

eLucidate

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Feature Article: Institutional Repositories, Tout de Suite

Charles W. Bailey, Jr.

Introduction

Institutional Repositories, Tout de Suite is designed to give the reader a very quick introduction to key aspects of institutional repositories and to foster further exploration of this topic through liberal use of relevant references to online documents and links to pertinent websites.

What Is An Institutional Repository?

There are a number of definitions for "institutional repository" (IR). Here are a few key ones:

Clifford Lynch, "Institutional Repositories: Essential Infrastructure for Scholarship in the Digital Age"

In my view, a university-based institutional repository is a set of services that a university offers to the members of its community for the management and dissemination of digital materials created by the institution and its community members. It is most essentially an organizational commitment to the stewardship of these digital materials, including long-term preservation where appropriate, as well as organization and access or distribution.¹

Mark Ware, *Pathfinder Research on Web-based Repositories*

An institutional repository (IR) is defined to be a web-based database (repository) of scholarly material which is institutionally defined (as opposed to a subject-based repository); cumulative and perpetual (a collection of record); open and interoperable (e.g. using OAI-compliant software); and thus collects, stores and disseminates (is part of the process of scholarly communication). In addition, most would include long-term preservation of digital materials as a key function of IRs.²

Raym Crow, *The Case for Institutional Repositories: A SPARC Position Paper*

Institutional repositories—digital collections capturing and preserving the intellectual output of a single or multi-university community—provide a compelling response to two strategic issues facing academic institutions. Such repositories:

- Provide a critical component in reforming the system of scholarly communication—a component that expands access to research, reasserts control over scholarship by the academy, increases competition and reduces the monopoly power of journals, and brings economic relief and heightened relevance to the institutions and libraries that support them; and
- Have the potential to serve as tangible indicators of a university's quality and to demonstrate the scientific, societal, and economic relevance of its research activities, thus increasing the institution's visibility, status, and public value.³

The quoted documents (see "Notes" section) are a good place to start in your investigation of IRs. You may also find the below document to be helpful:

Barton, Mary R. *Creating an Institutional Repository: LEADIRS Workbook*. Cambridge, MA: MIT, 2004. <http://dspace.org/implement/leadirs.pdf>

Why Should My Institution Have An IR?

There are many reasons to implement an IR. Here are some common ones:

- To increase the visibility and citation impact of your institution's scholarship (see the "Effect of Open Access and Downloads ('Hits') on Citation Impact: A Bibliography of Studies," <http://opcit.eprints.org/oacitation-biblio.html>, for more information).
- To provide unified access to your institution's scholarship.
- To provide open access to your institution's scholarship (see "Open Access Overview: Focusing on Open Access to Peer-Reviewed Research Articles and Their Preprints," <http://www.earlham.edu/~peters/fos/overview.htm>, for a discussion of open access).
- To preserve your institution's scholarship.

What Is Self-Archiving?

Here is a brief description of self-archiving from the "Self-Archiving FAQ":

To [self-archive](#) is to deposit a digital document in a [publicly accessible website](#), preferably an [OAI-compliant Eprint Archive](#). Depositing involves a simple Web interface where the depositor copy/pastes in the "metadata" (date, author-name, title, journal-name, etc.) and then attaches the full-text document. Self-archiving takes [only about 10 minutes](#) for the first paper and [even less time for all subsequent papers](#). Some institutions even offer a [proxy self-archiving service](#), to do the keystrokes on behalf of their reSearchers. Software is also being developed to allow documents to be self-archived [in bulk](#), rather than just one by one.⁴

Aside from article preprints (i.e., the unedited, non-peer-reviewed versions of articles) and postprints (final versions of the article created by the publisher or author), authors may also self-archive a wide variety of other types of digital scholarly works, such as books, presentations, teaching materials, technical reports, and theses and dissertations.

Can Authors Legally Deposit Scholarly Articles In IRs?

If scholars retain the copyright to their articles, they can deposit any version of them wherever they wish. However, most scholars transfer their article rights to a journal publisher as part of the publication process and, consequently, it is the publisher's policies that govern deposit. For example, a publisher may permit use of a preprint, but not the published article file. Copyright and publisher policies need to be considered for self-archiving other types of published scholarly works as well.

You can find out more about this complex topic using the resources below:

- Authors and Their Rights, <http://www.arl.org/sc/copyright/author-rights-resources.shtml>
- Publisher Copyright Policies & Self-Archiving, <http://www.sherpa.ac.uk/romeo.php>
- Resources for Authors, <http://www.arl.org/sparc/author/index.html>

Are IRs Widely Used?

Institutional repositories are used worldwide. Below are several key surveys and research studies about IR use.

Bailey, Charles W., Jr., Karen Coombs, Jill Emery, Anne Mitchell, Chris Morris, Spencer Simons, and Robert Wright. *Institutional Repositories*. SPEC Kit 292. Washington, DC: Association of Research Libraries, 2006.
<http://www.arl.org/bm~doc/spec292web.pdf>

Lynch, Clifford A., and Joan K. Lippincott. "Institutional Repository Deployment in the United States as of Early 2005." *D-Lib Magazine* 11, no. 9 (2005).
<http://www.dlib.org/dlib/september05/lynch/09lynch.html>

Markey, Karen, Soo Young Rieh, Beth St. Jean, Jihyun Kim, and Elizabeth Yakel. *Census of Institutional Repositories in the United States: MIRACLE Project Research Findings*. Washington, DC: Council on Library and Information Resources, 2007. <http://www.clir.org/pubs/abstract/pub140abst.html>

McDowell, Cat S. "Evaluating Institutional Repository Deployment in American Academe Since Early 2005: Repositories by the Numbers, Part 2." *D-Lib Magazine* 13, no. 9/10 (2007).
<http://www.dlib.org/dlib/september07/mcdowell/09mcdowell.html>

Rieh, Soo Young, Karen Markey, Beth St. Jean, Elizabeth Yakel, and Jihyun Kim. "Census of Institutional Repositories in the U.S.: A Comparison Across Institutions at Different Stages of IR Development." *D-Lib Magazine* 13, no. 11/12 (2007).

<http://www.dlib.org/dlib/november07/rieh/11rieh.html>

van Westrienen, Gerard, and Clifford A. Lynch. "Academic Institutional Repositories: Deployment Status in 13 Nations as of Mid 2005." *D-Lib Magazine* 11, no. 9 (2005). <http://www.dlib.org/dlib/september05/westrienen/09westrienen.html>

How Can I Find Out What Institutional Repositories Exist?

You can use the directories below to find institutional repositories:

OpenDOAR: Directory of Open Access Repositories, <http://www.opendoar.org/>

Registry of Open Access Repositories (ROAR), <http://archives.eprints.org/>

What Software Is Used For Institutional Repositories?

A variety of systems are in use. IR software may be supported in various ways (e.g., locally supported, centrally supported by a consortium of institutions, or supported for a fee by a vendor). Four commonly used systems are:

Digital Commons, commercial software, <http://www.bepress.com/ir/>

- FAQ, <http://www.bepress.com/ir/faq.html>

Dspace, free open-source software, <http://www.dspace.org/>

- FAQ, <http://wiki.dspace.org/index.php/EndUserFaq>
- Fee-based support options, http://www.dspace.org/index.php?option=com_content&task=blogcategory&id=50&Itemid=152

- Mailing lists, http://www.dspace.org/index.php?option=com_content&task=blogcategory&id=48&Itemid=118
- Wiki, http://wiki.dspace.org/index.php/Main_Page

Eprints, free open source software, <http://www.eprints.org/>

- Blog, <http://www.eprints.org/community/blog/>
- FAQ, http://wiki.eprints.org/w/Frequently_Asked_Questions
- Fee-based support options, <http://www.eprints.org/services/sales/>
- Mailing lists, <http://www.eprints.org/software/>
- Wiki, http://wiki.eprints.org/w/Main_Page

Fedora, free open source software, <http://www.fedora-commons.org/>

- FAQ, <http://fedora.info/wiki/index.php/FAQ>
- Fee-based support options, <http://www.vtls.com/Products/vital.shtml>
- Mailing lists, <http://www.fedora-commons.org/developers/>
- Wiki, http://fedora.info/wiki/index.php/Main_Page

Is It Difficult To Get Authors To Deposit Articles In IRs?

Without a requirement to do so (a "mandate") at the departmental, college/school, or institutional level, most institutions have found that it is challenging to get authors to deposit articles and other works in IRs. There can be meaningful disciplinary differences in self-archiving rates.

Here are some articles and a thesis on this critical topic:

Allen, James. "Interdisciplinary Differences in Attitudes towards Deposit in Institutional Repositories." Manchester Metropolitan University, 2005.

<http://eprints.rclis.org/archive/00005180/>

Carr, Leslie, and Tim Brody. "Size Isn't Everything: Sustainable Repositories as Evidenced by Sustainable Deposit Profiles." *D-Lib Magazine* 13, no. 7/8 (2007).

<http://www.dlib.org/dlib/july07/carr/07carr.html>

Davis, Philip M., and Matthew J. L. Connolly. "Institutional Repositories: Evaluating the Reasons for Non-Use of Cornell University's Installation of DSpace." *D-Lib Magazine* 13, no. 3/4 (2007). <http://www.dlib.org/dlib/march07/davis/03davis.html>

Foster, Nancy Fried, and Susan Gibbons. "Understanding Faculty to Improve Content Recruitment for Institutional Repositories." *D-Lib Magazine* 11, no. 1 (2005). <http://www.dlib.org/dlib/january05/foster/01foster.html>

Mackie, Morag. "Filling Institutional Repositories: Practical Strategies from the DAEDALUS Project." *Ariadne*, no. 39 (2004).

<http://www.ariadne.ac.uk/issue39/mackie/>

Sale, Arthur. "The Acquisition of Open Access Research Articles." *First Monday* 11, no. 10 (2006). http://www.firstmonday.org/issues/issue11_10/sale/index.html

Swan, Alma, and Sheridan Brown. *Open Access Self-Archiving: An Author Study*. Truro, UK: Key Perspectives Limited, 2005. <http://cogprints.org/4385/01/jisc2.pdf>

Thomas, Chuck, and Robert H. McDonald. "Measuring and Comparing Participation Patterns in Digital Repositories: Repositories by the Numbers, Part 1." *D-Lib Magazine* 13, no. 9/10 (2007).

<http://www.dlib.org/dlib/september07/mcdonald/09mcdonald.html>

Are There Mailing Lists About IRs?

