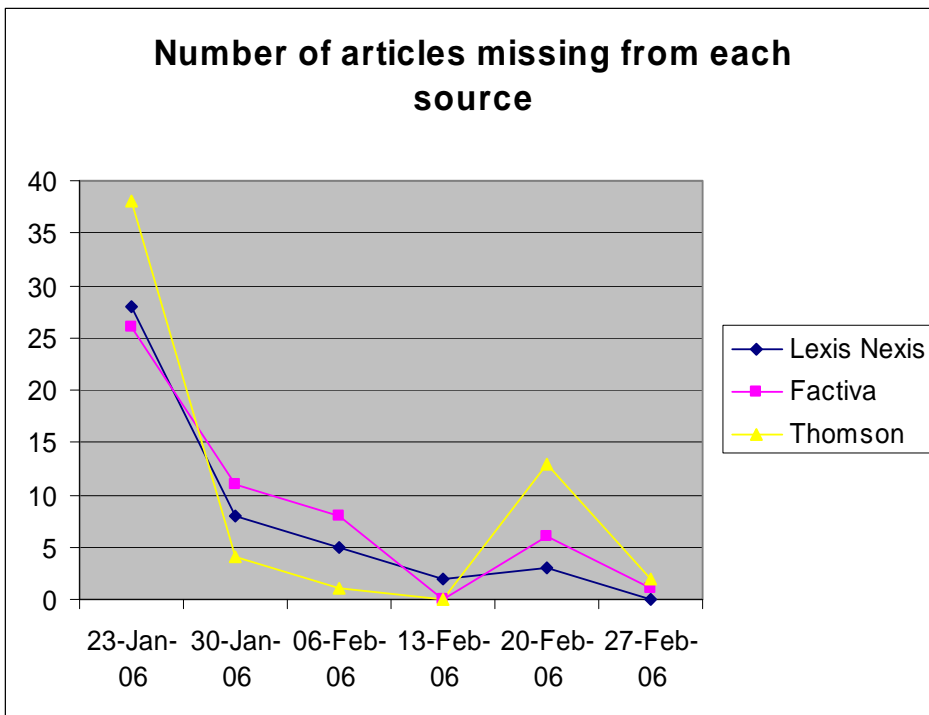
Figure 4 Number of articles missing from each source

Overall average articles missing from each source
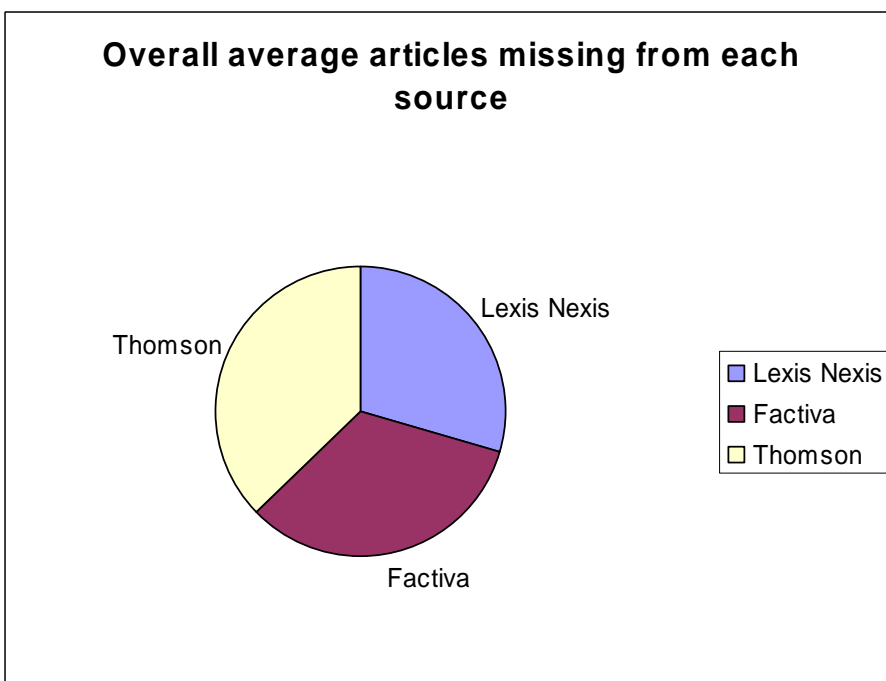
Figure 5 Overall articles missing from each source

The most notable facts to come out of the trial are as follows:

1) Factiva had the highest retrieval rate overall, and Thomson the lowest.

2) Factiva had one week with the lowest retrieval rate.

3) The searches on Factiva have been running for years, with many opportunities to tweak them into performing better; in contrast, Lexis Nexis searches were set up in one week.

4) Factiva had the most unique, but that would have been influenced by Thomson's poor performance and the need to improve the Lexis Nexis searches (see (7) below).

5) Lexis Nexis was the most consistent performer, with most weeks the highest retrieval rate.

6) Lexis Nexis had most in common with the others.

7) Towards the end of the trial a search on Lexis Nexis found articles that had not been retrieved. This suggests that the searching hampered the results.

8) Thomson had the most missing and fewest unique, the poorest performer by far.

9) Thomson costs, service and functionality from their system were satisfactory, but their results were concerning, so the problem will be discussed with them in the hope of improving performance.

The results of the trial in response to our key needs have been as follows from Factiva and LexisNexis:

1) Delivery method. Both similar – provide access online and through an e-mail system.

2) Ease of access.

   a) Lexis Nexis has a simple interface for both searching and alert functionality.

   b) Factiva has a simple search interface, but the alert system is very difficult to understand and operate.

   c) Lexis Nexis seemed to have no problems with access at the time of the trial.

   d) Factiva had to be access on a stand-alone PC at the time of the trial, as the site was inaccessible from our desktops.

3) Ease of analysing relevance of articles.

   a) Lexis Nexis allowed us to choose whether we had the opening lines or the Key Word in Context (KWIC) of the search terms in our results.

   b) Factiva only provides the opening lines.

   c) There are benefits to having KWIC, such as seeing the number of occurrences, but it is not valid if only index terms are used in the search, as it relies on keywords.

4) Ease of creating alerts.

   a) Lexis Nexis had a simple way of setting up alerts, and an easy-to-navigate menu for managing them once they are created.

   b) Factiva has a complex set of areas where things are stored, and it is possible to lose things. You have to create an alert, then store it in the right place, then copy it to the right area, then move it into the right position alphabetically. For this reason, it is also difficult for anyone but the usual administrator to do this work.

5) Accuracy of searches in terms of relevance. Both were very similar in this area at this point, but it is important to remember that Lexis Nexis should perform better when the searches have been tweaked after time on the database.

6) Proficiency of the indexing.

   a) Lexis Nexis performed disappointingly in the company searches, but this seemed to be because we used the "relevance indexing" feature, which was later found to be excluding information we would have counted as being relevant. This was Lexis Nexis' only flaw in its indexing, as far as I could see.

   b) Factiva has substantial problems with its indexing, and that is one of the reasons that this trial was initiated. Lexis Nexis proved to be far superior in this area. One example of Factiva's problems was when a search with the index term "Computer Software" and the free text term "java" was performed, the majority of results were on the Indonesian island, or the coffee beans

7) Suitability for our needs overall.

   a) Lexis Nexis performed well in all aspects of the trial, including that of customer service.

b) Factiva was not suitable for us any longer, and that is why the trial was initiated. The product is too flawed, and customer service only became involved when they wanted to sell us something more expensive.

Time scales to do similar tasks

When the trial was started the time taken by it was so great that I decided not to keep records on this, as it would detract from our other work even further.

Cost effectiveness

The current costs of each product were very similar, and they would be providing similar levels of amounts downloaded, but there are additional aspects that have a bearing on the decision:

- Lexis Nexis were extremely responsive. When I suggested there were some areas that I felt they could improve, the product development manager contacted me to gain my opinions, and they were quick to respond if I had any questions or issues that needed dealing with. Of course, they were trying to sell their product at this point, and we do not know what their after-care service is like.

- Factiva very rarely had any contact with us, and my experience of contacting them with questions or issues was poor. Customer services representatives offered very little assistance, and I found they are actually unwilling to provide advice. When as a result of our firewall we could not access the site from our desktops, the initial response seemed to imply that the problem was at our end, and that we should sort it out ourselves. Unfortunately, the size and nature of the organisation meant that there was no room to make exceptions and change the system set-up on certain computers, so this was not an option.

Conclusions

The performances of Lexis Nexis and Factiva were very similar. Thomson was not involved in the trial to have their contract decided on, so it was only between these two. I also decided to pass over their poor performance, as there are a number of recommendations that I have made to them which will be introduced, and which should improve the performance of the searching. The primary difference will allow index terms to be used in the free text box, which will bring it in line with the others. As this is the main difference between the suppliers, this could account for the vastly differing performance. I have also found that the customer service is of such high level, that this is a strong inducement to stay with them.

There were several details that made the decision about who to award the contact fairly easy: Lexis Nexis was more reliable overall; Factiva's indexing and customer service and support were of little benefit to the service; Lexis Nexis is a far simpler service to use, with the methods for creating and managing alerts being far easier to use; Factiva have little consideration for us, with the database being inaccessible for three months.

Recommendations

The general overall performance and customer relations from Factiva, lead me to recommend that the contract be moved to Lexis Nexis.

Suppliers' Responses

The three suppliers will be contacted in order to obtain their responses to these results.

Online

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

CILIP & LACA

http://www.cilip.org.uk/

A new agreement allows librarians to copy from Ordnance Survey mapping.

LACA has successfully concluded a new agreement with Ordnance Survey to replace the defunct and long expired 'BRICMICS Agreement'. This Agreement regularises and clarifies the conditions under which librarians and archivists may copy mapping for users. It takes effect from 1st November 2006, and will be reviewed in December 2009. An agreement was necessary because maps are treated by copyright law as artistic works and are not covered by section 39(1) of the Copyright Designs and Patents Act 1988 which relates to the copying of published copyright works by librarians and archivists.

EduBlogs

http://edublogs.org/

Offers free blogs for teachers, trainers, lecturers, librarians and other education professionals. They also offer free blogs for students. The website is undergoing a complete revamp in January 2007 to improve their service.

Google

http://www.google.com/

Google Answers In 2007 – New Service, 365 Answers. Google Answers is gone, but it lives on in archives and new services. XooxleAnswers is a new service started by David Sarokin, who was a Google Answers researcher under the name *pafalafa-ga* (to search his archived questions and answers, modify *pafalafa-ga inurl:answers site:google.com* with the keywords of your choice at Google). His new service is available at http://xooxleanswers.com/default.aspx . The site contains some already-answered questions as well as some additional details on the service.

The Guardian

http://education.guardian.co.uk/universityteachinginspection/story/0,,1935806,00.html

Reports that undergraduates at different universities are being awarded degrees in the same subjects after spending wildly varying times in lectures, seminars and private study. Researchers at the Higher Education Policy Institute who studied responses from 15,000 students to a web-based survey last year say the extent of the '"remarkable" differences raises questions about what it means to have a degree from an English university "if a degree can apparently be obtained with such very different levels of effort".

