

eLucidate

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Top Search Tips – May 2008, Liverpool

Karen Blakeman

UKeiG's recent Liverpool Internet search workshop was filled to capacity. It was a packed day with a significant amount of new content and plenty of time for participants to try out the tools and techniques for themselves. At the end of the day they were asked to compile a list of their top tips. There were the usual suspects but the Google Custom Search Engine was new. It is the first time that we have covered Google CSE in the workshop and it generated so much interest that UKeiG will be producing a fact sheet on it. The full list of top tips is as follows:

1. Use the 'site:' command to search individual websites that have appalling navigation and useless site search engines.
2. Search for file formats to narrow down and focus your search. For example search for Word documents or PDFs if you are looking for government or industry reports; xls for data and statistics; ppt or pdf for presentations.
3. Try something else other than Google. Have one Google free day or hour a week. Change the home page in your browser if it is set to Google.
4. Use the OR command in combination with the site: command to search more than one site or type of site. For example, "carbon emissions trading" filetype:ppt site:ac.uk OR site:gov.uk
5. Don't believe all you see, especially when it comes to people searches and mashups. [Mashups combine information from several different sources to produce a single new resource.]
6. If the information is critical, always cross and double check the accuracy of the information with independent sources.
7. Books are still relevant. For example, if you are new to a subject or industry sector try and find an introductory text that can help you with the terminology. They are also excellent for historical information. As well as Amazon, try Google Books (<http://www.google.com/books/>) for older texts, and Live Books (<http://search.live.com/books/>).
8. Use services such as [Zuula](#) or [Intelways](#) to remind you of the different types of information that are available and their appropriate search engines. Type in your search once and click on the search tools one by one.
9. Build your own [Google Custom Search Engine](#) for collections of sites that you regularly search, to create a searchable subject list, or to offer your users a customised, more focused search option.
10. Try good old fashioned Boolean. Yahoo, Exalead and Live support AND, OR, NOT and 'nested' searches, but don't go overboard. Remember to type in the operators as capital letters, otherwise the search engines will ignore them as stop words.
11. Make use of proximity searching.
 - a. Double quote marks around your search terms to force a phrase search works in all of the search engines. For example "carbon emissions trading"
 - b. In Google, use the asterisk (*) to find your terms separated by one or more terms but close to one another. There is no information in the help files on the maximum separation. Increasing the number of asterisks is not supposed to make a difference but it does and it appears that one asterisk stands in for one word.
 - c. The Exalead NEAR command finds words within a maximum of 16 terms within each other. You can control the degree of separation by using NEAR/n where 'n' is a number specified by you. For example "climate NEAR/3 change"

12. Try social bookmarking services to track down other people's research lists on a subject. For example del.icio.us, Furl, Connotea, Citulike,
13. If you are looking for formatted files search Yahoo as well as Google. One participant tested several searches on both and found that Yahoo consistently came up with more. This could be due to different coverage of the two services but is more likely to be down to the fact that Google indexes the first 100K of a document but Yahoo indexes 500K. [Karen Blakeman comments: also search in Live.com. I recently found two unique documents via Live.com that contained vital information on a company that I was researching].
14. The Internet Archive (Wayback Machine) at <http://www.archive.org/> for pages, sites and documents that have disappeared. Ideal for tracking down lost documents, seeing how organisations presented themselves on the Web in the past, and for collecting evidence for a legal case,
15. Partially answer your question in your search strategy. For example "A hippopotamus can run at"

Web 2.0 Round-up

Compiled and edited by Karen Blakeman karen.blakeman@rba.co.uk

Web 2.0 Round-up is a compilation of recent postings and comments to the UKeIG Web 2.0 blog at <http://ukeig.wordpress.com/>. The primary purpose of this blog is to link to support materials for UKeIG's Web 2.0 workshops and seminars, and to provide news and updates on Web 2.0 applications. The RSS feed for the blog is <http://ukeig.wordpress.com/feed> and the comments feed is at <http://ukeig.wordpress.com/comments/feed>

You can also view the feeds on Twitter. UKeIG is now on Twitter at <http://twitter.com/ukeig>. It is mainly a Twitterfeed of the Yahoo! Pipes combined UKeIG RSS feeds supplemented by comments and updates. Some of you may prefer to view the feeds via this route. Comments and chit-chat are welcome.