There are a number of mailing lists that deal with particular IR systems. See the Website for the system in question for more details. Mailing lists that deal with general IR topics are listed below.

JISC-REPOSITORIES,

<http://www.jiscmail.ac.uk/cgi-bin/webadmin?A0=jisc-repositories>

SPARC-IR, <https://mx2.arl.org/Lists/SPARC-IR/>

Are There Books About IRs?

Here are two books that deal exclusively with IRs.

Jones, Catherine. *Institutional Repositories: Content and Culture in an Open Access Environment*. Oxford: Chandos Publishing, 2007.

Jones, Richard, Theo Andrew, and John MacColl. *The Institutional Repository*. Oxford: Chandos Publishing, 2006.

Where Can I Find Out More About IRs?

Here are two bibliography sections that deal with IRs. The second one is updated quarterly.

Open Access Bibliography: Liberating Scholarly Literature with E-Prints and Open Access Journals, 7 Institutional Archives and Repositories, <http://www.digital-scholarship.org/oab/7ir.htm>

Scholarly Electronic Publishing Bibliography, 9 Repositories, E-Prints, and OAI, <http://www.digital-scholarship.org/sepb/techrep.htm>

The below weblogs cover new IR articles as part of their more general coverage of open access and scholarly publishing topics.

Open Access News, <http://www.earlham.edu/~peters/fos/fosblog.html>

Scholarly Electronic Publishing Weblog,

<http://www.digital-scholarship.org/sepb/sepw/sepw.htm>

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Notes

1. Clifford A. Lynch, "Institutional Repositories: Essential Infrastructure for Scholarship in the Digital Age," *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC*, no. 226 (2003), <http://www.arl.org/resources/pubs/br/br226/br226ir.shtml>.

2. Mark Ware, *Pathfinder Research on Web-based Repositories* (London: Publisher and Library/Learning Solutions, 2004), 3, [http://www.palsgroup.org.uk/palsweb/palsweb.nsf/79b0d164e01a6cb880256ae0004a0e34/8c43ce800a9c67cd80256e370051e88a/\\$FILE/PALS%20report%20on%20Institutional%20Repositories.pdf](http://www.palsgroup.org.uk/palsweb/palsweb.nsf/79b0d164e01a6cb880256ae0004a0e34/8c43ce800a9c67cd80256e370051e88a/$FILE/PALS%20report%20on%20Institutional%20Repositories.pdf).

3. Raym Crow, *The Case for Institutional Repositories: A SPARC Position Paper* (Washington, DC: The Scholarly Publishing and Academic Resources Coalition, 2002), 4, http://www.arl.org/sparc/bm~doc/ir_final_release_102.pdf.

4. EPrints.org, "Self-Archiving FAQ," <http://www.eprints.org/openaccess/self-faq/>.

Top Search Tips

Karen Blakeman

UKeiG held yet another 'Google and Beyond' workshop on November 6th 2007, this time in London. As usual, the participants were asked to come up with a list of their Top Search Tips. Here it is!

1. [Graball](http://www.graball.com/) <http://www.graball.com/>
Search two different search engines side by side and compare results.
2. Use 'site search' to search within a specific, individual site or to a particular type of site, e.g. UK government sites. Especially useful for sites that have poor navigation or awful internal search engines. Use the site: command, for example site:gov.uk or use the Advanced Search screens of the search engines.
3. Use file format search to limit your search to one or more file formats, for example PDF, PPT, XLS. A good way of focusing your search: many government and industry/market reports are published as PDFs, statistics in spreadsheet format, and PowerPoints are a good way of tracking down experts on a subject. Use the Advanced Search screens or the filetype: command, for example filetype:ppt.
4. [Intelways](http://www.intelways.com/) <http://www.intelways.com/>. Type in your search once and then run it through individual search engines one by one. The search engines are grouped together by type, for example Image, News, Reference. A useful reminder of what else is out there other than Google and that perhaps you should be thinking of searching different types of information.
5. Numeric Range Search. Available only in Google and searches for numbers within a specified range. The syntax is 1st number..2nd number. For example:

TV advertising forecasts 2008..2015, or

toblerone 1..5 kg
6. [Alacrawiki](http://www.alacrawiki.com/) Spotlights <http://www.alacrawiki.com/>. Extremely useful in providing reviews and commentary on industry specific websites that have statistics, market research and news. Invaluable if you need to get up to speed on key resources in a sector or industry.
7. [Panoramio](http://www.panoramio.com/). <http://www.panoramio.com/>. Now owned by Google. A geolocation-oriented photo sharing service with uploaded photos presented as a mashup with Google Earth.
8. [Wayback Machine](http://www.archive.org/) – <http://www.archive.org/>. For tracking down copies of pages or documents that have disappeared from the original website. Type in the address

of the website or the full URL of the document, if you know it. Note: this is not guaranteed but worth a try for older documents that are unlikely to be in the search engine caches.

9. [Google Book Search](#). Useful for searching within books that Google has been allowed to scan, and in particular older text books.
10. Use anything but Google! For example – in alphabetical order – Ask.com, Exalead.com, Live.com, Yahoo.com. For a day, try out other search tools to see if you can survive without Google. You may go back to Google as your first port of call but at least you will have discovered the strengths and key features of the alternatives.
11. For current news try [Google News](#) and its alert service (it's free!). And don't forget blogs, for example Google Blogsearch, Ask-Blogs, Blogpulse, Technorati.
12. [Blogpulse](#) trends. Click on the graph icon on the results page to see how often your search terms have been mentioned in blog postings over time. Used by many of us who monitor competitor or industry intelligence to see what are hot topics and when. Many of the 'peaks' will tie in with press announcements: it is those that don't that are really interesting. Click on the peaks in the graph to see the postings.

Online

**Joy Cadwallader, Aberystwyth University (Aberystwyth Online User Group).
Please send your submissions for the next edition to jrc@aber.ac.uk**

British Library

<http://www.bl.uk/>

“Hidden Treasures” – following a competition launched in 2007 in collaboration with the Society of Chief Librarians, Scottish library chiefs and Microsoft, five winning texts chosen from the 82 applications have been digitised and are now freely available online using the British Library’s Turning the Pages 2.0 software. The texts originate in England, Scotland, Ireland and Wales and include the Textus Roffensis (1123-24), which records the first English laws and the coronation oath of Henry I. Events celebrating the launch of the “Hidden Treasures” online to be held early in 2008 are intended to “highlight the importance of providing digital access to the unique material held in public libraries as a critical part of supporting cultural heritage, history and diversity”.

Record Players, a new online exhibition of record players from 1898 to 1974, including the 1965 Dansette ‘Viva’, has been launched on the British Library website.

National Library of Wales

<http://www.llgc.org.uk/>

The National Library of Wales’ Centenary Exhibition of 2007, “In this place”, is now available online. Contents include: Dylan Thomas’ passport, recruitment posters from the First World War, archives from the disestablishment of the Welsh Church in 1914 and the General Strike in 1926, Charlotte Guest and the Mabinogi, boxing, early photographs of the USA by E S Curtis and Carleton Watkins, and letters in Welsh by Corporal Griffith Jones of Penisa’r-waun, Gwynedd from the American Civil War.

OCLC

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

WorldCat Facebook Application: this plug-in allows Facebook users to search WorldCat, invite friends to install WorldCat, display recently-added titles and track their own and others “Favorite WorldCat Lists”.

EZproxy acquisition: OCLC have purchased EZproxy, a program for providing users with remote access to web-based licensed databases, from Useful Utilities (Peoria, Arizona). Useful Utilities' founder and developer Chris Zagar, a librarian at the Maricopa Community Colleges in Arizona, joins OCLC as a consultant. Upgrades and support for EZproxy will continue for the 2,400 EZproxy institutional customers of worldwide.

NetLibrary: a collection of 1,800 eAudiobooks from Blackstone Audio will become available through NetLibrary by subscription, with 15-25 new titles per month included in the price. Subjects include fiction and literature, biography, business, religion, philosophy, science fiction, non-fiction, mystery and suspense. In addition, "thousands" of new ebooks and eAudiobooks will be added to NetLibrary following new agreements with 21 publishers including Kensington Books, Hart Publishing and Harriman House.

Portico

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

Portico, the not-for-profit journal archive service, have announced that they are adding 33 titles from the MIT Press to their archive and 17 titles from the Royal School of Medicine following new agreements, taking their archive to over 7,300 titles.

ProQuest

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

ProQuest Central – ProQuest (part of the Cambridge Information Group) have launched "the largest aggregated full-text database for libraries". Called ProQuest Central, the database comprises 11,000 titles (8,000 with full text) and is aimed at academic libraries. Subject coverage is comprehensive, and the range of content types includes peer-reviewed and other journals, news, dissertations and works in progress, and company and other reports.

RefWorks acquisition – Proquest have purchased RefWorks LLC, provider of RefWorks the online bibliographic reference software for academics and researchers.

Readex

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

Readex have launched a new digital resource: Hispanic American Newspapers, 1808-1980, in co-operation with the University of Houston. Featuring "hundreds" of titles, the collection is based on the national research project, "Recovering the U.S. Hispanic

Literary Heritage" directed by Professor Nicolás Kanellos, begun in 1990 and funded initially by the Rockefeller foundation.

Scottish Government

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

In time for Burns' night on January 25th, a Burns Interactive site to celebrate the life, work and influence of Robert Burns was launched by the Scottish Government, in collaboration with the Leith Agency, Whitespace Design Agency and Gate Films, on the Official Online Gateway to Scotland website. Actor Andy Weir reads selections from Burns' poetry.

Springer

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

The online product Springer Protocols, a collection of over 18,000 searchable life sciences and biomedicine protocols, has been announced as available for subscription. Comprising initially 25 years of content compiled by the Humana Press (purchased by Springer in September 2006), Springer Protocols provide step-by-step instructions for conducting experiments in a controlled laboratory environment. Issues addressed include "the safety bias, procedural equipment, statistical methods, reporting and troubleshooting standards". Springer has also announced that Humana Press journals are available online for library and research institution subscription. Of the 1,500 peer-reviewed titles in the Humana journal collection, 240 are available from Volume One, and work has begun on converting the rest of the titles to follow suit.

Thomson Scientific

<http://scientific.thomson.com/>

Researchers using patent and trademark databases on Thomson Dialog can now order directly a full file history (or "wrapper"), providing an up-to-date prosecution history and correspondence for a published or granted patent or trademark. Thomson Scientific provides file histories for over 40 countries worldwide.