JISC News

http://www.jisc.org.uk/

OpenDOAR listing surveys over 1,000 repositories. OpenDOAR, the Directory of Open Access Repositories, has now surveyed over 1000 candidate sites worldwide for inclusion in its list. This has produced a quality-assured list of some 760 repositories. A key feature of OpenDOAR http://www.opendoar.org/ is that all of the repositories listed have been visited by project staff, tested and assessed by hand. Around a quarter of candidate sites are currently declined as being broken, empty, out of scope, etc. This gives a far higher quality assurance to the listings than

results gathered by automatic harvesting. OpenDOAR is funded by JISC, the Open Society Institute (OSI), the Consortium of Research Libraries (CURL) and SPARCEurope.

NetLibrary

http://www.netlibrary.com/

NetLibrary, a division of OCLC, a leading platform for eContent to libraries worldwide, now offers a selection of eAudiobooks from Blackstone Audio. Librarians will be able to select from a growing catalogue of more than 1,600 Blackstone Audio titles, and order now for delivery in February 2007. NetLibrary will also waive access fees on purchase of all Blackstone Audio titles made before March 31, 2007.

Library users will be able to search for, preview, download and listen to Blackstone Audio titles through the NetLibrary platform via the Internet. Users can download up to ten high-quality, portable eAudiobooks, 24 hours a day, seven days a week. eAudiobooks will download or play on any desktop or laptop running supported media software programs and operating systems.

The Online Education DataBase

http://oedb.org/library/

has put ResearchBuzz in their Top 100 Blog List (http://oedb.org/library/features/top-100-education-blogs/). Education blogs are becoming a means for educators, students, and education administrators to interact more effectively. Technorati (http://technorati.com/) currently tracks 63.1 million blogs, of which some 5,000 are about education.

Internet

Reflections on 2006

Susan Miles (s.miles@kingston.ac.uk)

RSS and Blogs: the highlights of 2006

At the start of the New Year it is customary to look back over the year just finished and to look forward to the coming year. Two trends of 2006 caught my imagination – RSS feeds and blogging.

The awareness and use of RSS feeds as a way to keep up to date has continued to gain ground. More and more websites and applications are using this technology to push updated information to users, and increasingly, users are able to reuse this information, either for themselves or in innovative ways. In addition to straightforward blog aggregators such as Bloglines, new services are appearing that enable the ordinary user to pull feeds together to create new Web pages. Examples of this include Suprglu (see how UKOLN used this for their Institutional Web Management Workshop[1] in June 2006) and Pageflakes (see how Phil Bradley used this to create a page of library related blogs[2]).

The rise of new blogs within the 'biblioblogging' community continues, whether created by individual librarians or by library systems. The PLCMC Library 2.0 program may well have contributed to this trend. The official program has now ended, with an impressive 222 out of 362 participants from the PLCMC system completing the program, and receiving an MP3 player. Since the program was created using Web 2.0 resources and was freely available to others, the idea of following along has spread around the world, with participants from other countries joining in. Other library systems are looking at how they can take the program and modify it for use within their own systems. Yarra Plenty Regional Library in Melbourne, Australia, has their own PLCMC-based training program up and running[3]. Library systems within the US who have created their own Learning 2.0 based programs include San José Public Library[4], CA; Palos Verdes Library District[5], CA and Loudoun County Public Library[6], VA.

The ripple effect of the PLCMC program can be illustrated by my own experiences last year. I followed along with the program, starting my own blog in the process. My chit-chat about my

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[1] Institutional Web Management Workshop 2006 [online] Available at http://iwmw2006.suprglu.com/ [Accessed 7 January 2007]

[2] Librarian weblogs. Phil Bradley [online] Available at http://www.pageflakes.com/philipbradley.ashx?page=4541261 [Accessed 7 January 2007]

[3] Yarra plenty online learning [online] Available at http://www.yarraplentyonlinelearning.blogspot.com/ [Accessed 7 January 2007]

[4] SJPL and SJSU Learning 2.0 project [online] Available at http://sjlibrarylearning2about.blogspot.com/ [Accessed 7 January 2007]

[5] PVLD Learning 2.0 [online] Available at http://pvldlearning.blogspot.com/ [Accessed 7 January 2007]

[6] LCPL's Learning 2.0 [online] Available at http://learningatlcpl.blogspot.com/index.html [Accessed 7 January 2007]

experiences of the program led to a raising of awareness about blogs within the library system, and there is now a subscription to a blogging software package; currently, two work teams are using blogs to distribute snippets of news and knowledge.

As I took a quick tour around some of my favourite blogs in search of the New Year's resolutions of the great and the good of the information world, I discovered that a game of 'tag' is taking place instead. The 'tag' is to blog 'five things you didn't know about me'.

So take a guess at which individuals in the British biblioblogger community have:

- Walked the Thames Path (all 184 miles of it) twice
- Swum in every ocean
- A butter phobia
- Been a COBOL programmer

Finally, another success story from 2006. September saw the launch of RFID-based self services at Kingston University library for staff and students to check out, renew and return library items. It was initially implemented in a single library, and the take-up has been extraordinary, with 70% of all issues in that first week through the new self-service, a rate that hasn't dropped since then. This service is being rolled out to the remaining site libraries during 2007.

Intranets

Making One plus One equal One

Martin White, Intranet Focus Ltd (martin.white@intranetfocus.com)

I expect most of you watched the wedding of the Vicar of Dibley over the Christmas holiday. As a church organist I've seen rather a lot of weddings, and of course been involved with some elements of the planning. This is where you can already see the problems of a future marriage becoming visible. I have recently been involved with sorting out the intranet environment for a large multinational that has been formed as the result of a merger (or acquisition – it depends which side you talk to!) and where the aim is now to merge the intranets of the two organisations quickly, so there is a consistent culture and effective access to information for employees of both the merged companies. If only it was that simple.

Looking at the two intranets, it quickly became obvious that there were more differences than there were similarities. Intranet A was only in English, and used a commercial content management system. Intranet B was in a number of languages and used Microsoft SharePoint Server 2003. Intranet A was organised along subsidiary/department lines, whereas Intranet B was organised by line of business. Intranet A had a decent search engine, and Intranet B used the search functionality (or what passes for it) of SharePoint Server. And so on.

Content and culture

What is really fascinating is the differences that reflect the business cultures. Company A was US-owned and had a very laissez-faire approach to content, and to the way that staff post comments about opportunities and issues. The other company was European, with a concern over language issues, and a more stringent legislation on employee rights. For one, the main news item was the result of the softball match last night, and for the other, a note on the activity of a major competitor. Not for one moment am I saying that the approach of one is correct, just that every intranet is highly individual.

In addition, each intranet is designed in shorthand. Staff know all the relevant TLAs (Three Letter Acronyms) and the differences between Form E1 and Form E2. Although every intranet manager tries to ensure that new employees understand internal business procedures from information available on the intranet, life is just not like that. Then they wake up one morning and hear in the news that instead of five new employees arriving, a merger is announced that means they have three thousand, and the eyes of the shareholders in both companies are looking for the immediate benefits of synergy that were promised to gain their mutual acceptance of the deal.

A number of companies in the IT sector have put a significant investment into their intranets, and are now able to integrate acquired companies in the shortest possible time. Cisco was probably one of the best examples with an intranet application that was specifically designed to make employees of acquired companies become effective Cisco employees as quickly as possible. In the majority of companies this is, unfortunately, not the case. These are the companies that will almost certainly find that the lack of attention they have paid to their intranet means now that delivering on the promises they made to the shareholders, when asking for approval for an acquisition, suddenly becomes much more difficult.

This is not just because of technical integration issues. An intranet is not only shaped by the business culture, but is also a visible focus of that culture. If the takeover is a contested acquisition, staff in the acquired company may well use their intranet in inappropriate ways. Discussion groups will flourish, key documents may go missing and expertise databases may be subject to post-hoc revision.

Forewarned is forearmed

Of course, before the merger, all sorts of due diligence would have been done by lawyers, accountants, HR specialists and just about every consultant you could think of, including IT consultants. But none of them will look at the intranet, an information and culture application that will be on the desktop of everyone in the merged organisation right at the start of the new business. No one will have looked at the issues around migrating content from one CMS to another (assuming that is the best way to go) or how search is going to be implemented, or how document security rules will be implemented.

Now not everyone that reads this column is going to be involved with a corporate merger, but even departmental integration at a lower level can give rise to similar problems. Even if it is only on one piece of A4 it might well be worth documenting the elements that will need to be considered in the case of a merger/acquisition. You may only get a few hours notice of the event!

But I'd also suggest that if you are an intranet manager and you work for a law firm, accounting practice or management consultancy, it might be worthwhile hunting down the head of M&A and suggesting that you might usefully be a member of the due diligence team. Intranets are now so large, complex and messy it could be that a merger that makes perfect sense commercially founders because developing a new corporate intranet that unifies information, knowledge and culture is just too difficult. There are some probably apocryphal stories about mergers in the financial sector that have been called off because integrating their back- and front-office applications would have been too costly and time-consuming. My guess is that the chances of this situation arising with intranets is much greater.

Does anyone have any war stories to relate?

Reference Management

Tracy Kent, Librarian for Physics and Computer Science, University of Birmingham (t.k.kent@bham.ac.uk)

Endnote on the Web

Launched at Online, after some speculation, Thomson ResearchSoft have added to the number of reference software programs – this time a Web version of Endnote. The product is being marketed as a complement to Endnote, while offering additional reference management capability. Its strength is in providing the ability for Web-based searching and storage within a familiar environment (that of Endnote). Specifically, for some, is the ability to search ISI Web of Knowledge without having to reconfigure any import filters or use the direct export option. For serious researchers, though, the ability to download directly following a search within a specific database (using all available features of a database, eg: citation search or Thesauri linking) is something that surely should be encouraged and would increase the usefulness of this advantage. There are tools to format citations, footnotes and bibliographies automatically in the word processor. The EndNote Web toolbars work with both Microsoft Internet Explorer and Mozilla, although plug-ins are required. Two toolbars will be available if you are using Endnote 9 or below.

Further, and perhaps a new advantage for anyone wanting to continue using Endnote, is the ability to share Endnote Web folders in a similar vein to refworks (a product from Cambridge Scientific Abstracts, and for which there is a review of a pilot of this software listed below).

Those who have Endnote site licences under the CHEST deal will have access to this product as part of the subscription, or via the ISI Web of Knowledge personalisation program. Despite this being a Web product, there is full training available via the webpages, from basic getting started to more comprehensive training.

Refworks : a case study

If you are interested in Refworks (mentioned above as a Web-based reference software program) you might find the following article of interest:

RefWorks investigated: an appropriate bibliographic management solution for health students at Kings College London? Andria McGrath. Library and Information Research News 30 (94) Spring 2006 pp 66-73.