Web 2.0 in general

Web 2.0 applications: yes, maybe, no?

I ran a Web 2.0 workshop for North West Academic Libraries (NOWAL) on 2nd May 2008 at Salford University. The aim of the event was to give people a taste of what Web 2.0 is all about, and an opportunity to test drive some of the applications. Inevitably, we were limited by what we were allowed to use on the computers in the training suite, and the absence of loudspeakers on the PCs meant that I had to do the commentary for a couple of videos including Common Craft's YouTube video 'RSS in Plain English'. I suppose one could regard that as a mashup of real/first life and the electronic world!

At the end of the day, I asked the participants to think about which applications they would definitely use, those that are worth considering (the 'maybe' category) and those that would get the definite thumbs down. As they had varying experiences of the technologies, and were looking at them from different perspectives, it is not surprising that some 'stuff' ended up in more than one category. We even invented a new award (see And finally...)

Yes (would definitely use)

Pageflakes (<http://www.pageflakes.com/>) for pulling together frequently accessed information of all types. It can be kept private but also made public as a Pagecast, for example [Dublin City Public Libraries](http://www.pageflakes.com/dublincitypubliclibraries/) (<http://www.pageflakes.com/dublincitypubliclibraries/>), [East Lothian Libraries](http://www.pageflakes.com/libraries0/17137920/) (<http://www.pageflakes.com/libraries0/17137920/>), and [ActiveIT](http://www.pageflakes.com/activeit/21822620/) (<http://www.pageflakes.com/activeit/21822620/>).

Flickr (<http://www.flickr.com/>) to publicise your events, launches/relaunches of services, new library facilities

RSS – great for personal current awareness, but also a way of adding content to your website, blog, Face-book etc. and generally facilitating the sharing of content.

iGoogle (<http://www.google.com/ig>) – Your very own personalised Google start page for frequently accessed information of all types, and 'tabs' can be shared with colleagues.

YouTube (<http://www.youtube.com/>) – Link to 'how to' videos, create your own virtual tours of your library, or make videos of your key events.

Wikis – a great way to collaborate on documents, for example a glossary of acronyms and abbreviations (under development by one of the workshop participants).

Blogs – can be used as sources of information and as a quick and easy way to provide news of services, events and ‘What’s New’ to users. Several of the workshop participants were already active bloggers.

Maybe (might use)

Social Bookmarking for example [FURL](http://www.furl.net/) (<http://www.furl.net/>), [Del.icio.us](http://del.icio.us/) (<http://del.icio.us/>), [Connotea](http://www.connotea.org/) (<http://www.connotea.org/>), [2Collab](http://www.2collab.com/) (<http://www.2collab.com/>) – could be a good way to provide access to evaluated subject and reading lists. Connotea (owned by the Nature Publishing Group) and 2Collab (owned by Elsevier) are aimed at researchers and scientists. “If only we could persuade our academics to use them” exclaimed one workshop participant.

Face-book (<http://www.facebook.com/>) – worth a try but, because of its structure and minimal import/export options, beware of possible extra work in having to re-enter content held on websites, blogs and start pages.

Google Docs (<http://docs.google.com/>) – several people thought that they might use Google Docs as a way of collaborating on documents but only for personal use and for applications where it would not matter if the document was inadvertently made public.

Presentation sharing services, for example [Slideshare](http://www.slideshare.net/) (<http://www.slideshare.net/>), [authorSTREAM](http://www.authorstream.com/) (<http://www.authorstream.com/>) – good way to share lectures and presentations.

Nominated for both the ‘Yes’ and ‘Maybe’ categories were: YouTube, RSS and iGoogle.

No (would definitely not use)

There was only one nomination for this category. **Second Life** (SL) (<http://www.secondlife.com/>) did not seem to have any supporters on this workshop. As you have to download software to run SL and run it on serious, heavy duty network connections we were not able to experiment with it on the day. Some of the workshop participants had had bad experiences with it in the past and I did not help matters by recounting the tale of my disastrous attempt to attend an SL meeting the previous evening. Those of us who had tried it agreed that the technology is still getting in the way and it has a long way to go before it is promoted to the ‘maybe’ list. Nevertheless, it is being taken seriously by Manchester Business School who have commissioned design and new media agency Corporation Pop to develop a Second Life island for them (<http://www.how-do.co.uk/north-west-media-news/north-west-digital-media/corporation-pop-to-develop-second-life-presence-for-manchester-business-school-200803202187/>).