Intranets

Sharing Intranet knowledge

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

It's taken a very long time, but at last people are beginning to share their experiences of intranet management. The Intranet Benchmarking Forum continues to expand, and is about to start up in Asia-Pacific (<http://www.ibforum.com/>). I announced an Intranet Masterclass with James Robertson in London on 7 March on the UKeiG mailing list, and sold all 25 places within a couple of weeks, with one delegate coming from Russia. At I write this I am looking forward to the first meeting of the UKeiG Intranets Forum on 5 February, and Janet Corcoran, the new Forum coordinator, tells me that there will be around 30 delegates.

I've been invited to speak at the IntraTeam Intranet Conference, which will be taking place in Copenhagen on 5-6 March 2008. The theme of the conference is Creating Value with an Intranet. Kurt Kragh Sorensen and his team have assembled an impressive roster of speakers, including James Robertson (StepTwo Designs, Australia), Jane McConnell (NetStrategyJMC, France) and Kara Pernice (Nielsen Norman Group, USA) as keynote speakers. In addition there will be case study presentations. I have worked with all three of these industry experts, and it will be a pleasure to be sharing the platform with them at this event.

It always interests me just how much expertise there is in Denmark on intranet management, and that a small country can support two major conferences (the other being JBoye08) on intranet/enterprise content management. Although there are intranet events in the UK, they tend to be run by professional event companies who just try (often unsuccessfully) to assemble a collection of case studies with no overall theme or focus.

With this level of intranet interest over Christmas I started to read with great anticipation a new book entitled *Intranets for Infopros*. This is edited by Mary Lee Kennedy and Jane Dysart and is published by Information Today (<http://books.infotoday.com/books/IntranetsForInfoPros.shtml>). This is only the second

book this century to be written on the subject of intranets (the other coming from Luke Treddinick and published by Chandos), and for that alone the editors should be congratulated. The book is a set of eleven chapters from eleven authors, though Mary Jane Kennedy is the lead author of four. The target market is clearly information professionals (please not InfoPros!) who have, or want to take on, a role in intranet management. As so often with multi-author works, trying to get some degree of consistency between authors is very difficult. Some of the chapters are excellent, such as Avi Rappoport on search and Eric Hards on designing to meet the needs of end users. Others (but not all!) have something of interest.

The basic problem with the book is that all too few of the authors have actually worked on intranets, and so the alignment of the content of the book to life in the real world is somewhat tenuous. There is virtually a total lack of case studies of organisations. The opinions of the authors are useful and sometimes challenging, but in the end the whole is not even the sum of the parts. If it set out to be a handbook for information professionals that is not the way it turned out, but as a collection of essays on intranet-related topics the book has value, despite a poor index and inadequate copy editing. I can't work out where this book went off course, as both Mary Lee and Jane Dysart are experts in intranet management, but overall I was quite disappointed.

I commented in my last column on the excellent surveys that have now been released by Jane McConnell of NetStrategyJMC (<http://netjmc.com/survey/index.html>) On a smaller scale, the intranet CMS vendor Sorce has just released a survey of around 100 UK intranets (<http://www.sorce.biz/>). Sorce is an interesting company as it specialises in intranets, and the site offers a number of good briefing papers on intranet topics. One of the topics covered in the survey is the speed at which intranets are being deployed, with typical implementation times of around three months. My personal record is five days, but that was in Kuwait and I'd rather not repeat that experience!

Over the last few months I've been working on a number of projects where the existing CMS for an intranet is now causing a lot of frustration in terms of ease of use. In all cases the CMS was installed in 2002/2003 and is now coming to the end of its sensible life. To be sure the CMS vendor is still supporting it, but over the last couple of years in particular product features have been added on without the chance to re-think the underlying CMS architecture. In all cases, the current intranet team are keen to move on but are terrified about how long it will take them to learn the new system. They have been used to two-day training courses just for content authors. The good news is that what I might call 'current generation' CMS products work in terms of 1-2 hours for basic author training, with very good in-context online help.

One of the familiar problems with intranets is that authors do the two-day in-depth training, and then don't use the system for a couple of months. The result is that they have forgotten what to do. Two lessons. If users are not going to use the CMS on a regular basis then why are they being trained? The idea that everyone in an organisation should be an intranet publisher is dead. It is not supportable. The second lesson is that not everyone wants the same level of training. A simple rich-text editor, or editing the web page itself, may be all that is needed, and this should certainly be able to be taught in an hour or so.

Finally I must draw your attention to two recent publications from the Nielsen Norman Group (<http://www.nngroup.com/>). First up there is the 2008 Intranet Design Annual (price \$198). This report reviews the designs and usability of ten intranets that were chosen from a much larger number of nominated designs. One of the winners this year is British Airways. The second publication runs to ten volumes, and provides detailed usability tests of 27 intranets. The ten reports cover:

- Understanding and Studying Users (Test Data, User Behavior, and Methodology), Address, Access, Homepage, Personalization, and Promotion
- Forms, Procedures, and Policies
- Communications (Including News and Newsletters)
- Corporate Information, Teams, Departments, and People
- Searching the Intranet and the Employee Directory
- Navigation, Layout, and Text
- Content Management and International Intranets
- Managing the Intranet and Teams
- Killer Apps (features that drive people to the intranet)

Each report costs \$158, or you can get the set for \$898. The depth of research and analysis in these reports is outstanding. My only gripe is the use of "Killer Apps" for the title of the final volume – just as bad as "Intranets for InfoPros". If you have an intranet of any reasonable size, then I would recommend buying the set. Bias note – I do present at Nielsen Norman Group events, which is why I was in Las Vegas instead of Olympia at Online Information conference time in December. Give me Olympia any time!

Public Sector News

**Jane Inman, Communications And Information Manager, Environment And Economy, Warwickshire County Council
(Janeinman@Warwickshire.Gov.Uk)**

Archiving Government Web Content

Government information has been published on the Web now for many years, but until recently, the concerns expressed by librarians about being able to access this information in the future have fallen on deaf ears.

However, in April of last year the then Leader of the House of Commons, Jack Straw, wrote to the Cabinet Office Minister Hilary Armstrong about failings in archiving of and access to online documents. The response was a commitment to provide a solution.

When work was begun by the National Archives and the British Library to try to find that solution, their initial investigations showed that 60% of the links from 1997 to 2006 in Hansard were broken. As Hansard is the official record of proceedings of Parliament, and those proceedings have an impact on everyone of us, that is clearly an unacceptable situation. This percentage of broken links is no different from standards outside of government, but one might expect higher standards for government and Parliament. The concern is that increasingly URLs are quoted in answers to Parliamentary questions, and if the link is dead then the reader cannot see the complete picture.

The vision for the project is that 'every link works and every piece of online information cited remains accessible in perpetuity'. The solution is comprehensive archiving by the National Archives and development of a software component for use on all government websites which would deliver the information to the user whether it was on that site or in the archive.

The British Library's role is to find ways of using the National Archives index to extract what they need to preserve and to give access to it.

National Indicators And Electronic Delivery Of Services

In local government, our performance used to be measured using an extensive list of Best Value Performance Indicators or BVPIs. These are being replaced by a set of 198 National Indicators, and there is one known as N14, which is defined as 'avoidable contact'. It is designed to measure the average number of customer contacts required to deal with a request from a customer. It will see how well authorities are doing at tackling 'failure demand'. This is the number of contacts required by customers whose request for information or application for services requires them to phone, call or e mail more than once because their request was not managed effectively the first time. You can see details of the indicators at:

www.communities.gov.uk/publications/localgovernment/indicatorsdefinitions

SOCITM (Society of Information Technology Management) has expressed concern that even after consultation on this indicator, there is insufficient focus on the use of the Web as a tool for citizens to access the information and services they need.

There is much discussion in local authorities about channel management. Should we be directing the public to the web, one stop shops or call centres? Figures produced by the North West e-Government Group show the relative costs of these channels as:

Face to face **£7.81**

Phone **£4.00**

Web **17p**

(Figures from the North West E-Government Group)

Although there is inevitably a focus on efficiency savings as local authority budgets get tighter, it is also clear that the Web is, for a growing number of people, the channel of preference.

The Web team in my own authority have produced another set of statistics about the use of the Web to supply information and services. I am sure these figures are replicated across local government, but in Warwickshire we found through an exit survey offered to a sample of users:

73% of the people who used the site said that if they hadn't found the information they wanted they would have contacted WCC another way, that is, by phone, by e-mail, by a visit or by letter.

This represents:

- 3 million extra phone calls
- 1.5million extra e-mails
- 960,000 extra visits
- 400,000 extra letters!

We also found that:

- 85 million pages were viewed in 2007, an increase of 58% over 2006
- 2.7 million different people visited the site which represents a 43% increase over the previous year
- 60,000 visits were made to the bus timetables on the site.

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>.



Elucidate column.doc

Meeting Report: Intranets Forum: How to sell your intranet

London, Thursday 13th December 2007

On a crisp and icy cold December day, the last 2007 UKeiG Intranets Forum came together in the warm and welcoming media suite of the Foreign and Commonwealth Office. Facilitator Shaida Dorabjee introduced us to our host Andrew Davidson, Intranet Senior Editor for the FCO, and Susan Hinchliffe, to share their intranet expertise with us.

FCOnet

One of the main aims of “FCOnet”, as the Foreign and Commonwealth intranet is named, is to reach out to and engage a hugely varied audience of over 16,000 users both in the UK and at embassies, high commissions and consulates around the world. These include diplomatic staff and their partners, as well as locally engaged staff overseas. Andrew Davidson shared with us some of the methods the FCOnet team has developed to measure and quantify success of its intranet. The team has used a strategy defined more as “engagement” than marketing, with four main strands: Strategy, Governance, Direction and Content.

The team has created and defined a governance strategy for FCOnet and founded a series of stakeholder networks for consultation and outreach. Team members also provide face-to-face training for devolved publishers, as well as learning materials.

The team seeks to actively use other communication channels such as staff magazines, specialist newsletters and e-bulletins, and also to capitalise upon information about upgrades and improvements to raise the user’s awareness of services. They consciously and actively incorporate Web 2.0 features, such as discussion forums, weblogs and other best practice into FCOnet, and they use regular surveys to determine if they are meeting their objectives and delivering customer satisfaction.

These techniques help to measure the success of FCOnet’s objectives and to fully understand levels of customer satisfaction, and to respond to them, making FCOnet a truly user-focussed intranet.