Paper Overload?

If your New Year Resolution was to get more organised and to recycle and reuse your articles – and provide you use a Mac – then you might find interesting the following offer from Mekentosj, who have written a program called – Papers. The program has less emphasis on the writing process, and more on article management and resource discovery.

Screen shot of Papers
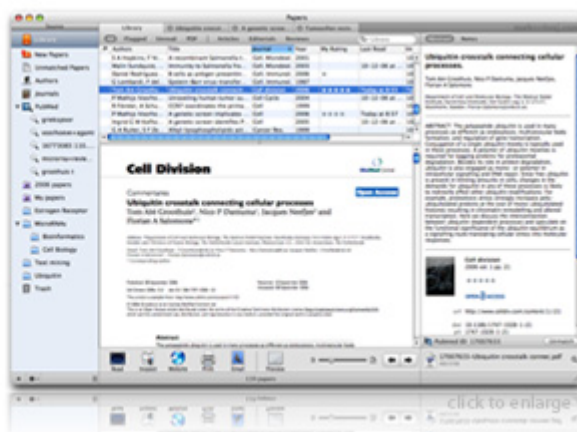
Papers uses MacOSX Tiger applications to allow you to find, download, archive, and organize all your articles within the single application. Highlighting an article in your "personal library" gives you the chance to read it full-screen, add your notes, send a copy to a colleague, etc. It has a big tie in with PubMed, providing a simple download of PDFs from this service. These can then be arranged via group-related folders or by creating smart folders that are kept up to date.

What might win you over to this program is the ability to tab-browse (which you are probably familiar with thanks to Web browsers like Safari and Firefox) providing dynamic workflows. For example, find a paper in PubMed, open the website in a new tab, fetch the PDF, search the PDF using Spotlight, inspect the figures in detail, copy a figure or a piece of text, switch to another tab to have a look at a figure from another papers, switch back to compare – you get the idea.

For further details, and a chance for a preview join the mailing list via the website, go to:

http://mekentosj.com/papers/

Knowledge organisation

A key feature of most reference software packages is the capability for resource discovery. A new type of program that takes this in a different direction is that of collaborative tagging (see the UKeiG factsheet on social bookmarking). Little has been written on the role that information professionals should have in assessing the efficacy of collaborative tagging in relation to knowledge management. The following is therefore a welcomed useful review:

Collaborative tagging as a knowledge organisation and resource discovery tool. E. McCulloch. Library Review. 2006. 55 (5). p291-301

Open URLs factsheet

This popular factsheet has recently been updated with new links and additional data. Free to members, it provides a useful starting point on the basics of how OpenURLs can be used to enhanced the reference process.

Scholarly electronic publishing bibliography

For information professionals who wish to keep up with the latest in scholarly communication, this bibliography is a necessary link to capture (regardless of which software package you use!). Recently, the service has been moved to its own domain as follows:

http://www.digital-scholarship.com

Finally, all Information Professionals like to have clear and accurate footnotes and citations, but those in the legal field have slightly different experiences. Confusion arises by the fact that not every proposition in a law review article requires citation or footnote. A useful article that provides help in this area can be found at

When a rose isn't "arose" isn't Arroz: a guide to footnoting for information clarity and scholarly discourse. Mock, WBT. International Journal of Legal Information. 34 (1) Spring 2006 pp87-97.

Public Sector News

Jane Inman, Technical Librarian, Environment and Economy, Warwickshire County Council (janeinman@warwickshire.gov.uk)

Statute Law Database

www.statutelaw.gov.uk/

The major news from the public sector is the launch of the UK Statute Law Database. Long awaited, this little gem finally appeared on 20th December, and gives free public access to all current UK primary legislation. The Statute Law Database is the official revised version of the statute book for the UK in electronic form. "The statute book" covers all the primary legislation of a public general nature in force at the present time.

This is the first time that consolidated legislation has been made freely available online. The database allows you to see very easily how legislation has been updated by subsequent Acts. If, for instance, you are using the Highways Act 1980, you can see at a glance which clauses have been changed, as all changes are shown in blue.

The legislation is annotated to show amendments, modifications that don't alter the text, extent information, commencement information, subordinate legislation, marginal citations and editorial information. The database includes secondary legislation from 1991, but this is not updated.

Design Manual for Roads and Bridges

The Design Manual for Roads and Bridges (DMRB) and the Manual of Contract Documents for Highway Works (MCDHW) are large loose-leaf publications issued by the Highways Agency. For some time now they have been available in three formats – paper, CD-Rom and online. However, there have been problems with the way in which updates are managed, and consistency problems between the three versions. My group, ALGIS, and a representative of CSS, the County Surveyor's Society have had regular meetings with the Highways Agency and TSO, who publish the beast. We have looked at ways of improving the way the paper copies work, notification of updates, consistency issues and pricing.

The website is at http://www.standardsforhighways.co.uk and Volume 0 of MCDHW has just been added. Volumes 1 and 2 are already there, as is the whole of the DMRB. If you would like to comment on these publications and the way they are produced and distributed, there is an e mail discussion group which you can join. Drop me an e-mail, and I will ensure you are added to the forum.

The National Archives

In early December a new homepage was launched for the National Archives(TNA). It is designed to give easier access to the services and information available from TNA. The homepage includes a section on 'professional information management', and it is here you will find links to the Office of Public Sector Information, now that it has merged with TNA. Their website is still at http://www.opsi.gov.uk.

The Integrated Public Sector Vocabulary should now be in use on all local authority websites. This is a requirement of Communities and Local Government, previously known as the Department for Communities and Local Government. UKEIG awarded the Tony Kent Strix award to the Taxonomist behind the scheme, Stella Dextre Clarke, for her work in developing the original Government Category List and then the IPSV.

Public Sector News is supplied by ALGIS (The Affiliation of Local Government Information Specialists) which represents information professionals providing information services to local

authority staff and elected members. Jane Inman is currently Chair of ALGIS. ALGIS welcomes anyone with an interest in public sector information who feels they would benefit from being part of a community working in the same area. For more information go to http://www.algis.org.uk.

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.

Catalogues / Cataloguing

Antelman, Kristin, Lynema, Emily and Andrew K. Pace. **Toward a Twenty-First Century Library Catalog** Information Technology and Libraries 25(3)(September 2006): 128-139. (http://www.ala.org/ITALTemplate.cfm?Section=contentab&Template=/MembersOnly.cfm&ContentID=139162) – The North Carolina State University Library made a splash in the library world by extracting all the data from their library catalog and using software from Endeca to provide an entirely new kind of library catalog. This article outlines what they did and how they did it, reports on usability testing of their Endeca-based system and their legacy system in head-to-head tests, and outlines future directions. This is just the kind of gutsy leadership we need to demonstrate that there is an alternative to the classic dysfunctional relationship between library catalog vendors and libraries – [*RT]

Beyond the OPAC: Future Directions for Web-Based Catalogues Canberra: Australian Committee on Cataloging, 18 September 2006. (http://www.nla.gov.au/lis/stndrds/grps/acoc/papers2006.html) – There is rightfully a great deal of anguish and hand-wringing over the state of our library catalogs, and this set of papers, presenta-tions, and podcasts are a prime example. Take, for example, the no-holds-barred talk entitled "OPACs and the real information marketplace: why providing a mediocre product at a high price no longer works" by Lloyd Sokvitne. But the focus is also on potential solutions, with presentations on resource description and access (RDA) and functional requirements for bibliographic retrieval (FRBR) – [*RT]

Collaborative Tools

Allan, Rob , Crouchley, Rob and Daw, Michael. **e-Collaboration Workshop: Access Grid, Portals and other VREs for the Social Sciences**. *Ariadne* (49) (October 2006) (http://www.ariadne.ac.uk/issue49/e-collab-rpt/) – Covers their one-day workshop reporting on the latest developments in e-Collaboration technology and applications, held on 28 June 2006. An online wiki is at http://www.grids.ac.uk/eResearch/ – [CP]

Caldwell, Tracey. **Who shares, wins**. *Information World Review* (230) (December 2006), 23-25 – Looks at social networking in the workplace, taking place outside the corporate or institutional systems, and the role of the information professional – to promote or try and control? – [CP]

Chillingworth, Mark. **Expert edition**. *Information World Review* (December 2006), 37-8 – Interview with Larry Sanger, Wikipedia co-founder, about the Citizendium project, which Sanger calls "an experimental new wiki that will combine public participation with gentle expert guidance." It will initially repackage content from Wikipedia, with contributions and corrections from academics and subject experts. The main difference between it and Wikipedia is that those who contribute content

will have to use their real name and that it will have expert editors. It will be non-profit to start with but Sanger is researching revenue models – [CP]

Guy, Marieke. **Wiki or won't he? A tale of public sector wikis**. *Ariadne* (49) (October 2006) (http://www.ariadne.ac.uk/issue49/guy/) – Considers technical and cultural barriers to participation as well as their potential. Has wikimania reached the public sector? Gives examples of some publicly accessibly voluntary, government, library and higher and further education wikis, and case studies of the interoperability focus community wiki and WebDevWiki – [CP]

Thomas, Kim. **A blog standard approach**. *Information World Review* (229) (November 2006) 16-18. (http://www.iwr.co.uk/information-world-review/features/2168470/blog-standard-approach) – Profile of Ruth Ward, Head of Knowledge Management (KM) at Allen & Overy, and how she has embraced Web 2.0 technologies, using websites that combine blog and wiki functionality. The KM team has launched three experimental sites: one for the professional support lawyers team exploring the use of the technology for communities such as cross-border teams who need to collaborate; a site for the environmental lawyers team to build their knowledge on a new EU directive, exploring use of technology for improving processes for creating knowledge about new legislation; and the third for publishing online newsletters. Such sites now number over 20 and the biggest serves about 150 people. Ward notes that it seems to speak powerfully to anybody who's not sufficiently techie to build their own intranet. Their future challenges are to ensure that as the information grows users can still find what they're looking for, so sites are tagged by administrators and users; and rolling out a site to the KM teams of key clients – [CP]

Winder, Davey. **Online tools: blogs and wikis**. *Information World Review* (229)(November 2006) 28-31. (http://www.iwr.co.uk/information-world-review/features/2168443/online-tools-blogs-wikis) – Group tests of: Userland, Windows Live Writer (beta), Six Apart, Confluence, Project Forum and Social text.org – [CP]