And finally...

A new category created on the day. The winner of the John ‘you-cannot-be-serious’ McEnroe award goes to:

Twitter (<http://www.twitter.com/>)

I did try very hard to convince them of how wonderful Twitter is and was joined in my endeavours by some of my followers (thanks chaps and chappesses, your efforts were appreciated by me, at least). The presence of the BBC, Timesonline and even No 10 Downing Street on Twitter did not help. I suspect that the main problem is the Twitter associated jargon and nomenclature. The name ‘Twitter’ generated enough titters on its own,

but when quickly followed by tweets, twitterstream, TwitKit, Twitterfeed, Twitterment, Tweet Clouds etc ... well, I think you can see the problem.

Blogs

Blog on Library Refurbishment

Another application for using a blog: keep your users up to date on the progress of your library's refurbishment. The [University of Bolton Library Refurbishment](http://libraryrefurb.wordpress.com/) blog (<http://libraryrefurb.wordpress.com/>) does just that. The department has been praised for the approach they have taken in informing their users of the progress of the project.

Wikis

Google Sites now available to anyone

When [Google Sites](http://sites.google.com/) (<http://sites.google.com/>) was first launched in February 2008, it was part of the Google Apps group aimed at enterprises. Now, anyone can create a wiki website using Google Sites without the need to have their own domain name. You can keep it private, share it with a small group of people or make the whole thing public. You can also choose who is allowed to edit the pages on your wiki. The pages are hosted on Google at [http://sites.google.com/\[your-website\]](http://sites.google.com/[your-website]) and you can have as many pages as you like for free.

The WYSIWYG editor allows you to format the text; embed documents, calendars, photos, videos and gadgets directly into the page; and offer options for commenting. You can even customise it with your own logo. You can view previous versions of a page, roll back or revert to a previous version of the page, and receive e-mail alerts of changes to pages.

There is a [short tutorial](http://www.google.com/sites/help/intl/en/video/sites_overview_video.html) that takes you through the basics of setting up a Google Site (http://www.google.com/sites/help/intl/en/video/sites_overview_video.html).

RSS

Page2RSS Create and RSS feed for any web page

[Page2RSS](http://page2rss.com/) (<http://page2rss.com/>) monitors web pages for changes and notifies you of those changes by RSS. Simply type in the URL of the page you wish to monitor, and then add the feed URL to your favourite feed reader. Excellent tool for pages that do not offer their own RSS feeds. Hat tip to [Phil Bradley](http://philbradley.typepad.com/phil_bradleys_weblog/2008/05/page2rss---crea.html) for this:

(http://philbradley.typepad.com/phil_bradleys_weblog/2008/05/page2rss---crea.html).

Twitter

Twitter for Librarians: the Ultimate Guide

[Twitter for Librarians: The Ultimate Guide](http://www.collegeathome.com/blog/2008/05/27/twitter-for-librarians-the-ultimate-guide/)

(<http://www.collegeathome.com/blog/2008/05/27/twitter-for-librarians-the-ultimate-guide/>) is

another gem I found via the [Internet Resources Newsletter](http://www.hw.ac.uk/libwww/irn/irn163/irn163.html)

(<http://www.hw.ac.uk/libwww/irn/irn163/irn163.html>). The first paragraph is a bit geekish but do not be deterred – just think of Twitter as a sort of SMS or Instant Messaging with optional bells and whistles. The rest of the article gives examples of how it can be used in a library context. It is US centric but the ideas are applicable anywhere in the world.

Why use Twitter

Some interesting responses to David Lee King's question "[Why use Twitter?](http://www.davidleeking.com/2008/07/09/why-use-twitter/)" (<http://www.davidleeking.com/2008/07/09/why-use-twitter/>). For example:

- keeping informed on technology and library issues
- Twitter = Instant support, feedback, solutions, etc.
- if all you did was follow news channels the tweets are worth it
- Twitter is useful at conferences to learn about sessions that conflict with one's schedule, to find people to meet up with
- Quick and easy way to get marketing messages out to interested people

Primary School on Twitter

Newbridge Primary School is on Twitter (http://twitter.com/newbridge_pri): "the plan is to use this feed to tweet out news and updates about the school on a regular basis... but we're not quite ready to start yet". If you try and "follow" them, you will see a message that says the updates are protected. This is a feature that enables the 'author' of the Twitterstream to vet people before allowing them access to it. Thanks to fellow twitterer andypowe11 for the information.