Transnet

Our next speaker, Susan Hinchsliffe, demonstrated aspects of the DFT intranet, which serves 1,700 users, and which is accessible to the government agencies of the Maritime and Coastguard Agency, the Vehicle Certification Agency, the Vehicle and Operator Services Agency, the Driver and Vehicle Licensing Agency and the Highways Agency.

The emphasis and main purpose of this intranet, "Transnet", is to share factual information. There is a policy of leading people into the intranet using various methods such as a short e-mail pointing to specific items and messages on the intranet, campaign branding and the electronic news service delivered through LCD screens around the HDQ buildings.

This intranet is delivered using Webstructure, which has the ability to custom create short and pertinent URLs, so that a link to a raffle would clearly indicate its purpose, for example <http://transnet/raffle>. The success of Transnet is partially due to realisation by senior staff of the speed and value of this organisation-wide communication channel.

If you would like to find out more Andrew's and Susan's presentations have been mounted on our Intranets Forum discussion list, which you can join at <http://www.jiscmail.ac.uk/lists/UKEIG-INTRANETS-FORUM.html>.

Many thanks to Helen Davies for all her hard work in creating the ongoing success of the Intranets Forum and welcome to Janet Corcoran (Web Content and Resources Officer, Imperial College London) now taking on the coordinator's mantle. The next meeting will be on Tuesday 5th February; further details of subject and venue have already been disseminated. To be added to the mailing list please contact Janet at j.m.corcoran@imperial.ac.uk.

Discussion Topics And Outcomes

1 How have you found out about your audience, and how has this helped you to engage them?

- Visits. Find out how staff work and how they access information.
- Target individuals
- Meetings with key people

- Meetings with new joiners
- Assumptions are sometimes necessary but can be risky. Don't assume you know what staff want.
- Social networking. Find out how people communicate, and what topics are covered, including other methods of online networking they use.
- Communication audits, surveys and consultations.
- Comments: Easier with small organisations or one site.

2 How have you marketed your intranet site?

- Making the intranet business critical. Making it the only place where you can perform certain tasks (e.g. booking catering, visitors, accommodation).
- Opening of intranet page on log in, or when opening Internet Explorer.
- Hold a competition to name the intranet.
- Branding on mouse mats, etc.
- Include in induction information.
- Target new staff.
- Part of induction course.
- Statistics. Publish them to show staff what pages are popular. Good statistics could inform contributors of the success of their pages, but also prompt those whose hits were low to seek advice from the intranet team on how to improve their page and profile.
- Reports informing users on what to do and what not to do.
- E-mails with links to intranet pages, especially for new staff.
- Auto-signature with link to the intranet page.
- Wikis. Focused on the organisation's subjects of expertise.
- Interaction with others, e.g. integrate with other internal communications tools.

3 How have you measured the effectiveness of your marketing?

- Use site usage statistics. Only measures quantitatively and only measures visits to pages, so has limitations but still useful.

- Ad hoc feedback from users (may tend to be negative).
- User surveys. If undertaken annually, these will be able to demonstrate trends through benchmarking. Qualitative comments can be captured, as well as quantitative data. They could also benchmark against other intranet sites.
- Set targets and review, in order to demonstrate value of the intranet, e.g. reduction of e-mail attachments.
- Face-to-face interviews, particularly with new staff (who often have ideas/opinions based on their previous job/intranet).

Ruth Hilbourne, Peter Brett Associates

Meeting Report: You Want What? Effective business research process, principles and practices

UKeiG Course Held On 7th November 2007 At CILIP, London

Fiona Mclean

The course leader was Jill Fenton. She is the Founder and a Director of [Fenton Research Ltd](#), a London-based research company.

Roles And Skills For The Business Information Professional

This was the original title, but Jill had noted that participants were from a wide range of sectors. She adapted her talk to describe how, while there is considerable diversity between the particular roles and tasks in different sectors, there are also many similarities. These include the importance of good 'soft' skills, such as communication skills. Relationship management also relies on good interpersonal skills.

Business Research Process

Jill has developed an effective three-step process that she shared with us.

1. Client Interview

The client¹ (reference) interview is absolutely crucial to the success of the search. There are a wide range of possible questions, and it was very useful to be given a list under several headings. These include: project scope, description of the search, the deadline, format and deliverables, and sources the client can suggest or use themselves.

¹ I have used the word 'client' in this report, but it could also stand for other terms, for example enquirers, readers, users, or customers.

We went through examples and exercises around the importance of using open-ended questions in the client interview. For example, they can help to clarify unclear or ambiguous search requests. Summarising what was understood as the search request should be done at the end of the call, and described clearly in an e-mail sent in confirmation.

2. Search

Planning which sources to use requires subject expertise in the relevant area. We should always be on the look-out for new information and initiatives relevant to our work. The other expertise needed is an in-depth knowledge of searching tools and techniques. The discussion of this point included Jill's experience phoning agencies or publishers and asking for help. This could be for general background, direct provision of information, or suggestions for other sources. This wasn't something most of us had tried, and many felt rather wary of this technique. However, Jill pointed out that if put diplomatically it can lead to very useful information. And nothing is lost if they say no!

3. Delivery

In the format and to the deadline agreed. It is essential to include full details of how the search was done. Feedback should always be sought after the search has been delivered, with the aim of improving searching in the future. It also provides evidence that may be used in service evaluation. At the same time, the fact that you are actively seeking feedback can add to the user's perspective of the service.

Opportunities To Add Value

These can occur at any stage of the process, for example:

- Searching a wider range of sources, or in more depth.
- Summarising/commentary (if you have the necessary expertise), rather than simply presenting data.
- Additional suggestions and information at the time and/or sending new relevant information to a project after a search has been performed.
- Providing the results as a PDF report can make a very good impression. Adding protection status to it also makes the report more secure from unauthorised amendments.

Approaches to Challenging Situations

In the second part of the seminar, we used exercises to explore practical solutions to problems that can occur in our work with clients. These included deadlines, capacity, or difficult behaviour:

- Our professional skills must include expertise in planning, prioritising and other aspects of time management. We should be confident in making and explaining our decisions on what is an achievable deadline or demand. Negotiation skills can help reach a solution.
- There will be times when we do not have the capacity to do all the work clients want done, and to their deadlines. It can be helpful to give those affected specific information that explains the situation, such as that there is already a queue of three other searches that will be done in turn (if that is how work is planned).
- Jill gave a striking example of how she dealt with a client insistent that his search was done before those of colleagues who had already put in requests. She told him that she would only do the search if he went and negotiated direct with those colleagues – which he did!

Jill then organised a practical exercise that demonstrated how our work can involve rapid and often unpredictable changes to events and demands. This requires flexibility, and the ability to constantly reassess priorities and plans. She also explained how the benefits of good relationship management include reducing the risk of problems arising, and makes it easier to resolve any that do occur.

The course was full of practical tools and ideas that I will find useful. It was also a reminder of the need to ensure that our professional skills and practice are always to a high standard. We also need to keep up-to-date, in our subject area and in information retrieval.

Jill Fenton can be contacted at: jill@fentonresearch.co.uk.

Blog: http://jillfenton.typepad.com/fenton_research_weblog/.

Fiona McLean is a health information professional

Conference Report: Online Information 2007

Melinda Davies

I was interested in attending Online Information 2007 after reading the programme, which had a variety of appealing papers on the conference theme: 'Applying Web 2.0: Innovation, Impact and Implementation'. I am interested in the information behaviour of students and its impact on the library, which is the subject for my MA dissertation, and I am particularly interested in how these technologies are impacting on library services. It seems clear that the impact of and issues around Web 2.0 technologies and applications will play a considerable role in my professional career as a librarian. 'Track 3: Library & Publishing' seemed to address this area very well, with speakers exploring both the latest trends and innovations, but also the practicalities of using these tools within their various organisations. I applied for a student bursary from UKeIG and was very pleased when I discovered I had been successful.

The opening keynote address by Jimmy Wales was a stimulating insight into his own projects, Wikipedia and Wikia. He is a thought-provoking speaker who conveys his strong belief in his projects. He is also to the point and instigative, and yet he manages to be very diplomatic when discussing the issues and criticism surrounding Wikipedia and Wikia. The question-and-answer session was very engaging, and I enjoyed observing the dialogue between Jimmy and the audience.

Other interesting speakers were Steve Abrams of SirsiDynix on 'Putting 'Library 2.0' into perspective', Emma Shercliff on 'onestopenGLISH', and the session on 'New Skills for Information Profession', with Marydee Ojala and Karen Blakeman.

There were a number of themes, issues, and quirks that stood out over the course of the conference. The main issue was how we as professionals will use Web 2.0 technologies, both for ourselves and as part of the provision of services for users. Using the tools, and incorporating them into each day, seemed the solution to this issue (or at least the first step).

The buzz word was "millennial", which identified the generation of users that have grown up in an age when a child is able to put content onto the Web from their personal computers. There seems to be a lot of concern about how to address (or know) the needs

of these users when those in charge of provision are feeling a little out of touch with the technology. This got me questioning whether or not this concern was a new phenomena, or just a new context. One thing that seemed clear to me is that the new technologies allow these users to have a greater voice; but we need to know how to draw that into something useful for us. That is just one way out of many that these technologies can allow us to improve services.

One of the major questions that arose was how to prioritise content and context. This is a very complicated issue, and as someone who is new to the profession, I feel I need more time to examine it and gain experience with it. I know users do not want to work hard for good information, but what are the barriers between the information and the user? This is something I would like to look into in more depth.

With the full programme, the packed rooms and the huge exhibition hall, I felt quite overwhelmed by the last day. At times it felt impersonal and busy, but I feel that I came away from the event with a lot of ideas and questions that I would like to research further.

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://sunsite.berkeley.edu/CurrentCites>).

If you are interested in providing reviews for the Column, please contact UKeIG administration for further details.