Digital Libraries

Brogan, Martha L. **Contexts and Contributions: Building the Distributed Library** Washington, DC: Digital Library Federation, November 2006. (http://www.diglib.org/pubs/dlf106/) – This rather massive report (the PDF version runs to 282 pages) covers a lot of ground. This is as it should be, since these days there are a very large number of potentially interesting digital library projects. But therein also lies the difficulty. Although the broad sweep that Brogan lays out for us is amazing in itself, it is deucedly difficult to draw any generalized conclusions from such an exercise. There are many threads of activity that are advancing at varying rates of speed and in sometimes parallel, sometimes congruent, and sometimes tangential directions. Making sense of all this is perhaps an exercise in frustration, at least for those of puny intellect such as myself. Nope, probably best to look at it as a wild ride through an amazing array of interesting projects and glean from it what you can. My guess is that like the blind men encountering the elephant, our perception of this report will depend greatly on the part to which we affix our grasp. All of this should not be construed to be critical of the author – this is clearly an achievement of monumental scale, to have looked both broadly and deeply at such a wide array of digital projects and to have emerged with an amazing portrait of where we are at this point in time. Full disclosure: a couple of projects in which I am a participant or manager are highlighted – [*RT]

Colliers, Mel. **Strategic changes in higher education libraries with the advent of the digital library during the fourth decade of *Program*.** Program: electronic library and information systems 40 (4) (2006): 334-345 – Colliers' paper takes Jefcoate's paper as a starting point and goes on to explore the "digital library era" with reference to libraries in the Netherlands, Belgium and Great Britain. Colliers finds that the core business of academic libraries has rapidly changed, Websites are now the shop windows of libraries and digital delivery of current research information

has become the norm. Colliers predicts that e-learning will expand and given proposed digitisation initiatives, that there will be universal access to out of copyright materials within the next decade – [MT]

Han, Yan. **GROW: building a high-quality civil engineering learning object repository and portal**. *Ariadne* (49) (October 2006) (http://www.ariadne.ac.uk/issue49/yan-han/) – Overview of the Geotechnical, Rock and Water Digital Library. The author describes the design philosophy with regard to learning objects and the associated hierarchical structure of granularity – [CP]

Electronic Publishing

Whalley, Brian. **E-books for the future: here but hiding?** *Ariadne* (49) (October 2006) (http://www.ariadne.ac.uk/issue49/whalley/) – Outlines some developments in e-book technologies and links them to existing ways of presenting textbook information. Covers hardware relating to textbooks and quality academic publishing, such as reusable educational objects, digital asset repositories and management systems, personal learning environments, portal wikis and wiki-books. Speculates on what future e-textbooks might look like – [CP]

General

Access Conference 2006 Presentations Ottawa: University of Ottawa, October 2006.(http://www.access2006.uottawa.ca/?page_id=10) – The place to find out about the latest in library technology is the Canadian Access Conference. Always a good time, it has recently been discovered by library technologists south of the border to be a don't miss event. Thus it is a fruitful and interesting cross-fertilization between the latest developments in Canada and the US, as well as Europe and points more distant. This year was no different, and the presentations and podcasts available here are testimony to the fact. Representative titles include "Library Chatbots in Electronic Reference" (a definite hit, you really must see Stella in action) and "Faceted Search with Solr". So don't expect simple explanations of basic technologies, expect to find out about cutting-edge projects and the latest tools and technologies – [*RT]

Brindley, Lynne J. **Joint funding councils' libraries review group (the "Follett") report: the contribution of the information technology sub-committee.** Program: electronic library and information systems 40 (4) (2006): 311-314 – Originally published back in 1994, this paper outlined the plans for development of electronic library services in the UK academic environment. The recommendations made then included the electronic delivery of documents, making teaching materials available online, resource sharing and integrating information access and delivery. It is important to note that without the work of the information technology sub-committee, many of the services and facilities we take for granted today may not have emerged in the form they have. This theme is taken up by Derek Law, who charts the development of nationally organised e-resources for higher education in the 1990s – [MT]

Carnevale, Dan. **E-Mail Is for Old People** The Chronicle of Higher Education (6 October 2006): A27. (http://chronicle.com/weekly/v53/i07/07a02701.htm) – OMG, old people still use *e-mail!* Not teens. According to this article: "A 2005 report from the Pew Internet and American Life Project, called 'Teens and Technology', found that teenagers preferred new technology, like instant messaging or text messaging, for talking to friends, and use e-mail to communicate with 'old people.' Along the same lines, students interviewed for this article say they still depend on e-mail to communicate with their professors. But many of the students say they would rather send text messages to friends, to reach them wherever they are, than send e-mail messages that might not be seen until hours later. Chat, Facebook, MySpace, podcasts, RSS feeds, and vodcasts are also popular ways to reach the younger crowd, and colleges and universities are trying to adapt to changing communication preferences – [*CB]

Chapman, Ann. **RDA: a new international standard**. *Ariadne* (49) (October 2006) (http://www.ariadne.ac.uk/issue49/chapman/) – Gives the background to the planned move from Anglo-American Cataloguing Rules (AACR) to the Resource Description and Access (RDA), which incorporates a conceptual model of entities, relationships and attributes that are independent of communications formats or data structure – [CP]

Frumkin, Jeremy. **In Our Cages with Golden Bars** OCLC Systems & Services 22(4)(2006): 247-248 – This is a short piece about doing away with the "golden bars" of a cage that Frumkin believes we impose on ourselves when developing new systems. It's about expertise and where to position it. As Frumkin says, "We need to forego our own need to push our library expertise onto our users, and instead use that expertise to do the heavy lifting for our users." – [*LRK]

Huerster, Bob. **Evolving information science in a Web worl**d. *Searcher* 14(9) (2006): 44-46 – Huerster indicates that the proliferation of research sources on the Web has raised the bar for all information professionals. Huerster states that it is now more important than ever that librarians use their skills to identify and evaluate key research sources for their users. It is argued that modern information professionals should now be honing their analytical and communication skills, if they are to survive and thrive in an increasingly competitive market – [MT]

Macklin, Tony. **How we built www.ask.com** .*Net* issue 152 August 2006: 102-103 – This is a short but interesting item on how Ask Jeeves became Ask and the reasons why it was felt necessary to change the brand. The article takes you through the processes the company went through to make these changes. An example of this was the creation of two prototype sites. These were used to determine users' reactions to the look and feel of Ask.com – [JW]

Smith, Laura. **Information first, technology second**. *Information World Review* (230) (December 2006), 26-27,29 – Profile of the Information Management Professional (IMP) Group, which emphasises that it is the quality of the information rather than the sophistication of the technology that really matters. It promotes information management as a professional discipline. Discusses why it is needed in both public and private sectors. While technology has its place, there is a need for a better understanding of how to get the information right in the first place – [CP]

Tourte, Greg and Tonkin, Emma. **Video streaming of events**. *Ariadne* (49) (October 2006) (http://www.ariadne.ac.uk/issue49/tourte-tonkin/) – Describes the set-up and use of video streaming technology at the 2006 Institutional Web Management Workshop. They worked to a tight budget and overcame constraints of licensing, the type of filming involved and other factors – [CP]

Information Access

Gierveld, Heleen. **Considering a marketing and communications approach for an institutional repository**. *Ariadne* (49) (October 2006) (http://www.ariadne.ac.uk/issue49/gierveld/) – Proposes a market-oriented approach to increase the rate of deposit to an Institutional Repository. Tackles the conundrum that although the benefits of an IR may be clear to librarians, IRs have not as yet proved to be particularly attractive to authors. Target audiences and their needs are central, and Gierveld examines the trends and external factors affecting scientists working in this area, and translates the librarian's notions of an IR into a product and language fitting the needs of scientists. Presents a social marketing strategy suitable for projects that aim to change the behaviour of the target audience for a benefit beyond its direct interest – [CP]

Jefcoate, Graham. *Gabriel*: **Gateway to Europe's national libraries.** Program: electronic library and information systems 40 (4) (2006): 325-333 – First published in 1996, this paper looked at *Gabriel*, the "*GA*teway and *BRI*dge to *E*urope's national *Li*braries". Gabriel served as a single point of access to the online services of the national libraries within the Conference of European

National Libraries(CENL). The Gabriel project became a model for European wide collaboration/networking, and was incorporated into The European Library in the Summer of 2005 (see http://www.theeuropeanlibrary.org/portal/index.html) – [MT]

Law, Derek. **Remembering history: the work of the information services sub-committee of the joint information systems committee in the UK** Program: electronic library and information systems 40 (4) (2006): 315-324 – Law's comprehensive historical account emphasises that the principles established in the early days by the ISSC still remain pertinent today. Law stresses that resources should be free at the point of use, subscription not transaction based, universally available and appropriate for different ability levels, have some commonality in their user interfaces and be backed with appropriate mass instruction programmes – [MT]

Masako, Suzuki and Sugita, Shigeki. **From nought to a thousand: the HUSCAP project**. *Ariadne* (49) (October 2006) (http://www.ariadne.ac.uk/issue49/suzuki-sugita/) – Describes Hokkaido University's efforts to populate its institutional repository with internal and peer-reviewed journal articles written by researchers at the university, having started with digitised collections of faculty journal back issues. Face-to-face contact with their target audience has proved key to raising awareness. The authors evaluate the methods they used to collect e-prints and how it is accessed. They conclude it is more important and effective to secure fresh digital literature produced day by day before it is lost, than to focus only on compiling past works; to help researchers understand the IR aims, and recruit repeat submitters, it may be effective to notify them how much their papers in the IR are read – [CP]

McDonald, Robert H., and Chuck Thomas. **Disconnects between Library Culture and Millennial Generation Values** EDUCAUSE Quarterly 29(4)(2006): 4-6. (http://www.educause.edu/apps/eq/eqm06/eqm0640.asp?bhcp=1) – Are research libraries reaching Millennials? The authors don't think so, and they examine how current library cultural values, technologies, and policies are barriers to libraries seizing new opportunities to serve this important user group. For example, they note: "Dogmatic library protection of privacy inhibits library support for file-sharing, work-sharing, and online trust-based transactions that are increasingly common in online environments, thus limiting seamless integration of Web-based services." Whether you agree or not, this article is worth a read – [*CB]

Nizami, Bela. **Apex: digitizing newspapers past to provide a philosophical world view.** EContent November (2006): 14-15 – This paper suggests that the digitisation of the world's historical newspapers could allow greater access to information and be beneficial to international relations. APEX has now digitised millions of newspaper articles from the 18th to the 21st century, and hopes to make these available worldwide via the Internet within the next decade. See http://www.apexcovantage.com – [MT]

Sale, Arthur. **The Patchwork Mandate** UTas ePrints (2006) (http://eprints.utas.edu.au/410/) – You can't get your university administration to mandate deposit of e-prints in your institutional repository. There are voluntary deposit strategies, but Sale notes: "The 'everything else' policies are not worth talking about for long. In the absence of mandates, every encouragement policy known to humanity fails to convince more than 15% to 20% of researchers to invest the five minutes of time needed to deposit their publications. The percentage does not grow with time." What to do? The answer: work to get departmental mandates – [*CB]

Suber, Peter. **Open Access and Quality** SPARC Open Access Newsletter (102)(2006) (http://www.earlham.edu/~peters/fos/newsletter/10-02-06.htm#quality) – Are online open-access journals of lower quality than "toll-access" journals? Peter Suber examines this question methodically, mustering and refuting the arguments supporting the notion that OA journals are inferior to