TwitterSnooze

TwitterSnooze (<http://twittersnooze.com/>) is a way of temporarily 'unfollowing' someone. It is ideal for when your Twitter friends contract conference twitterrhoea. You just snooze them until they get back from the conference. The TwitterSnooze website also suggests:

- It's a nice way to get back at someone for saying something stupid ... give them the silent treatment
- It's a good way to ignore someone who just flooded your timeline for no good reason ... but it was just a one-time offence and doesn't merit permanent unfollowing.

EasyTweets for managing multiple Twitter accounts

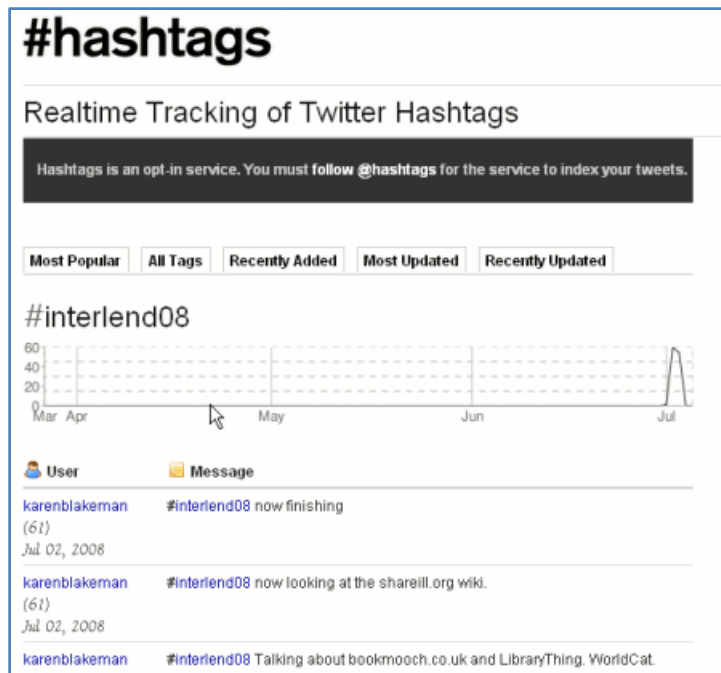
EasyTweets (<http://easytweets.com/>) is a set of tools that can help you post to and switch between multiple Twitter accounts, check replies, and track new followers.

Using hashtags to follow conference tweets

Many conference twitterers use hashtags in their tweets. Hashtags help identify tweets on a subject or event and those who are twittering. Include a hash sign immediately before the 'official' tag of the conference in your tweet and services such as Hashtags (<http://www.hashtags.org/>) and Twemes (<http://twemes.org/>) will pick up the tweet. If you are a twitterer, you will first have to 'follow' hashtags on Twitter itself. Then hashtags will automatically follow you and monitor your tweets. If you want your hashtagged tweets to be picked up by Twemes you must have a photo or image in your Twitter profile. No image, no listing in Twemes (apparently it is an anti-spam measure). The hashtag can appear anywhere in your tweet, for example

"#interlend08 Public libraries losing USPs e.g. supplying out of print books. Lots of online competition e.g. ABE-books".

If you just want to see what has been twittered about a conference, simply go to <http://www.hashtags.org/> or <http://twemes.com/> and browse or search for the tag.



LinkedIn

LinkedIn in Plain English

Another excellent video from Common Craft's 'Plain English' series. This time it is on LinkedIn (<http://commoncraft.com/linkedin-video>). The video is also available on YouTube (<http://www.youtube.com/watch?v=lzT3JVUGUzM&NR=10>). Other videos in the series include RSS (<http://www.youtube.com/watch?v=0klqLsSxGsU>), Google Docs (<http://www.youtube.com/watch?v=muVUA-sKcc4>), Twitter (<http://www.youtube.com/watch?v=ddO9idmax0o>), wikis (<http://www.youtube.com/watch?v=dnL00TdmLY>), social bookmarking (<http://www.youtube.com/watch?v=x66lV7GOcNU>) and blogs (<http://www.youtube.com/watch?v=NN2I1pWXjXI>).