Catalogues / Cataloguing

Beccaria, Mike, and Scott, Dan. **Fac-Back-OPAC: An Open Source Interface to Your Library System** *Computers in Libraries* 27(9)(October 2007) (http://www.infotoday.com/cilmag/oct07/Beccaria_Scott.shtml) – The advent of the [Solr](#) search server has spawned a number of experiments in "next-generation" library catalog systems, not least of which is the "Fac-Back-OPAC" described here. Designed as a backup catalog (setting aside for a moment why such a thing is needed), it actually provides functionality that most existing ILSs don't, such as faceted browsing (the "Fac" part of the name). This article briefly describes the system's features, the technology building blocks used, and what might be required by any other institution wishing to install and use this free open source system. Recommended for those who are technically inclined and want to try it out for themselves, or decision-makers who supervise such staff. – [*RT]

Special Section: Functional Requirements for Bibliographic Records *Bulletin of the American Society for Information Science and Technology* 33(6) (August/September 2007) : 6-31. (<http://www.asis.org/Bulletin/Aug-07/>) – This special section of the Bulletin of the ASIST looks at a number of aspects of the [Functional Requirements for Bibliographic Records](#), a framework for bibliographic data published by IFLA. Although the paper itself is relatively old (1998), only recently have we seen library catalogs that have begun to implement some of the principles laid out in that report. From a somewhat gentle introduction to FRBR concepts by Pat Riva, to research-based issues and findings

by Shawne Miksa (of the MARC Content Designation Utilization (MCDU) Project) and others, there is likely something here for both the FRBR novice as well as the expert. – [[*RT](#)]

Digitisation projects / preservation

Chillingworth, Mark. **Scanning the horizons of information's future.** *Information World Review* 240 November 2007: 10-11 – Feature on Microsoft and British Library's ongoing joint digitization programme. Kristian Jensen, head of British and early printed collections comments on the more comprehensive coverage of this project relative to earlier selective archiving of materials in their earlier microfilm archiving programme. Issues such as copyright and technical demands are also covered. – [RH]

McDowell, Cat S. **Evaluating Institutional Repository Deployment in American Academe Since Early 2005** *D-Lib Magazine* 13(9/10)(September/October 2007) (<http://www.dlib.org/dlib/september07/mcdowell/09mcdowell.html>) – In this article, the author provides a follow-up to the work done by [Lynch and Lippincott](#) in documenting the state of institutional repositories. While using a different methodology and a more rigorous definition of institutional repository than Lynch and Lippincott, the study finds many similar trends in how institutional repositories are being adopted and used. Perhaps not surprisingly, this study found that while new institutional repository deployments are leveling off, the most significant area of growth in deployments has been at smaller institutions. Other interesting findings include the observation that contributions to institutional repositories are still greatest, from both relative and absolute perspectives, at large research universities, but student work accounts for the majority of items in these institutional repositories; faculty contributions to institutional repositories still tend to be difficult to acquire. – [[*FC](#)]

Starita, Angela. **Village Voices** *Print* 61(5)(Sept/Oct 2007): 38-45. (http://www.printmag.com/design_articles/local_projects/tabid/253/Default.aspx) – When developing a component of increased interactivity in a site for information preservation and access, it's helpful to look beyond our standard boxes of library, archive, etc. This article takes us far beyond by looking at the work of Local Projects, a group that creates environments where information sources, the "voices" in the article title, are brought together in very interesting ways. Past projects have included the design of a travelling 'story collection booth' for StoryCorps, which is building an archive of oral histories by taking its apparatus to the people with the stories to tell, and Memory Maps, in which residents of New York City were able to add their place-specific tales to large-scale borough maps. Exhibition design is also part of their work: for the Museum of Chinese in the Americas they created a continuous ribbon-like digital screen that charts exchange

between China and the US over 167 years, and they are currently co-designing the permanent exhibition for the World Trade Center Memorial Museum. That museum's director believes that 9/11 is the most documented event in history, and Local Projects' principal Jake Barton says "We realized that the whole DNA of the project was the overlap of physical space with media space." In some form, the overlap of physical space with media space must be considered by all of us responsible for information places, and this article is helpful in reimagining those walls. – [*JR]

E-publishing

Sandler, Mark, Kim Armstrong, and Bob Nardini. **Market Formation for E-Books: Diffusion, Confusion or Delusion?** *The Journal of Electronic Publishing* 10(3)(Fall 2007) (<http://hdl.handle.net/2027/spo.3336451.0010.310>) – A lively and knowledgeable overview of the factors affecting the market for e-books. On supply side, the impediments include convoluted marketing and pricing models offered by publishers that are not aligned with how libraries actually purchase books, and convoluted functionality that doesn't satisfy the needs and expectations of users. On the demand side, there is no consensus on the part of libraries about the decision making and budgeting structures needed to acquire e-books. Given all this lack of standardization, it is difficult to make the shift of resources required to move from a print to an e-book model. Yet the authors believe that the success of e-books is both desirable and inevitable. The "first wave" of e-book projects offers lessons about what works and what doesn't. Those e-book projects that have been successful have been characterized by a combination of low per-volume costs, simple pricing models, organizational trust, good functionality, and strong scholarly content. Moreover, the issues involved with e-books resemble those related to the shift from print to electronic journals, which has already reached a tipping point towards digital. That experience with journals can provide a framework for all stakeholders for developing successful e-book strategies. Also see the companion piece in the same issue of JEP, [What Happened to the E-book Revolution?: The Gradual Integration of E-books into Academic Libraries](#), which provides an overview of recent literature about this topic. – [*BR]

Education

Foster, Nancy Fried, Gibbons, Susan and eds. **Studying Students: The Undergraduate Research Project at the University of Rochester** Chicago: ACRL, ALA, 2007. (http://www.ala.org/ala/acrl/acrlpubs/downloadables/Foster-Gibbons_cmpd.pdf) – This edited volume is the result of a research study conducted by University of Rochester River Campus Libraries staff to answer the question "What do students really do when they write their research papers?". With intriguing section titles such as "Night Owl Librarians: Shifting the Reference Clock," "Mapping Diaries, or Where Do They Go All

Day?", and "The Mommy Model of Service" there's likely to be something here for everyone who works in an academic library. In the conclusion Foster and Gibbons provide four representative approaches to the question posed by the study as epitomized by four anonymized students. Highly recommended for all academic libraries, since we can garner the benefit of this thorough set of studies without doing all the work. – [[*RT](#)]

Thomas, Kim. **Tap into workflow.** *Information World Review* 241 December: 16-18 – In-depth report and comment on the new wave of workflow tools being developed by information vendors. The opportunity for academic institutions to connect e-learning and content is discussed alongside a possible changing role for vendors in becoming educational providers. A variety of vendors such as Blackboard are considered. The article notes that there is currently no single supplier in the market who brings together all the elements of workflow solutions. – [RH]

General

ARL: A Bimonthly Report: Special Double Issue on University Publishing

(252/253)(June/August 2007) (<http://www.arl.org/resources/pubs/br/br252-253.shtml>) – The most recent issue of the ARL Bimonthly Report follows up on the Ithaka report "[University Publishing in a Digital Age](#)" (issued in July) to focus on the state of university publishing, the evolving role of libraries in delivering publishing services, and the relationship between libraries, university presses and other stakeholders in the scholarly publishing enterprise. In addition to a summary of the original Ithaka report, the issue includes an overview of the "The Changing Environment of University Publishing" by Karla Hahn, and a response to the report by David Shulenberger, who calls for universities to develop research "distribution strategies" and provides a vision for what those strategies might include. A description of the University of Michigan's "commentable" version of the Ithaka report, and three case studies of library-based publishing initiatives (the Californial Digital Library, the Univeristy of Illinois, and Synergies, a multi-institutional Canadian effort) round out this issue. As a whole, the issue makes a compelling case for a more active role for libraries in scholarly publishing. – [[*BR](#)]

Caldwell, Tracey. **If you can't beat them, join them.** *Information World Review* 240 November 2007: 14-16 – In a study of how organisations are turning to business analysts to solve information and strategy issues, changing roles and the challenges for information professional are considered. The move to organisations requiring more complex contextual information and how an analyst's role might sit now between a marketing and IT function is noted. Article includes comment from a variety of organisations including CILIP and TFPL. – [RH]

Doctorow, Cory. **Scroogled** *Radar* (October 2007) (http://www.radaronline.com/from-the-magazine/2007/09/google_fiction_evil_dangerous_surveillance_control_1.php) – This cautionary tale by popular science fiction writer Cory Doctorow poses the question, "Google controls your e-mail, your videos, your calendar, your searches ... What if it controlled your life?" Beyond being an enjoyably scary, snap-crackling good story, "Scroogled" should have every librarian thinking twice about embracing a company whose bottom line has been "don't be evil"--a position quite distinct from "do be good." – [[*KGS](#)]

Draft Report of the Working Group on the Future of Bibliographic Control Washington, DC: Library of Congress, 30 November 2007 (<http://www.loc.gov/bibliographic-future/news/draft-report.html>) – I am citing this draft report virtually sight unseen given its likely interest for our readers and the fact that we are publishing this issue the day of its release. Comments on the draft are being solicited through December 15, 2007. Their findings are grouped around five central themes: "1. Increase the efficiency of bibliographic production for all libraries through increased cooperation and increased sharing of bibliographic records, and by maximizing the use of data produced throughout the entire "supply chain" for information resources; 2. Transfer effort into higher-value activity. In particular, expand the possibilities for knowledge creation by "exposing" rare and unique materials held by libraries that are currently hidden from view and, thus, under-used; 3. Position our technology for the future by recognizing that the World Wide Web is both our technology platform and the appropriate platform for the delivery of our standards. Recognize that people are not the only users of the data we produce in the name of bibliographic control, but so too are machine applications that interact with those data over the network in a variety of ways; 4. Position our community for the future by facilitating the incorporation of evaluative and other user-supplied information into our resource descriptions. Work to realize the potential of the FRBR framework for revealing and capitalizing on the various relationships that exist among information resources; 5. Strengthen the library profession through education and the development of metrics that will inform decision-making now and in the future." I urge you to read it, digest, and (if so moved) comment on it. – [[*RT](#)]

The Ecar Study of Undergraduate Students and Information Technology, 2007

Boulder, CO: EDUCAUSE, October 2007

(<http://connect.educause.edu/library/abstract/TheECARStudyofUnderg/45075?time=1191080166>) – No matter how far you've taken your library into providing high tech, it probably isn't far enough, based on the findings of the "longitudinal extension of the 2004, 2005, and 2006 ... studies of students and information technology" from the Educause Center for Applied Research. Cell phone use is now nearly at 100 percent saturation, laptop ownership is up sharply to almost 75 percent, and student expectations are high. These

students live and work on the Web; it is not a tool to them, but part of their lifestyle. As often happens in these higher-ed studies, community colleges are under-represented, so take conclusions about that huge (and hugely-neglected) area of higher ed with a grain of salt. Despite that limitation, this report needs to be required reading for any strategic planning process for libraries -- technology-focused or not. – [*KGS]

Information Access

After Years of Effort, Mandatory NIH Public Access Policy Passes Congress [Library Journal Academic Newswire](#) 25 October 2007