TA journals. Along the way, the reader learns interesting facts, such as "the Kaufman-Wills report showed that more subscription journals charge author-side fees than OA journals." In his conclusion, he notes: "If the same squeamishness about online dissemination had infected print dissemination in the age of Gutenberg, on the ground that real scholarship was inscribed by hand on goatskin, then every kind of knowledge would have been held back." – [*CB]

Warr, Wendy. **Next gen science**. *Information World Review* (229)(November 2006) 38-39 – Personal view of the STM-related topics discussed at this year's ICIC, including a comparison of Scopus, Web of Science and electronic laboratory notebooks – [CP]

Workshop on e-Research, Digital Repositories and Portals. Ariadne (49) (October 2006) – Report on a two-day workshop held at the University of Lancaster 6-7 September 2006. http://www.ariadne.ac.uk/issue49/escience-lancaster-rpt/ – [CP]

Information Retrieval

Ballard, Stephanie & Henry, Marcia. **Citation searching.** *Searcher* 14 (9) (2006): 24-33 – An overview is provided of the range of health, social science and education databases that now allow users to undertake searching of backward-in-time cited references and forward-in-time citing references. The article provides a brief history of citation indexing, and goes on to look at current development in the field. The authors conclude that an exhaustive search for cited references still requires one to search more than one appropriate resource. A list of useful websites and further reading about citation searching is supplied at the end of the paper – [MT]

Bennett, David E. **Immaculate Catalogues, Indexes and Monsters Too...** Ariadne (49) (October 2006) (http://www.ariadne.ac.uk/issue49/cig-2006-rpt/) – Report on the CILIP Cataloguing and Indexing Group Annual Conference, University of East Anglia, Norwich, UK, 13-15 September 2006. Themes included novel methods for automated image compression and indexing, searching and retrieval methods, and reviews of user-operability studies of image retrieval search interfaces. The development of the Research Development and Access (RDA) protocol was also covered. The author concludes that cutting-edge information and computer science research promises to simplify information searching and provide high-quality semantic, concept-orientated descriptions for all materials, together with more detailed and consistent indexing. Presentations are available at http://www.ukoln.ac.uk/events/CIG-2006/programme – [CP]

Bradley, Phil. **Search engines: is Google building on shaky foundations?** Ariadne (49) (October 2006) (http://www.ariadne.ac.uk/issue49/search-engines/) – Looks at recent offerings from Google, while comparing them against many of the products and services that he has covered previously in Ariadne . He points out the high degree to which Google has penetrated the search engine market and the degree to which users make use of its search services – [CP]

Chang Daphne & Keil, Helen. **Need another tool for your toolbox**. *Searcher* 14(9) (2006): 39-43 – This article looks at the development and introduction of a library toolbar by staff at Stanford University's Jackson Library. The toolbar can be downloaded onto Web browsers and allows staff and students at Stanford to access quickly a customisable set of popular library resources, such as the catalogue or e-journals. To market and promote the toolbar, a competition was run to name the toolbar and the winning entry chosen was FastJack. The library toolbar provides users with a prominent reminder of the library resources, and brings users back to the service with a single click, allowing the library to capture and retain customers. One month after the official release of FastJack, website usage statistics showed a jump of about 50% for total site visits compared to the previous month, and to the same month in the previous year. FastJack can be viewed at http://www.gsb.stanford.edu/library/toolbar/index.html – [MT]

Pickering, Bobby. [Sector update]. **Why news aggregator vendors must adapt** *Information World Review* (229)(November 2006) 22, 24-27 – Covers recent developments including Google News Archive search, with views on developments from Factiva, LexisNexis, ProQuest and Thomson Learning. Includes customer perspectives and developments in delivering information to customers especially in the area of reputation and brand monitoring, and use of Web 2.0 interactivity – [CP]

Schachter, Joshua. **We could grow del.icio.us into something that stores, categorises and shares all aspects of your digital life**. *.Net* 153 September 2006: 32-33 – Joshua Schachter is the creator of del.icio.us. Yahoo has now bought del.icio.us. Although the article does not add anything to the use of del.icio.us, it is interesting to know how it came about from a simple idea to manage bookmarks better – [JW]

Tebbutt, David. **Beyond search**. *Information World Review* (229)(November 2006) 20-23 (http://www.iwr.co.uk/information-world-review/features/2169331/beyond-search) – Muses on what course search engines will take in future, and the role of information professionals in the fuzzy world of discovery, with search becoming an expected part of the workplace infrastructure. Innovative features from search engine companies include just-in-time stored searches – [CP]

Winder, Davey. **Podcasting and news aggregation tools**. *Information World Review* (230) (December 2006), 40-43 – Podcasting tools reviewed: MT-Podcast, FeedForAll Mac, ProfCast 2.0 for the Mac. News aggregators reviews: NewsVine, NewsNow and Google News – [CP]

Legal Issues

Bailey, Charles W., Jr. **Strong Copyright + DRM + Weak Net Neutrality = Digital Dystopia?** Information Technology and Libraries 25(3)(September 2006): 116-127 (http://www.ala.org//ITALTemplate.cfm?Section=contentab&Template=/MembersOnly.cfm&ContentID=139346) – Our very own Charles Bailey, Jr. addresses the confluence of a few related trends that threaten the very nature of the Internet. Stronger and longer US copyright law has locked up more intellectual property than ever before. Coupled with better digital rights management (DRM) techniques, those who purchase content can do less and less with it. The potential loss of "net neutrality" (where the network is equal to all) and the potential rise of net "haves" and "have nots" in addition to the trends noted above would indeed seem to point to a dystopian future for the Internet. Bailey also makes note of ways in which some are fighting back, discusses the impact of these issues on libraries, and concludes with a call for those who believe the Internet has enabled "an extraordinary explosion of innovation, creativity, and information dissemination" or potentially see the Internet ironically come to resemble the pre-Internet online services of the past – [*RT]

Caldwell, Tracey. **The digital copyright balance**. *Information World Review* (229) (November 2006) 12 – The British Library is calling for a balance between the rights of creators and public access in its intellectual property manifesto, which it launched and debated at the Labour and Conservative Party Conferences. The manifesto makes six recommendations for reform. The Gowers Review of current intellectual-property policies is due in November 2006 – [CP]

Dudman, Jane. **Jack of all trades, master of the org**. *Information World Review* (229)(November 2006) 24-26. (http://www.iwr.co.uk/information-world-review/features/2168447/jack-trades-master-org) Profile of Suw Chapman, executive director of the Open Rights Group (http://www.openrightsgroup.org/) which raises awareness of issues such as privacy, identity, data protection, access to knowledge and copyright reform – [CP]

Korn, Naomi and Charles Oppenheim. **Creative commons licences in higher and further education: do we care?** Ariadne (49) (October 2006) (http://www.ariadne.ac.uk/issue49/korn-oppenheim/) – Discusses the history and merits of using creative commons licences, which seem to be empowering rights holders with the knowledge and tools to decide under what terms they will allow third parties to use their work, while permitting users easy and user-friendly means to use content lawfully without the need to request permission. Critics point to issues surrounding the ethics, legality and politics of their use. The authors look into instances that may encourage higher- and further-education institutions to reconsider using Creative Commons Licences – [CP]

Metadata

Allinson, Julie, Heery, Rachel, Johnston, Pete and Russell, Rosemary. **DC 2006: Metadata for Knowledge and Learning.** Ariadne (49) (October 2006) – (http://www.ariadne.ac.uk/issue49/dc-2006-rpt/) Report on DC 2006, the sixth international conference on Dublin Core and Metadata Applications (3-6 October 2006): presentations are on the conference website (http://dc2006.ucol.mx/program.htm). Key themes included vocabularies, frameworks and models, metadata interoperability, education and application experience – [CP]

Digital Library Federation/Aquifer Implementation Guidelines for Shareable MODS Records Washington, DC: Digital Library Federation, November 2006. (http://www.diglib.org/aquifer/dlfmodsimplementationguidelines_finalnov2006.PDF) – Although this document is specifically aimed at participants in the Digital Library Federation Aquifer project, it is chock full of good advice for any organization wanting to expose or share their metadata to other institutions -- for example, via the Open Archives Initiative Protocol for Metadata Harvesting (OAI-PMH). Note, however, that this document is quite specific on how metadata should be encoded using the Metadata Object Description Schema (MODS) format. Related (and more generally applicable) work can be found at the Digital Library Federation and NSDL OAI and Shareable Metadata Best Practices Working Group website – [*RT]

Preservation

Dudman, Jane. **Meet the CEO**. *Information World Review* (230) (December 2006), 18-20 – Profile of Natalie Ceeney of the National Archives, which recently merged with the Office of Public Sector Information. The National Archives handles records management and OPSI looks after crown copyright and re-use. *A New Vision for the National Archive* is a five-year plan setting out three key aims: leading and transforming information management, guaranteeing the survival of today's information and bringing history to life for everyone. Other developments include digitisation on demand and its in-house digital preservation system – [CP]

Entlich, Richard, and Ellie Buckley. **Digging Up Bits of the Past: Hands-on With Obsolescence** *RLG DigiNews* 10(5)(15 October 2006) (http://www.rlg.org/en/page.php?Page_ID=20987#article1) – This is the fascinating tale of the File Format and Media Migration Pilot Service (FFMM) at the Cornell University Library, complete with macabre tales of bringing data back from the dead. The service offered to recover data from obsolete storage media and file formats for the Cornell University community, and their experiences are both disturbing and insightful. Their case-studies of rescuing data from the clutches of ancient operating systems, applications, and storage media are a cautionary tale for anyone responsible for information in digital form. The last time I checked, that was darn near all of us, whether we have digital content in library collections, or on our own personal floppy disks – [*RT]

Security

[25 Terrifying Information Technology Horror Stories](http://www.cio.com/specialreports/horror.html) *CIO* (31 October 2006)(http://www.cio.com/specialreports/horror.html) – "Not for the squeamish," we are warned, but you can learn something here from the misfortunes (and, sometimes, the heroism) of others. ERP nightmares at universities, data breaches, scary outdated federal systems, hurricanes, power outages, terrorism, government regulation compliance ... All in all, a good seasonal read for those of us who nursemaid technology on a daily basis – [*SK]

Web Design

Humbert, S.I. & Tilley E.A. **Redesigning a** website **in-house to improve information literacy: experiences of a small library.** *Program: Electronic Library and Information Systems* 40 (4) (2006): 334-346-360 – This paper demonstrates what can be done to redesign and improve the accessibility/usability of a website, within a small academic library with extremely limited funds. To be standards-compliant, it was recommended to write the pages using HyperText Mark-up Language for the page structure and Cascading Style Sheets for the formatting. Librarians should remember they often have considerable subject expertise; detailed knowledge of their user's needs and a willingness to listen to feedback. These factors are often more important to good website design, than large amounts of funding – [MT]

Nielsen, Jakob **The Jakob Nielson experience** .*Net* issue 157 December 2006: 38-44 – This article reflects on the usability of websites. He notes a general lack of improvement in usability since 2000. In his latest review of 25, websites the main problems identified relate to navigation and search problems and poorly designed pages that do not provide the required information. Users bring expectations to websites. They expect to be able to search and gather results and perform as their favourite search engine performs. Investment in good search software is essential. Improve page titles to help the search engine identify the correct location and create good navigation. Test your site with your users but with real queries. The top ten mistakes gleaned from readers of his e-mail newsletter are: 1) legibility: font sizes and contrast between text and background is inappropriate; 2) non-standard links; 3) inappropriate use of Flash; 4) content too verbose; 5) poor search facilities; 6) browser incompatibility; 7) problems with forms; 8) no contact information; 9) frozen layouts with fixed widths; 10) pop-ups. Overall, an interesting article giving simple advice on how to improve the user's experience of doing business on the Internet – [JW]

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Meeting Report: Intranets Forum: Working with Sub-Editors

London, Thursday 7 December 2006

On the day a tornado hit London, the third UkeiG intranets Forum convened in the Society of Radiographers headquarters to tear through the subject of working with sub-editors. Convenor Helen Davies, of the Trades Union Congress, kicked off by defining sub-editors as those dispersed editors, outside the central intranet team, who publish to a specific section as one part of their job. Alternative terms for them are devolved editors or publishers, content editors or custodians.