Tag Clouds

Tag clouds for analysing documents

CV not getting you those all important interviews? Nobody answering your job advert? Or perhaps your corporate publicity is not doing the biz? Processing your document through a tag cloud generator might give you a clue as to where you are going wrong. Sue Hill gave a presentation at the recent City Information Group open day on CPD and skills. In passing she mentioned that they sometimes run a CV or job description through a tag cloud generator to show people why their lovingly created prose is way off the mark. The tag cloud brings to the fore your most used terms, and it can be a shock to discover that you have placed the emphasis in totally the wrong area. It then struck me that you could do this with any form of literature – a Web page, training publicity, or membership recruitment forms.

There are dozens, if not hundreds, of tag cloud generators on the Web and most of them are free. For starters try Wordle (<http://www.wordle.net/>), Tagcrowd (<http://tagcrowd.com/>), or Tag Cloud Generator (<http://www.tag-cloud.de/>). The example below is a tag cloud of the UKeIG home page generated by Wordle.



Second Life

May 2008 snapshot of UK HE and FE developments in Second Life

I was alerted to this by the excellent Internet Resources Newsletter (<http://www.hw.ac.uk/libwww/irn/>). The May 2008 snapshot of UK HE and FE developments in SL (<http://www.eduserv.org.uk/foundation/sl/uksnapshot052008>) summarises an investigation into the use and uptake of Second Life (SL) by UK Higher and Further Education. The research, carried out in the period up until May 2008, had four main goals:

- to determine the “state of play” of SL developments within the Higher and Further Education sector.
- to discover how these developments are supported, in terms of time, funding and other resources.
- to explore the functionality of these developments, i.e. which types of media or interactive service they incorporate.
- to establish how “busy”, or well-used, the developments have been and discover any impacts resulting from their implementation and use.

Even if you do not work in higher or further education, this report is worth reading to get a feel for how it is being used, the pros and cons, and the positive and negative attitudes of people directly involved and of those on the sidelines.

UKeiG @ Internet Librarian International and Online Information



Celebrating its 10th birthday this year, Internet Librarian International 2008 takes place at the Novotel London West on the 16th and 17th October 2008.

The Thursday keynote speaker is Guy Cloutier speaking on people at the heart of innovation and Friday's is the Shanachie Story presented by Erik Boekesteijn, Jaap van de Geer and Geert van den Boogaard from Delft Public Library.

UKeiG will be at ILI. Committee member Karen Blakeman is giving a search tips presentation on the latest developments in web search and how to most effectively use new technologies to bolster your research skills.

ILI Early Bird and CILIP discounts

Book before 24th September and you will benefit from the Early Bird discount. CILIP members are entitled to a special discount. Further details of the programme and how to book a place are on the ILI web site at <http://www.internet-librarian.com/>



December may seem far away but we are already planning for the annual UK online jamboree at Olympia. The dates for your diary are December 2nd- 4th.

Come and visit us on **Stand 734**.

Online Information is **the** event for finding out what is happening in electronic information. Details of the conference are available at <http://www.online-information.co.uk/>.

As a member of UKeiG you can sign up for the conference at the 'Association Delegate' rate:

Delegate Type	Registration Deadline	Saving	Price
Association Super Early Bird	Up to 7 Nov 2008	25%	£595+ VAT
Association Full Delegate Rate	From 8 Nov 2008	15%	£675+ VAT

The standard rate is £793 + VAT.

As well as the main conference there is an exhibition with a free seminar and masterclass programme.

Online

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

Duke University, USA

<http://library.duke.edu/digitalcollections/gamble/>

The American social scientist, missionary and amateur photographer Sidney Gamble (1890-1968) left a collection of photographs of urban and rural life in China which he had taken between 1917 and 1932. 5000 of these images are now freely available to view online as part of the Duke University Digital Collections.

Guardian News and Media

<http://www.gmgplc.co.uk/>

Guardian News & Media, the media arm of the Guardian Media Group who publish the Guardian Newspaper and <http://www.guardian.co.uk>, have acquired ContentNext Media (<http://www.contentnext.com>). ContentNext, a B2B media company, also publishes paidContent.org, a website covering worldwide digital content business news. ContentNext will become part of Guardian Professional, the Guardian's B2B presence, which also publishes MediaGuardian.