(<http://www.libraryjournal.com/info/CA6494533.html#news1>) – Open-access advocates got good news in October when the U.S. Senate [passed](#) the FY 2008 Labor, Health and Human Services, and Education Appropriations bill with the [NIH open access mandate](#) intact. Given that publishers opposed to the mandate lobbied strongly against it and [two last-minute amendments](#) to the bill that would have weakened or killed the mandate were introduced then withdrawn by [Sen. James Inhofe](#), its passage intact was hardly certain. Nonetheless, the mandate survived, and it reads as follows: "The Director of the National Institutes of Health shall require that all investigators funded by the NIH submit or have submitted for them to the National Library of Medicine's PubMed Central an electronic version of their final, peer-reviewed manuscripts upon acceptance for publication, to be made publicly available no later than 12 months after the official date of publication: Provided, That the NIH shall implement the public access policy in a manner consistent with copyright law." It is likely that publisher resistance will continue during the reconciliation process, and President Bush may veto the bill for reasons unrelated to the mandate. However, OA advocates are [optimistic](#) that, given the mandates' show of strength so far, it will become law in the future. – [*CB]

Albanese, Andrew Richard. [Down with E-Reserves](#) [Library Journal](#), 1 October 2007 – My experience with library reserve materials goes back to my first library job -- the Reserve Book Room in the basement of Olin Library at Wesleyan University. They didn't automate the reserve room until the summer after I graduated. So I spent four years in the world of checking out articles and books by hand, and I have to say that the shelf-reading of folders of article copies was truly maddening. Reading articles like Albanese's "Down with E-Reserves" reminds me of how far we've come in the last decade with reserve materials, and how far we still have to go. Most of us feel like we're living in a world of "if it's online, it's free, right?", but the Association of American Publishers (AAP) would beg to differ. Libraries and institutions of all sizes are measuring their risk with what they can put online for e-reserves, and for what audience. When larger state universities can have up to 2,000 students looking at a single article online for a multi-section class, can fair use stand up in court? Albanese recognizes the lack of leadership on the issue, and hits the heart of the problem when he writes, "Being too restrictive can impinge on the educa-

tional mission allowed by law, while being too aggressive can lead to a potential lawsuit."
– [*KC]

Brynko, Barbara. **The *Financial Times* introduces new corporate content license** *Information Today* November 2007: 20 – The challenges and opportunities presented by the Internet to news publishers are considered in this piece with a focus on a new charging scheme by the FT for corporate customers. The new arrangement seems to be an attempt by the FT to deal more directly with large customers of its online content while also allowing aggregators such as Factiva to offer unembargoed feeds of its data to their customers who have one of the new FT contracts. The new arrangements are due to come into force in April 2008. – [MDS]

Hane, Paula J. **Ad-supported content steals news headlines** *Information Today* November 2007: 7 – This short piece highlights the struggles of established news publishers to adapt to the world of online news where readers increasingly expect free content. The author points out the strange decision of *The New York Times* to make archive content from 1851 to 1922 free while charging for content from between 1923 and 1986. – [MDS]

MacCallum, Catriona J. **When Is Open Access Not Open Access?** [PLoS Biology](http://dx.doi.org/10.1371/journal.pbio.0050285) 5(10)(October 16, 2007) (<http://dx.doi.org/10.1371/journal.pbio.0050285>) – "Open access" does not just mean "free access." It also means, at least in its most tasty flavor, no restrictions on the immediate and unrestricted reuse and redistribution of the material, which is important for individual reuse as well as automated harvesting and data mining activities. As such activities become more widespread, the issue of reuse rights will become more important. This editorial cites the licenses and use policies of several publishers and argues that publishers -- either through a lack of understanding, or through intentional obfuscation -- are making claims to provide open access content that don't stand up to a strict definition of the term. The author calls on publishers to tighten their definition and application of the term open access and be more clear about the restrictions applied to their articles. In the meantime, authors need to be aware of the fine print, especially when they are paying fees for what they think is "open access." For more on this issue, and the relative merits of gold vs green open access with regard to reuse rights, check out the recent discussions in the blogs of [Peter Suber](#), [Peter Murray-Rust](#), [Stevan Harnad](#) and [Klaus Graf](#). – [*BR]

Information Management

Caldwell, Tracey. **Lies and cover-ups mask UK's document mayhem.** *Information*

World Review 240 November 2007: 1 – News coverage of a study by Dynamic Markets, ‘Document Mayhem’, which analysed document usage and storage in organisations. The public sector is noted as being ahead of the private sector in implementing successful information systems with implementation deadlines being seen as a factor in this phenomena. – [RH]

Griffin, Daniel. **Take control of the information joystick.** *Information World Review* 241 December: 20-21 – Thomas Cook’s approach to managing information in relation to critical incidents is investigated in this article. Their application of online technology to crisis management is discussed. This includes Solcara’s incident management and search platform Crisis Control Centre. Some of the drivers behind this organisation’s approach to managing business continuity information are examined. The demands of a growing business are seen to be important in this context. – [RH]

Information Retrieval

Arnold, Erik. **How To Conduct Search Analytics** *Searcher* 15 (10) (2007): 40-43 – The article argues that now online search engines are the primary interface to information, poor quality search engines on websites will spell doom for companies. The paper suggests that more than half of major websites still fail in terms of their search usability and goes on explain how analysing search logs could help remedy this. A small sample analysis in the article demonstrates that users will typically use one or two search terms and only click on the top five results in a search listing. Search engine log files can be easily imported into a program such as Excel, and when examined can quickly illustrate user preferences. Once users’ search preferences are uncovered, a number of techniques can be employed to improve the usability of a website. Websites can be redesigned to prominently display the most commonly sought information and content can be rewritten with users preferred search terms in mind. Content and terms that are frequently searched for can be manually boosted higher up a results listing by overriding the natural search results. Finally, by rewriting their common queries/misspellings behind the scenes, you can redirect a user’s search to pages that you feel are more relevant to their needs. The article has been made freely available at <http://www.crbuyer.com/story/60373.html>. – [MT]

Greene, Kate. **Searching Video Lectures** [MIT Technology Review](http://www.technologyreview.com/Infotech/19747/) (26 November 2007) (<http://www.technologyreview.com/Infotech/19747/>) – This article describes the breakthrough [MIT Lecture Browser](#) that provides full-featured searching and browsing of audio and video content. Using automated transcription, indexing, and the ability to drop the user into a particular portion of the digital file, the Lecture Browser can get users directly to the parts that interest them. When a user has navigated to a point of interest, the

system follows along in the transcribed text in sync with the audio or video similar to the bouncing ball of a karaoke machine. Users of digital audio and video content have never had it so good. – [*RT]

Herther, Nancy K. **Thomson Scientific And The Citation Indexes** *Searcher* 15 (10) (2007): 8-17 – This article features an interview with two senior executives at Thomson Scientific, and provides detailed information about the content and coverage of their database products. The primary focus of the article is on Web of Science and the three major citation indexes within it: Social Science Citation Index (SSCI) Science Citation Index Expanded (SCIE) and the Arts & Humanities Citation Index (AHCI). The three citation indexes are shown to cover around 9,200 journal titles that Thomson suggest to make up the top tier of research across these academic domains. Thomson are no longer the only provider of citation data, and the author argues that products like Scopus and Google Scholar are beginning to challenge their traditional market dominance. Given the increasing competition, the author suggests that Thomson would be wise to provide better guidance to/information about the citation indexes to their users. It is argued that there should be more information about the journals selected for inclusion, that the download limit of 150 records no longer adequate and that the list of experts who can help users is too difficult to locate <http://scientific.thomson.com/press/experts>. The article concludes that now bibliographic management software has made references so easy to manage, the development of citation manipulation software is a potential goldmine for developers. Current citation manipulation packages under development include Eugene Garfield's own Hist-Cite <http://www.histcite.com> and Bibexcel <http://www.umu.se/inforsk/Bibexcel>. – [MT]

Mayr, Philipp and Walter, Anne-Kathrin. **An Exploratory Study Of Google Scholar** *Online Information Review* December 2007 31(6): 814-830 – This paper compares the results from a search of Google Scholar (GS) with other more established academic journal databases. The study shows a weakness in the GS results related to coverage and currency of articles but is more positive about the citation analysis capabilities of GS and the free materials that are linked to in the results. The authors point to a paradox whereby open-access journals are under-represented in the GS results compared to other paid-for databases. This is surprising when the access to these journals is free and links to them can be found in search results from the standard Google search engine. – [MDS]

Knowledge Management / Social Networking

Special Section: Folksonomies [Bulletin of the American Society for Information Science and Technology](#) 34(1)(October/November 2007): 7-29 (<http://www.asis.org/Bulletin/Oct->

[07/Neal.html](#)) – This special section of four articles plus a substantive introduction by the guest editor focus on user tagging and what has been called "folksonomies", or user-created taxonomies. The articles are an interesting mix of simple explanations of why users tag, tag usage in Flickr, and others that seek to explain various tagging systems and how they may or may not be useful in retrieval. – [*[RT](#)]

Winder, Davey. **Back to basics : Social Bookmarking** *Information World Review* 240 November 2007: 29-32

This review of social bookmarking looks at the culture of collaboration before going on to analyse key services in this field; including del.icio.us, stumbleupon, magnolia and furl. The move away from hierarchical folder structures and the 'wisdom of crowds' is considered in terms of their benefits to users. Social bookmaking, described as a shared Web page linking resource, is differentiated here from social news distributions services such as Digg and Reddit – [RH]

Winder, Davey. Back to basics – The Wiki. *Information World Review* 241 December :32-35 – This article provides a beginners' guide to the benefits and potential pitfalls of Wikis. Citing rapid content growth within a collaborative environment as a selling point of Wikis the article also notes the importance of housekeeping, designating clear responsibilities and developing policies. The bottom-up approach of Wikis is contrasted with the top-down perspective of Content Management Systems. – [RH]

Legal Issues

Griffin, Daniel. **No easy cure for patent problem** *Information World Review* 241 December 2007: 13 –Discussions of the Information Retrieval Facility in Vienna are reported in relation to the topic of Patents information. Issues of standardisation, language, patent searching techniques and optical character recognition are all considered, particularly in how such topics present barriers to effective information retrieval. – [RH]