Susan Henry from the Society of Radiographers (SoR) gave the first talk. We were given a presentation of the SoR intranet, which is very new, around nine months old, and uses Mambo open source. SoR is a small organisation with around 40 staff and another 20 on the council, with staff based all over the UK. Nearly all staff have one of three roles:

- Registered users: can look at content
- Authors: can create content (most staff)
- Administrators: can create, edit and publish.

All staff publish using templates, with layout, font and colours being fixed. Content is not reviewed before publishing, and there are guidelines covering how to create and present content. Departments, not individuals, are responsible for their section on the intranet, and all departments have administrative access.

The intranet is part of an attempt to break down 'silos' within SoR and to make all staff feel involved in the management of information. Staff members visit the intranet every day, and say they like the idea of publishing on it but find the current system 'clunky'. Training is provided, in general and individual sessions, and one-to-one support is offered as needed. The Society intends to invest in an improved system in 2007 and will keep the present system of general authorship but with probably a more formalised sub-editor role.

Ruth Hilbourne from Peter Brett Associates then gave a presentation from the point of view of the sub-editor who is likely to say: why should I take on this work when I'm already so busy? We need to demonstrate to staff the value of being a sub-editor, by:
- making the intranet an essential tool
- providing clear benefits of having information published on the intranet
- appealing on a personal level
- using champions.

The software must be easy to use and to learn, and quick; there must always be support available, including help notes and documentation – such as content style guidelines – on the intranet. Webex or videos can be very useful training tools. In addition, make it clear what is expected of sub-editors by providing a clear framework.

We then discussed several issues:
- time: do the sub-editors allot regular periods of time to check and update?
- Intranet usage statistics: can either motivate or discourage sub-editors.

- Automatic reminders for updating can remove the need to chase out-of-date content.

The wide-ranging discussion that followed mimicked the windy weather by jumping from: balancing the need to get content with having to vet it, which may stop the free flow of information; moderation of discussion forums and 'acceptable use' agreements; whether a password to a forum is a barrier; and training – we have different formats, ranging from one hour to one day, but we all felt one-to-one training works best. We ended by talking about the format and frequency of these UKeiG meetings, which we agreed are very useful for sharing good practice, and suggested a number of future topics. Then, fortified by this very useful session, we then went out into the wild and stormy weather…

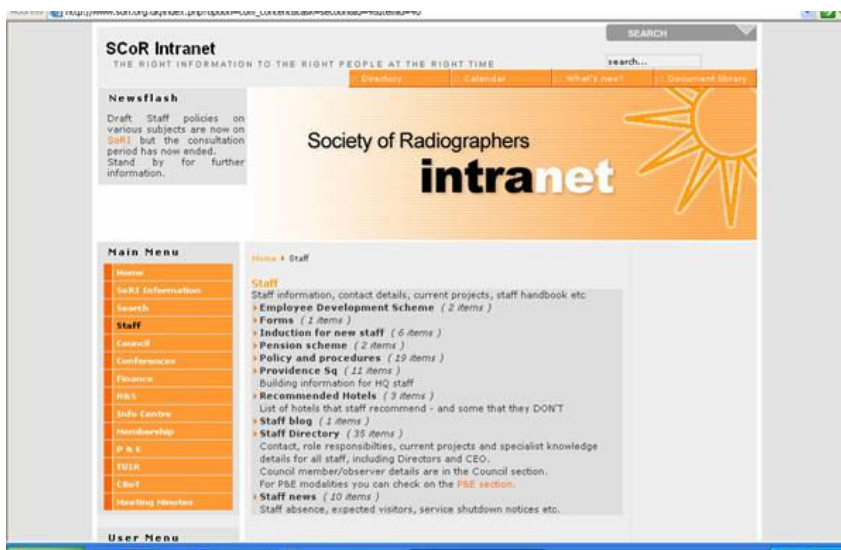**Fiona Graph, Intranet Manager, Foreign and Commonwealth Office**
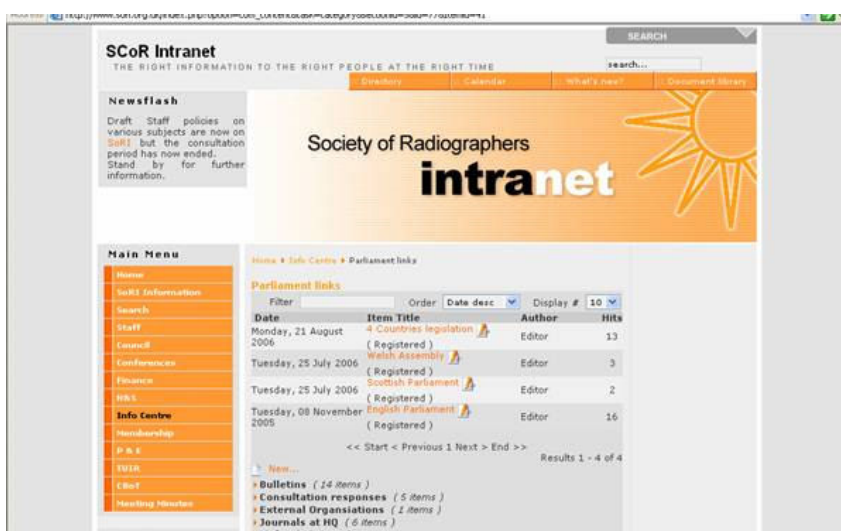

Figure 6 SoR Staff Page

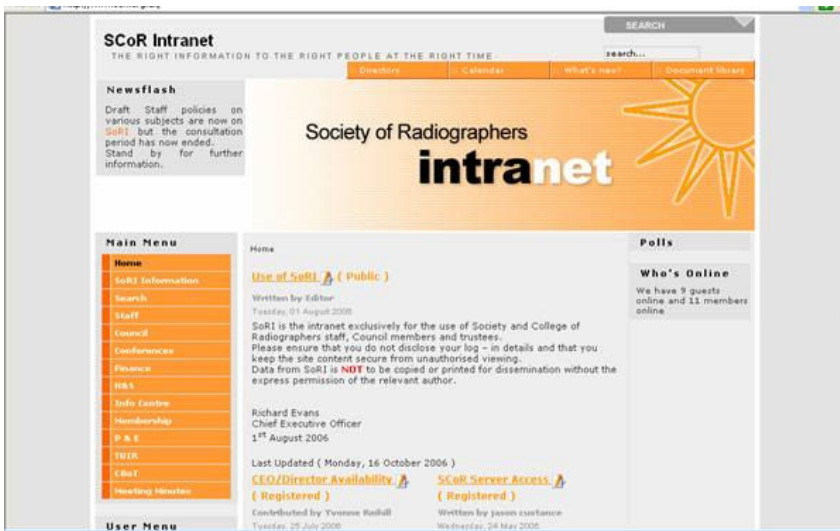

Figure 7 Info Centre Page
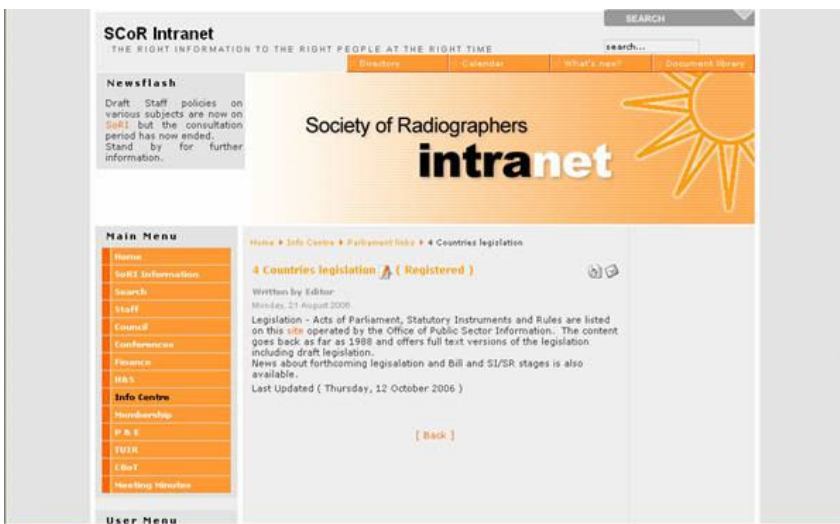
Figure 8 Intranet Home Page

Figure 9 Info Centre Page

UKeiG Factsheet Facts

UKeiG provides useful introductory factsheets on areas of interest within the electronic information environment. The sheets aim to give an overview of a topic and highlight top tips or basic facts. They are updated as necessary, with new ones being written based on the changing e-Information environment. If you think there is a factsheet that you would like to see added, or if you would like to produce a factsheet, please get in touch. The factsheets are provided free to members, and are one of the many benefits of membership of the UKeiG; other benefits include access to *eLucidate* and member rates for the training courses. Examples of factsheets include:

Avoiding information overload
- An introduction to blogs
- RSS feeds
- What to look for in a RSS feeder

Getting the most from your PC
- Dealing with spyware
- Ten free packages and utilities on your PC
- How to block pop ups
- How to block Messenger
- Firefox extensions

Keeping your searching skills up to date
- Desktop searching
- Top search tips

Taming your Intranet
- Top tips for taming your intranet
- Ten intranet success factors
- Ten community of practice success factors
- Ten CMS implementation success factors

Managing your e-information
- Top tips on referencing
- Top tips on reference management software
- Social bookmarking ***New***
- E-books ***New***
- OpenURLs ***New***
- Knowledge management: quick wins ***New***

All the factsheets can be found on the website at http://www.ukeig.org.uk/factsheets. If you are interested in writing any new factsheets, please contact Tracy Kent, Librarian for Physics and Computer Science, University of Birmingham. T.K.kent@bham.ac.uk or via telephone on 0121 414 3918

Press Releases & News

Ingram enters academic library supply field, acquiring Coutts Information Services and MyiLibrary

NASHVILLE, TN – Ingram Industries Inc. today announced its acquisition of Coutts Information Services and its MyiLibrary affiliate, heralding Ingram's entry into the academic library supply business. Coutts is based in the United Kingdom and has offices in the United States, Canada and Holland. The company specializes in book and electronic content supply to academic, government, corporate, public and institutional library and information sectors.