Haigh, Maria. **Downloading Communism: File Sharing as Samizdat in Ukraine** *Libri* 57(3)(September 2007): 165-178 (<http://www.librijournal.org/2007-3toc.html>) – Ukrainian file sharing practices and attitudes towards piracy and international copyright measures may seem like a rather specialized topic, but this article (titled after a [popular, satirical poster](#)) illuminates some of the dynamics of intellectual property issues in a globalized world. Going beyond the legal and economic discussions, the author shows that the Ukraine's high rate of piracy and the public's dismissive attitudes towards copyright are bound up with Ukraine's national identity, and reflect two distinctive features of its cultural heritage -- on the one hand, the Soviet Union's disregard for international copyright

norms, and on the other hand, the cultural tradition of Samizdat -- the clandestine (and dangerous) copying and distribution of suppressed literature, often done through an underground, person-to-person network. When the U.S. wielded trading power with Ukraine to defend the intellectual property interests of the American entertainment industry, Ukrainians saw this as yet another heavy-handed attempt at foreign intervention. There are unstated parallels here with open access, open source, and other related issues, which the author plans to explore in future articles. The full text of the published article will be available one year after publication, but the [author's draft \(PDF\)](#) is available online now. – [*BR]

Security

Caldwell, Tracey. **HMRC data fiasco sparks call for reform from experts** *Information World Review* 241 December 2007: 1 – News item investigates the implications for information management surrounding HM Revenue and Customs recent loss of CDs containing the personal data of 25 million child-benefit recipients. Issues of cost versus information security are discussed, with comment from senior officials at CILIP, Aslib, TFPL and records management applications supplier Tower Software. – [RH]

De Rosa, Cathy, Joanne Cantrell, and Andy Havens, et. al. **Sharing, Privacy and Trust in Our Networked World: A Report to the OCLC Membership** Dublin, OH: OCLC, 2007. (<http://www.oclc.org/reports/sharing/default.htm>) – This report is based on a major survey of the attitudes and perceptions regarding sharing, privacy, and trust on the network of people in Canada, France, Germany, Japan, the United Kingdom and the United States. Like its major predecessors **Environmental Scan: Pattern Recognition** (2003) and **Perceptions of Libraries and Information Resources** (2005), it is a weighty document printed in full-color on glossy paper to do justice to all of the tables, piecharts, pictures, and diagrams. However, it is also freely available as a downloadable PDF file, either by individual section or in its entirety. It is chock-full of interesting findings, and well worth spending a lot of time with it, which is almost required given its scope. One tidbit of note, although not all that surprising, is that respondents want to have their privacy protected by default, but also want to have the option to give up that privacy when they wish -- for example, to gain the benefits of social networking. Note: I am employed by OCLC, although I did not have anything to do with this report. – [*RT]

Editor's note: this report was reviewed in the November 2007 edition of Elucidate.

Smith, Laura. **Spotlight on the spy in the surf.** *Information World Review* 240 November 2007: 18-20 –The EU data-projection watch group Article 29 are considered in relation their current battle with Google in relation to the latter's current policy on storing

customer account information. Issues of privacy and the practices of some other search engines are covered. Comment is included from the Chair of Article 29, Peter Schaar and the UK's Information Commissioner office. – [RH]

Contributors To Current Cites *

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Book Review: The Inmates are Running the Asylum

Alan Cooper, 1999

It seems there three universals in this world: truth, falsehood, and what they teach you on a computing degree. We live in a world surrounded by IT, and yet those who have studied IT formally seem often least able to understand user requirements, and hence to create software that genuinely meets our needs. Cooper's book, although published almost ten years ago, provides an idea why that might be. The author himself has a highly respectable track record as a developer – he was responsible for Visual Basic, subsequently sold to Microsoft, so he can claim some understanding of the programming process, and of the programming mentality. So if he says that programming alone is not sufficient, then you are right to take notice. Everyone with an involvement in IT, whether as a user, or as an information professional as a sponsor and influencer could benefit from his assessment of how programmers think.

Cooper is worth reading because he doesn't just preach the Microsoft-wrong, Apple-right message, or even the currently accepted marketing gospel, that of "customer right, developer wrong". His view is considerably more subtle than that, and even if I have some reservations about his solutions, I agree with his diagnosis of the problem. For, as he points out, customer-led design can lead all too frequently to feature overload, to designing for nobody in particular, but for everyone in part.

For Cooper, the zapper to your TV is symptomatic of the problem. It represents "cognitive friction abandonment" when you encounter a problem where the parameters seem to change while you are dealing with it, so that in the end you simply give up. It's true, I only press two or three of the buttons on my zapper. How many programs do we give up on because we can't be bothered to learn the details?

According to Cooper, programmers design for expert users, while marketers design wizards for beginners; yet most of us are neither beginners nor experts but in the "perpetual intermediate" stage. We know a bit about IT, but not that much, and we can't be bothered to learn more. When we get on a plane our instinct is to turn right, into the welcoming (and instrument-free) cabin, while programmers would instinctively turn left, to the cockpit, where there is a plethora of dials and controls. The solution is not to wish that we, the users, knew more, but to create programs that mean we don't have to know any more than we do currently.

Programmers see things differently. For programmers, the world does not know as much as it should about how programs work. The author recalls asking a classroom of programmers how many of them had taken a clock or mechanical device to pieces when they were younger – most put their hands up. And how many of them, continued Cooper, had managed to put it back together again? Almost none of them. In other words, he explains, programmers willingly trade failure for understanding. What does it matter if the program doesn't quite work, if I know understand what it does? Given that attitude, it's hardly surprising that software works so poorly.

A further insight into software development is “negative feedback”. For most of history, adding more features to a product has cost time and money. So you don't add more features to something unless there is clear and ongoing demand for it. But to add extra features to software is more or less free, once the development is done – it adds no cost to the product, and if the product now does more, surely this is a benefit? Of course, the opposite is true. Being presented with several commands is almost always complex, and it usually takes better design to remove controls than to add them. Cooper points out how Microsoft, with the biggest budget of any software company to get its products right, nonetheless loads them with little-used and unnecessary features – unnecessary, that is, for most of us. In all releases of Office up to 2003, minor features and core features would be placed next to each other in drop-down menus, thereby making the selection of any feature more difficult.

There must be a better way than this, cries Cooper, and of course he provides the answer. “Interaction design” is his term for a rigorous design process that should take place before a line of code is written, much like a Hollywood film spends months in preproduction before the cameras roll – it is cheaper, and more effective, when managed in this way. Interaction design involves the use of personas, and Cooper's book provides one of the most convincing justifications for personas I have read. These are imaginary actors whose use of the software is the use case so beloved of modern design teams. Intriguingly, Cooper insists on naming them, which is sensible, but also demands we should have at most three personas for one software program, and in fact implies we should ideally reduce that to one. That's a tough challenge indeed!

In practice, he slightly disproves his own recommendation with the first case study he gives, a project for in-flight entertainment. Passengers want to choose their in-flight movie, and this program was to provide that choice, at the back of every seat on the plane. The solution they came up with satisfied two groups of users. For the technically innocent, who had no knowledge of selecting from menus, they simply lined up all the film posters in one long horizontal band on the passenger's screen. All you did was turn the single interactive scrolling button until you reached a film you wanted, and selected the film. But for more sophisticated users, they provided a horizontal bar at the bottom of the

screen with additional options. So it was possible to provide a use case for two different personas in the one program.

In this way, some of the author's more dramatic recommendations look decidedly risky. Can you really create a successful car that has been rejected by 80% of the focus groups on which it was tested? Cooper's example is the car that meets all needs fairly well – the family user, the single person with shopping, and so on. But by meeting everyone's need partly, the car will never be perfect for anybody.

I'm not entirely convinced by that one, but I am inclined to agree with many of the book's proposals, since so many of Cooper's insights are spot-on. Why is it, asks the author, that computers are so stupid? They throw away information about their user even when the computer has only had that one user in its entire lifetime – yet after years of use, it still doesn't know anything about you.

If you want to know how programmers think, then this is the book for you. In a hundred years, when the terms Microsoft and Apple are like hieroglyphics carved in stone and only understood by archaeologists, the insights about programmers in this book will survive. Like many of these revolutionary guides to software, this book is better at describing the disaster than solving it. We can all agree that existing software is horrendous. But Cooper's vision where companies abandon deadlines and give full control to the interaction designers who can work in a team without developers or outside interference to create a product design is optimistic, and based to some extent on the classic consultant's cry "trust me – I can solve it". I don't think even designers have all the answers to the problems we expect software to solve. But for a guide to pointing out the worst excesses of developer-led IT, this book has no equal.

Michael Upshall

Press Releases & News

Wiley secures Swets as Global Sales Partner for OnlineBooks

January 24, 2008 – Wiley, a leading global publisher of quality scientific, technical, medical and professional content, is pleased to announce that it has chosen Swets, one of the world's leading subscription services companies, to act as a Global Sales Partner for its range of OnlineBooks. This deal makes the entire range of electronic book material hosted on Wiley Interscience's Web platform available to order directly through Swets.

Wiley Interscience OnlineBooks are available in fully customizable packages of titles, adding flexibility to e-book collection development. Currently housing more than 2,900 titles--with the number rapidly increasing--Wiley Interscience gives libraries access to top quality content in the fields of STM, business, the humanities, finance and others. With COUNTER-compliant usage statistics, libraries can review the usage of their Wiley InterScience OnlineBooks on a title-by-title level and annually swap out titles that are underused.

"We are committed to helping our customers gain access to the information they need in the format they choose," said Arie Jongejan, Chief Executive Officer of Swets. "Ordering OnlineBooks directly through Swets makes it possible for our customers to gain access to the wealth of information Wiley offers in the most efficient and economical manner possible."

"Wiley's collaboration with Swets will broaden access to Wiley InterScience Online Books and enable us to reach users around the world who may not have had access to our content in the past,"

said Eric Swanson, Senior Vice President, Wiley-Blackwell. This advances our objective of delivering more content to more people than ever before in the history of our company."

Yale University Press selects Ingram's CoreSource to manage, sell, and market its digital content

Ingram will provide conversion, hosting, and syndication services

January 7, 2008 – NEW HAVEN, Connecticut – Yale University Press has selected Ingram Digital Group to assist in the development and deployment of Yale University Press's digital publishing strategy to make the Press's titles more widely available.

Under the agreement, Yale University Press will use Coresource – Ingram's suite of asset management and search-and-discover services – to convert, protect, manage, and monetize the Press's digital assets, whether they be sold or marketed as print books or eBooks. This is estimated to involve more than 3,000 documents and other digital assets that are owned by Yale University Press.

CoreSource's Search and Discover Services will enable Yale University Press to market its content much more broadly, including these new ways:

- The Ingram powered "Widget" gives readers an easy way to showcase book titles on their own blogs and social networking sites.
- The Ingram Digital website user interface will enable a full-text search across all of Yale University Press's library of digital assets available for promotion across a vast array of business partners including third-party resellers and content specific websites.
- Ingram Digital's collaboration with Microsoft's Live Search Books program will enable Yale University Press to digitize more of their books, make them discoverable through Live Search Books, and monetize them through Ingram Digital's eBook sales channels and Lightning Source's print on demand sales channels.

"Yale University Press is committed to making the best scholarship available to the widest possible audience," said Daniel Lee, Manager of Digital Publishing at Yale University Press. "Ingram's breadth of solutions and long history in service to the publishing industry made Ingram Digital the logical partner to assist us in developing a digital strategy that creates the widest set of opportunities for distributing our content."

In addition, Yale University Press has signed an agreement with MyiLibrary, the aggregated eBook platform of Ingram Digital Group. Yale University Press plans to make its frontlist books as well as active backlist titles available through MyiLibrary.

"We are excited to be working with Yale University Press, which is a publisher with a rich heritage in academic publishing and the leadership to engage the brave new world of the digital environment," said James Gray, President and CEO of Ingram Digital Group.

“By working with Ingram Digital, Yale University Press’s content also becomes immediately available to the various physical and digital sales channels provided by all the Ingram companies,” Mr. Gray added.

'Outstanding ICT initiative of the year' award winner announced

30th November, 2007 – An initiative which has forged a 'partnership' between students and staff, overcome challenges of physical remoteness, a growing number of teaching placements and a high number of part-time students won the JISC-sponsored 'Outstanding ICT Initiative of the Year' award at a prestigious awards ceremony in central London last night.

The e-course team at the School of Dentistry, University of Birmingham, was presented with the award – one of 20 Times Higher Awards presented at the Grosvenor House Hotel in Mayfair – for its development of an e-course which allows users – with no formal training and no need of technical support – to create and contribute podcasts and interactive learning materials.

The e-course developed by the team is wiki-based (so that anyone can create a new page, and set varying editing permissions), with a full range of social networking features, unrestricted file storage and sharing, podcasts, videos, wish lists, and anonymous feedback options, amongst others. The initiative has also seen the provision of interactive captioned videos of procedures to help students prepare for unexpected clinical situations at short notice, as well as an 'intelligent' virtual microscope developed to run on any platform.

The e-course team at the University of Birmingham accepted the award from Dr Malcolm Read, JISC Executive Secretary in front of over 1,200 guests. Deborah White, Director of Learning & Teaching and Head of Dental Public Health at Birmingham, said: 'Not only has the initiative helped students to value independent study and to carry out preparatory work on their own, but it also helps them to reflect on their clinical experiences so that they can prepare better for further clinical experience.'

Giles Perryer, E-course developer and lecturer in Clinical Practice at the University of Birmingham, emphasised the wider impact of the initiative, saying: 'The e-course has had a huge impact on learning and teaching within the School of Dentistry and is generating great interest within the wider community at the University of Birmingham. The e-course is primarily focused on the needs and desires of our students, and every aspect of its design reflects this... We have shown that the overall approach of the e-course in terms of releasing control from web-masters and teachers has had a positive institutional impact... [and] enables staff and students in the wider academic community to fully engage in a learning partnership.'

Professor David Baker, Principal of the College of St Mark and St John and one of the judges, said: 'The e-course team won because of their imagination and innovation. It seemed clear to me that the people involved really had moved us forward in terms of the application of ICT to learning and teaching. The winners provide an exemplar for higher education, which we believe can be rolled out across a wide range of subjects. This is just what the judges wanted to see. It was a difficult decision: the standard and quality of all the entries made the final selection a challenge.'

Fellow judge Norman Wiseman, Head of Outreach and Services at JISC, said: 'The e-course team at Birmingham's School of Dentistry has done a great deal of excellent and innovative work, and their innovations deserve to be recognised in this way.'

The other shortlisted entries were:

- Community@Brighton at the University of Brighton
- The Media Zoo at Leicester University
- OpenLearn from the Open University
- The Technocafe at Durham University
- Virtual Pedagogy Initiative at Aston University

Pioneers in information management scoop top awards

28 Nov 2007 – UKeiG are delighted to announce today the winners of the Strix and Jason Farradane Awards, which will be presented at the Online Information conference and exhibition at London's Olympia in December. The awards are sponsored by The Journal of Information Science, published by SAGE, the world's largest, independent academic publisher.

Both awards celebrate achievement in the broad field of information management. The 2007 Strix Award, created in honour of Dr Tony Kent, is made to Mats Lindquist, senior executive officer at the National Library of Sweden. "We're delighted to award the tenth annual Strix Award to Professor Lindquist," said Adrian Dale, editor of The Journal of Information Science and Online Information conference chairman. "In the world of practical full text information retrieval he is one of the "giants", wholly in the spirit of Tony Kent's contribution in chemical information".

Professor Lindquist won the Strix Award for his key role in the development and significant improvement in accessibility to an information service through the business development of Paralog AB and its TRIP retrieval system. The Award also recognises his sustained contribution over many years to the field of information retrieval.

The Jason Farradane Award, which recognises brilliant work in information science, is made to executive director of Intute, Caroline Williams and the Intute community network. Intute is a free online service, created in partnership with university subject specialists, with over 100,000 links to academic content on the web, as well as a suite of virtual training tutorials and internet information services.

Adrian Dale praised highly the winners. "Intute is a great example of the UK library community taking a long-term, pioneering role in the Internet information environment. Through effective collaboration, they have developed a national service which now has a global reputation."

Intute's origins lie in the 1996 Electronic Libraries programme, where a number of librarians and reSearchers won JISC (Joint Information Systems Committee) funding to develop their ideas for new Internet gateway services. The service has thrived as it has always actively pursued exploring original ways of working online, as a community. Intute has also innovated with new technologies – such as Web 2.0 – but always against balanced judgements about their relative value to education and research.



Training and Seminar Programme for 2008

The UKeIG training and seminar programme for 2008 is designed to reflect the needs of all those involved with managing electronic information resources in the public as well as private sector. The meetings are led by experts; practical and affordable; and offer great opportunities for professional development.

Tuesday 19 th February	Information Law for Information Professionals Laurence Bebbington	Cilip, London
Thursday 13 th March	Image Management: New Directions Roger Mills	Ashmolean Museum, University of Oxford
Wednesday 19 th March	The Practicalities Of Web 2.0: Essential Information For Information Professionals Phil Bradley	King's College London, Guy's Campus
Wednesday 2 nd April	Business Information on the Internet Karen Blakeman	King's College London, Guy's Campus
Tuesday 22 nd April	RSS, Blogs and Wikis: Tools for dissemination, collaboration and information gathering Karen Blakeman	John Rylands University Library, Manchester
Friday 16 th May	Searching the Internet:: Google and Beyond Karen Blakeman	University of Liverpool
Wednesday 11 th June	Searching the Internet: Google and Beyond Karen Blakeman	King's College London, Guy's Campus
Thursday 12 th June	UKeIG Annual Seminar : Web 2 in action – making social networking tools work to enhance organisational efficiency	SOAS, London
Thursday 3 rd July	Understanding metadata and controlled vocabularies – the key to integrated networking Stella Dextre Clarke	Cilip, London
Wednesday 22 nd October	Information Literacy: workplace perspectives Sheila Webber	Cilip, London

Plus regular Intranet Forum meetings for UKeIG members

Other meetings planned for 2008 include: Developing and managing e-book collections, Virtual Rules OK? Developing a Policy for the Digital Collection, Coping with Copyright and Intranets.

Some comments from delegates: "A really cracking day" "Intensive but very relevant and excellent value for money" "Excellent and informative. Couldn't pack more into a day's course"

For further information please contact: Christine Baker, Piglet Cottage, Redmire, LEYBURN, North Yorkshire DL8 4EH. Tel & Fax: 01969 625751 E-mail: cabaker@UKeiG.org.uk

www.UKeiG.org.uk

Notes for Contributors to *eLucidate*

eLucidate welcomes articles or ideas for articles in the areas covered by the magazine. We are always on the lookout for feature writers, reviewers both for books and for meetings, as well as respondents to articles. Sadly, we don't pay contributors, but contributors retain copyright of their articles and can republish their articles elsewhere.

Brief for Feature Articles

If you are writing for *eLucidate*, please follow these simple guidelines.

About the group

Membership is information professionals, involved in dissemination of or receipt of information electronically. Membership is 2/3 academic, 1/3 commercial, plus a few public libraries. A key aspect of the group is that it provides insight from one area to another – members see it as a way of keeping up to date in areas outside their core. Very few organisations provide this cross-sectoral awareness. The focus of the group is the UK, in the sense that authentication concerns tend to be around JISC tools such as Athens and Shibboleth. But the issues of digital provision are of course global. The most popular training courses we run are on search tools – Google and others; e-books and how to deal with them. Other popular strands include content management, bibliographic software, and e-books

Technical level

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

Length of article

Feature articles should be in the region of 1500-2500 words. Each article should be prefaced by a short summary (around 50 words) that can be used when displaying on public search engines an outline of the article, and to display on the non-member section of the website.

How to submit

Please e-mail your article to michael@consultmu.co.uk. Articles should be delivered in Word or in an ASCII format. Images are welcome – they may be in gif or jpeg formats.

Rights

Authors retain full rights in their content and remains the copyright owner. By submitting an article to *eLucidate*, authors grant UKeiG the non-exclusive right to publish the material in any format in perpetuity.

About you

Please provide a 10-20-word biographical summary about yourself to appear at the end of the article.

Editorial process

Your article will be copy-edited for spelling and for sense. If there are major changes to the article we may return it to you for your comments and approval, but most articles require only light corrections before appearing in *eLucidate*, and do not need a further review by the author.

Brief for Book Reviews

A key aspect of UKeiG is that it provides insight from one area to another – members see it as a way of keeping up to date in areas outside their core expertise. Because the membership is quite disparate, ranging from pharmaceutical information professionals to public librarians, you should not assume the readers are as familiar as you with what you are writing about.

Book reviews are typically 500-750 words. Because UKeiG is independent, it is not obliged to have favourable reviews. If the book is poor and you can explain why, then please do so. The most valuable viewpoint you can give is that of an end user. UKeiG is not a place for theoretical debate, but a forum where peers can share their experiences and understanding. So, if it worked for you, tell others. If it didn't, tell others why not.