In August, Coutts was awarded a major three-year contract with Stanford University to provide comprehensive approval plans (with an integrated e-book service). Coutts will supply over 50,000 titles to the university annually. Coutts also recently contracted with the University of Toronto to supply electronic content through the MyiLibrary platform, in addition to the existing approval plans.

John R. Ingram, Vice Chairman of Ingram Industries Inc., welcomed the Coutts team and said the marriage will offer a high level of service and expertise to academic librarians. "The Coutts team is well known for its strengths and high level of service to librarians," Mr. Ingram said. "This will accelerate our service in the important academic library field, providing the highest level of wholesale, distribution, information, and print-on-demand services."

Jim Chandler, President and CEO of Ingram Book Group, noted the impressive range of services provided by Coutts in North America. "This is a market we have never before served directly," Mr. Chandler said. "Coutts has developed a broad range of library-centric digital and physical services that will provide a great platform for the future. Ingram has long served other retail and library markets, offering the broadest range of titles and fast, consistent and accurate fulfilment. This rounds out our service to academic and professional libraries throughout North America."

MyiLibrary is a unique e-book hosting platform offering access to the world's leading digital content collections. It is used by academics, researchers and professionals and is considered an indispensable reference tool for all businesses and institutions looking to provide their users with access to the most current digital content available today. Librarians use MyiLibrary to build multi-publisher collections of titles in the same way they have done with print publications. The MyiLibrary announcement follows Ingram's recent acquisition of Vital Source Technologies, Inc. of Raleigh, North Carolina. Vital Source is a leading provider of digital content delivery solutions in education and professional learning environments.

Coutts will continue operations at its current locations in Canada, the US and Europe.

About Ingram Industries Inc.

Ingram Industries Inc., based in Nashville, Tennessee, is one of America's largest privately held companies. It consists of diversified businesses in distribution, marine transportation, aggregate supply, and digital fulfilment services. Ingram Industries Inc. includes four operating divisions: Ingram Marine Group, Ingram Book Group, Lightning Source Inc. and Ingram Digital Ventures.

About Coutts Information Services

Coutts is based in Ringwood in the United Kingdom. The company's services include the supply and full shelf-ready processing and cataloging of print monographs, the provision of standing order and approval plan services along with full seamless ILS integration covering both print and electronic content. Coutts supplies services to over 5,000 customers in more than 100 countries, positioning Coutts at the forefront of today's rapidly changing information supply industry.

AERA and SAGE Announce Journals Publishing Partnership

Washington, DC; Thousand Oaks, California; London, United Kingdom; New Delhi, India; and Singapore (November 13, 2006) – The American Educational Research Association (AERA) and SAGE Publications are pleased to announce their new publishing partnership. On behalf of the AERA, SAGE will begin publishing the following six peer-reviewed journals, effective January 2007:

- *American Educational Research Journal*
- *Educational Evaluation and Policy Analysis*
- *Educational Researcher*
- *Journal of Educational and Behavioral Statistics*
- *Review of Educational Research*
- *Review of Research in Education*

The AERA seeks to advance education research and to promote the use of high-quality research in educational policy and practice. The Association is the national professional organization for approximately 25,000 members located in colleges and universities; research institutions; and governmental, non-profit, and private sector organizations in the United States and throughout the world. Four of the six AERA titles are currently ranked in the Thomson Scientific (formerly ISI) Journal Citation Reports , with a fifth journal recently accepted for inclusion.

SAGE will make the journals available electronically via SAGE Journals Online (SJO). Each journal website on SJO will go live upon release of the journal's first 2007 issue (*Educational Researcher* in January, all others in March). With this improved online availability, users will now be able to access the research published in the AERA journals more easily using SJO's advanced features to search, browse, alert and link scholarly articles. Both current and archival content will be available. Librarians will also benefit with access to COUNTER-compliant usage statistics for these journals.

All six titles will be made available through SAGE's full-text database, Education: A SAGE Full-Text Collection.

"The Association is pleased to have identified a publishing partner in SAGE that is dedicated to the foundational purposes of a research society and the AERA's commitment to affordable scholarly dissemination of the highest quality," emphasized Executive Director Felice J. Levine. "Our selection of SAGE allows the Association to work in a very collaborative way in publishing on a world-wide scale and thereby to serve our members, the broader education research community, and all who benefit from solid knowledge about education and learning—now and for the future."

 "We are delighted to be selected as the publisher of these premier scholarly journals because, like the AERA, SAGE is dedicated to education and to education research. We believe both our missions and the content we publish make this an ideal partnership," stated Alison Mudditt, Executive Vice President of SAGE's Higher Education Group. "We look forward to offering the AERA superior publishing solutions and support, as well as delivering excellent customer service to their members."

About AERA

The American Educational Research Association (AERA), founded in 1916 and based in Washington, D.C., aims to advance knowledge about education, to encourage scholarly inquiry related to

education, and to promote the use of research to improve education and serve the public good. As the national interdisciplinary research society in education, AERA is dedicated to strengthening education research capacity by promoting research of the highest quality, undertaking education and training programs, and advancing sound research and science policy. AERA publishes six peer-reviewed journals and research and methodology books central to the field.

www.aera.net

About SAGE

SAGE Publications is a leading international publisher of journals, books, and electronic media for academic, educational, and professional markets. Since 1965, SAGE has helped inform and educate a global community of scholars, practitioners, researchers, and students spanning a wide range of subject areas including business, humanities, social sciences, and science, technology and medicine. SAGE Publications, a privately owned corporation, has principal offices in Thousand Oaks, California; London, United Kingdom; New Delhi, India; and Singapore.

www.sagepublications.com

CILIP News: New Governance Implementation

Following the agreement by Council in December to accept, and proceed with the implementation of, the new governance model for CILIP, the Governance Implementation Group will be meeting for the first time in mid-January 2007. The Group consists of Chris Armstrong, Barry Cropper, Sue Cook and Brian Hall; and the first meeting will be convened by Derek Law, who chaired the Task Force. The CILIP Website will be used to keep membership up to date with progress as the new governance structures are put in place.

http://www.cilip.org.uk/aboutcilip/governance/governanceimplementation.htm

The first act requested by the Task Force report is the publication of the principles that are to underpin the working of CILIP under the new governance regime.

Governance Principles

Principles of Governance are seen as the benchmark against which all activities are judged. The principles which underpin a CILIP governance model that is fit for purpose are:

1) CILIP is committed to best practice in governance within the sector

2) CILIP is committed to governance structures which are fit for purpose

3) CILIP sees as paramount transparent and streamlined governance with improved accountability

4) CILIP wishes to maintain a minimalist governance hierarchy in order to preserve transparency

5) CILIP is committed to involving the membership in the work of the Institute

6) CILIP believes that the responsibility for policy making should be distributed to appropriate constituencies

7) CILIP strives to maintain governance structures which free members to debate wider policy issues without the need for involvement in the narrow processing of business

8) CILIP supports a democratic model of elected trustees

9) CILIP strives to remove all conflicts of interest from governance

10) CILIP is committed to the use of technology as a means of enhancing both the conduct of business and increasing the participation of members

Communication Principles

Good communication is vital to any organization and the CILIP principles listed below are benchmarks of good practice in exactly the same way as those for governance.

For the purposes of these principles, the term 'communication' covers all forms of communication between and among any of the bodies of the governance process. This includes paper-based and electronic communication, as well as discussion within meetings. The over-arching aim is expressed as:

CILIP aims to facilitate excellent communications among all stake-holders so as to promote openness and efficiency, to generate clear understanding of CILIP's aims, objectives and activities, and to maintain good working, professional, social and personal environments.

General

1) CILIP encourages openness in communication and the sharing of information.

2) CILIP is committed to consultation with officers, trustees, members and staff over its affairs, in a way that is consistent with effective management.

3) CILIP recognizes the need to involve and enfranchise all governance members and bodies fully.

4) CILIP seeks constantly to improve customer care for members, in particular in the provision of information.

5) All internal and governance communications are to be expressed in clear English.

6) As far as possible staff and members will be directly informed of important CILIP issues no later than the media or other external bodies.

Training and guidance

7) Development training is to be provided as required on communications, including the use of clear English, committee chairing, personal communication skills, 'customer care', organising information, managing internal communications, the use of the web, and other aspects.

8) Induction for new staff and governance members will provide information on mechanisms and good practice in internal communications.

9) Best practice guidelines are to be maintained for managing internal communications in departments, including departmental meetings and the use of the web.

10) Recognising its importance, CILIP monitors best practice in intra-departmental and intra-governance communications to ensure conformance.

Electronic communication

11) Electronic communication removes the tyranny of distance and, recognizing the importance of effective communications to governance, CILIP actively encourages its use whenever and wherever possible.

12) Electronic communication is the primary mode of written communication for all administrative, clerical and technical staff, as well as for governance.

13) Effective documentation and guidelines will be maintained and promoted on the use of electronic media.

14) High priority is given to the accessibility of electronic media to the visually impaired and to ensuring provision for the hearing impaired in meetings.

15) IT access is to be made available to the widest possible number of staff, and provision made for communicating with those who (unusually) do not have IT access.

16) The CILIP website is an important source of information about CILIP, and its design will be kept under constant review to ensure that it will provide the information needed to make effective internal and external communications possible (i.e. with all members and members of the governance team, as well as with staff).

17) Best practice is promoted and followed in the production of Web pages, notably with regard to clarity of structure, currency of information, needs of the visually impaired, and authority (pages dated and signed, etc).

Personal and confidential information

18) Personal data are protected in accordance with the Data Protection Act.

19) The privacy of personal communications is preserved in accordance with the Human Rights Act.

20) Some categories and items of information need to be kept confidential. All staff and governance members are bound to take care with the handling and transmission of confidential information, with regard to how and to whom the information is transmitted.

21) Internal communications using electronic media are monitored only as is necessary and permitted under the Regulation of Investigatory Powers Act, as documented for staff on the CILIP Staff Intranet.

Accordingly, the abiding watchwords that cover all CILIP governance communications are:

- Transparency
- Completeness
- Clarity, with attention to detail
- Brevity – in so far as it does not detract from the above
- Impartiality and objectivity

Additionally, for paper-based communications:

- Adequacy: a minimum is "Decisions plus context"
- Timeliness

Further watchwords covering e-governance communications:

- Inclusivity
- Acknowledged authority *(i.e. clear dating/signing off of Web pages/e-mails by those responsible)*
- Clarity of actions required *(e.g. need to respond, vote, etc)*

Book Review: Preservation Management for Libraries, Archives and Museums

G.E. Gorman and Sydney J. Shep (eds.). London: Facet, 2006. ISBN-13: 978-1-85604-574-2, ISBN-10:1-85604-574-9

G. E. Gorman and Sydney J. Shep, of Victoria University of Wellington, New Zealand, have brought together an impressive array of practitioners and scholars from Canada, Britain, the Netherlands and Australia, to produce a collection of eleven essays, which attempts to give an overview of some of the most important issues in preservation management today. It also aims to show that memory institutions (the editors' collective name for libraries, archives, museums and galleries) share many of the same concerns when it comes to the preservation of the collections in their care.

The scope of the contributions is very wide, covering, amongst other things, preservation policy and planning, the preservation of collections in times of conflict, the importance of preserving intangible cultural heritage, a method of ranking paper conservation research proposals, the preservation needs of the digitally-born artefact and the preservation of audiovisual materials.

The breath of coverage of this collection is reflected in the very different contributions of the Dutch team of Henk J. Porck, Frank J. Ligterink, Gerrit de Bruin and Steph Scholten and the Canadians, David Grattan and John Moses. The Dutch team's contribution is focused on a very specific area, while the Canadians' contribution is much wider in scope. Porck and his colleagues have developed a model to help rank paper conservation research proposals with the aim of effectively allocating scarce resources. The model weighs the potential success of the proposals using three key indicators, namely, preservation, access and economy. The authors invite readers to participate in the discussion of the model's merits because, as it is new, there is little practical experience of its use. By contrast the concerns of Moses and Grattan are much broader. They are concerned with preserving the intangible cultural heritage of the aboriginal communities in Canada, such as language, ceremonies and traditions. For them the need to preserve contextual information about cultural artefacts, such as stories about their creation and information about how they were used is as important as preserving the objects themselves. Documenting such information necessarily means committing it to videotape, audiotape or some digital media, raising a number of familiar preservation issues discussed in other essays in this collection.

In an essay that would be of practical use to anyone charged with drawing up a preservation policy, Mirjam Foot argues that a robust preservation policy is of the utmost importance for memory institutions and gives guidance on formulating one. She emphasizes that preservation policies, to be useful, must be realistic and take into account all available resources and that they should be monitored, reviewed and updated frequently or be 'living documents', as she puts it. These are not novel points, but the value of her essay lies in the wealth of experience that lies behind it and its comprehensive treatment of the topic. The extensive bibliography which follows the essay is particularly useful.

One of the themes which run through this book is that of the access/preservation balance. John Feather touches on it in his essay dealing with the issues surrounding the management of our documentary heritage. Feather lays great emphasis on the importance of promoting access to our documentary heritage, and the duty of libraries and archives to help interpret that heritage to the widest possible audience, making the point that the 'duty to preserve is fundamental, but the duty to interpret is the ultimate objective'. Helen Forde also takes up the access/preservation balance theme, arguing that access to information is an absolute right and is part of the 'social contract'. She believes that heritage institutions have been slow to honour this contract in the past but that things are now improving. She charts some of these recent improvements in access to collections and information, citing many examples, including recent freedom of information legislation in

various countries, projects such as the People's Network and large-scale digitization projects, among other things. She stresses that current access needs should not put access for future generations at risk, arguing that access and preservation can and must be balanced; institutions must take every opportunity to raise awareness of preservation issues, explicitly state that preservation is one of their primary aims, plan for it and fund it properly.

Another recurrent theme in this collection is the relationship of surrogates to their originals. Both Marilyn Deegan and Yola de Lusenet raise this question. Deegan discuses both analogue and digital surrogates, paying particular attention to the need to guarantee the authenticity of the data in digital surrogates and strategies for doing this. She also covers such topics as the acceptability of surrogates to users and under what circumstances it is acceptable to dispose of an original when a surrogate is available. The acceptability of surrogates to users is also discussed by de Lusenet, who focuses on the acceptability of digitized versions of old photographic material. However, her contribution also deals with reformatting as a preservation strategy for a wide variety of materials. She argues convincingly for a dual microfilm/digitization strategy in the case of paper documents, making the point that a stable microfilm copy made for preservation purposes can later be digitized for the purpose of providing access. She makes several interesting observations in the conclusion to her essay, including that, in a world where there is a generation entering university which relies heavily on services such as Google, the day may come when only what has been digitized will be used and what has not been digitized may lie forgotten on the shelf.

De Lusenet also discusses the reformatting of audiovisual materials, but this subject is dealt with in greater detail by Bob Pymm. He examines the preservation issues surrounding both analogue and digital formats, discussing the problems associated with maintaining them. The correct storage requirements for various types of media and how their condition should be monitored are discussed, as are copying and digitization as strategies for maintaining material in the long-term. It is clear from Pymm's essay that much of the world's audiovisual heritage is in a poor state of preservation and is in danger of being lost. He makes the important point that that the preservation of audiovisual materials cannot be seen simply as a one-off task, but is a resource-intensive continuous process.

Barbara Reed addresses the particular preservation problems of the digitally born object, discussing the problems of hardware, software and storage media obsolescence, as well as the problems associated with the huge amount of digital data being generated. She also discusses approaches to digital preservation, such as emulation and migration and briefly deals with initiatives in the area of digital repositories. Reed outlines a number of challenges to professional practice in her piece, but she does not have the space to discuss her points in great detail. For example, she discusses metadata in relation to preservation and decries what she calls the 'old cataloguing mindset relating to metadata', an issue I felt warranted more space. This shows that the strength of this book is also its weakness; it gives a good overview of the subject but the reader will have to go elsewhere for a detailed discussion. This observation should not be seen as a criticism, however, as the aim of the book is to give an overview of the subject, and the bibliographies attached to each essay give ample opportunities for more detailed study of individual points and topics.

For me, René Teijgeler's contribution is the most thought-provoking in the collection. Teijgeler, who has advised the cultural heritage sector in Iraq in its efforts to mitigate the effects of the recent conflict on its collections, argues that the risk of major armed conflict is often not taken seriously by those charged with the care of collections, even though the effects of war can be as damaging as natural disasters or the ravages of time. Teijgeler gives many examples of the destruction of cultural heritage during war, including in Iraq and the countries of the former Yugoslavia, and he surveys the various international initiatives aimed at protecting our heritage in times of war. In his examples Teijgeler outlines the resourceful ways those in charge of the collections have found to protect them, and argues that we must learn from them and plan for the worst.

In the concluding essay, the editors speculate on the future of memory institutions. They see a new coordinated cross-domain approach to collection management developing under the influence of bodies such as the UK-based Museums, Libraries and Archives Council (MLA) and the American Institute of Museum and Library Services (IMLS), and think that new hybrid cultural institutions may

emerge to replace libraries, archives and museums. The most important point they make, however, is that if we are to balance ever-growing demand for access with preservation needs, we will need to cooperate on a global scale.

The index to this book is quite disappointing and detracts from its usefulness. While it is generally adequate, even a casual examination of it will reveal a number of problems. The US format for broadcast television, NTSC (Never Twice the Same Colour) is mentioned in the text (p 47) but there is no index entry for it. Television is mentioned elsewhere in the book but it has no separate entry in the index. However, there is an entry for 'radio broadcasts', which is mentioned alongside television. Also on p.47 there is discussion of the large number of analogue videotape formats that are in current use, but there is no reference to p.47 in the entry 'videotapes'. The entries for 'facsimile' and 'surrogate' are not cross-referenced, although they appear in the same context. The introduction does not seem to be indexed, and there are other omissions. For example, the journal *Microform Review* is mentioned in the text (p.60) but does not appear in the index. This is a shame because, overall, this book is well produced.

The need to balance preservation with increasing public demand for access, the preservation needs of the huge amount of digital data being produced and the uncertainties, problems and opportunities caused by constant technological change are some of the challenges for the future identified by the contributors. While both the public and the funders of memory institutions may more easily be attracted by access projects, it is vital to engage their interest and raise their awareness of preservation issues so that access to collections can be ensured for future generations. This wide-ranging collection gives a good account of the most important issues in preservation management today, and shows clearly that libraries, archives and museums share many of the same concerns when it comes to preservation and that they can benefit from working together. I recommend it.

Hugh Cahill, Special Collections, King's College London (hugh.cahill@kcl.ac.uk)

Book Review: Digital Libraries and the Challenges of Digital Humanities

Jeffrey A. Rydberg-Cox. Oxford: Chandos Publishing, 2005. ISBN (paperback) 1-84334-134-4

Digital Libraries and the Challenges of Digital Humanities is the title of this book, but my heart sank when I realised the conception the author had of the digital humanities: text, texts and more texts – no place for oral history recordings, archaeological fieldwork, digitised images, historical datasets or virtual reality. Omitting subjects such as these in a study with humanities in the title is rather like writing a history of Europe while leaving out the countries that border the Mediterranean.

But leaving aside this issue of nomenclature, the book is something of a useful call-to-arms for improved thinking about how digital texts for scholarship can properly fulfil the advantages provided by their digital state. Rydberg-Cox points to the challenge of online providers such as Google and Amazon, and shows how their various digital services provide a template for how digital data can be searched, analysed, recorded, saved and manipulated. Those working in the digital humanities need to provide similar levels of functionality to maintain a fresh critical edge, and also to help bring their work to a larger public audience, that has high expectations of what can be achieved on the Internet.

Rydberg-Cox begins by previewing some familiar digital resources, such as the Perseus Digital Library, and then goes on to provide an introduction to the tagging and encoding of texts. Then, crucially, he explores the various types of analysis that can be undertaken on digital texts, such as keyword analysis, query expansions, multilingual information retrieval, even visualisation, showing how such analyses can aid understanding at numerous levels.

It seems that the author has a slightly prickly relationship with libraries (one of his comments questions the relevance of the library as a contemporary institution), but he has some useful observations, which may be flavoured by his working in the USA: firstly, on libraries' fascination with expensive, subscription-based resources and, secondly, the lack of infrastructural support provided by libraries for delivering digital resources developed by scholars working in a non-commercial environment. Much greater dialogue is needed, he declares, between the digital library and humanities communities.

Overall, there is a kernel of a very important idea here. There is an avalanche of digitisation going on across the world, and unquestioned assumptions are being made about the advantages provided by the provision of access to cultural material in digital form. But digitisation comes with its own problems. The problems of preservation are well documented by those working in information sciences. But there has been less debate about whether such digitised material is actually useful – the presumption has been that digitisation is a successful end in itself. So Rydberg-Cox's emphasis on the importance of tools and services that can be used to question, analyse and understand these resources is to be welcomed. Whilst he does not quite hit the full target suggested in the book's title, he is certainly managing to hit a meaningful chunk of it.

Alastair Dunning, Arts and Humanities Data Service, King's College London, http://ahds.ac.uk/, December 2006