Ingram Digital Group

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

Ingram Digital Group is to distribute the Encyclopaedia Britannica e-book reference set worldwide via their MyiLibrary e-book platform. The deal consists of 27 titles in 92 volumes with content to suit the pre-school market through to HE, and will be available for subscription by individual libraries and consortiums.

JISC

<http://www.jisc.ac.uk/>

English museums are set to benefit from a choice of JISC-negotiated and banded licence agreements for prestigious digital resources, including Art Abstracts, Art Full Text, Art Index Retrospective, Early English Books Online, Grove Art Online, JSTOR, the Oxford Dictionary of National Biography, the Oxford English Dictionary Online, Oxford Reference Online and the Times Digital Archive. In an MLA-funded initiative, JISC have worked with publishers to procure unlimited simultaneous access by users at subscribing museums, on behalf of the London Museum Librarians and Archivist Group (LMLAG).

Microform Academic Publishers

<http://www.britishonlinearchives.co.uk/>

Microform Academic Publishers have announced a new online product, the BBC Handbooks, Annual Reports and Accounts 1927-2001/2, which is available for subscription on their British Online Archives website. The source materials, which are drawn from the BBC's Written Archives Centre at Caversham Park near Reading, include spending information, schedules and audience research.

Netlibrary

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

NetLibrary have reached agreements with a further 19 publishers to add more e-book titles to their e-book platform. The new agreements will add “thousands” of new titles to Netlibrary’s existing collection of over 170,000 titles. The 19 include the university presses at Louisiana State and l’Université Laval in Quebec, New Age International, TannerRitchie and Policy Press.

OUP

<http://www.oup.co.uk/>

Oxford University Press are providing a new online product, Electronic Enlightenment, comprising the correspondence of more 6,000 figures from the 18th century, including Adam Smith, Hobbes, Hume, Kant, Rousseau, Swift and Voltaire. Content has been derived from the OUP, the Voltaire Foundation and 16 national and international partners including the Royal Historical Society, the Virginia Historical Society, and the Edinburgh and Cambridge University presses. The OUP have announced that subscriptions will be available from JISC collections by November, however pro-rata subscriptions and trials are available now direct from the OUP. The product will offer moderated discussion groups as part of subsequent development and the OUP are encouraging the submission of further content.

ProQuest

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

ProQuest is to digitize the innovative and influential *New York Tribune* from 184 to 1922, beginning with its early years and ending before its merger with the *New York Herald*. Content includes editorials by the founder and Republican Horace Greeley, and articles by the 19th century’s most revolutionary thinkers, including Marx and Engels. The title is one of a number of major newspaper titles forming the ProQuest Historical Newspapers database, with which it will be cross-searchable.

Thomson Reuters

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

The threat of strike action by Thomson Reuters newsroom staff in the UK has been avoided, after 70 employees accepted voluntary redundancy. Thomson Reuters announced their intention in May to lose more than 70 editorial posts in Europe as they consolidated their merger. A strike ballot was planned following an unsatisfactory meeting between the NUJ and management in June. Strike action in Europe has not been ruled out, and up to 700 jobs in sales and technical support are set to be lost worldwide.

ProQuest are to purchase Dialog, “the world’s first online information retrieval system to be used globally with materially significant databases”, from Thomson Reuters. Founded 40 years ago for the Lockheed Missile and Space Company by Roger Summit, Dialog was subsequently acquired by Knight Ridder Information Inc. (KRII) in 1988, who also acquired DataStar from Radio Suisse in 1993. After KRII merged with M.A.I.D. in 1997 to become the Dialog Corporation, Thomson acquired the business in 2000 where it continues to provide fast cross-searching of 1.4 billion records of worldwide commercial information in business, intellectual property, science and technology and market research.

Intranets

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

Intranets and information management strategies

At the SharePoint seminar that UKeiG ran on 15 July, I asked for a show of hands about how many of the delegates had an intranet strategy. As usual, the answer was around 20% of delegates. With any intranet, and especially those that are being built around SharePoint, it is pointless hoping that everything is going to work out just fine if you have no strategy that states what “everything” is. The problem is much larger than the lack of an intranet strategy. There is also no information management strategy. If you want just one example of how important information is to a business, consider the recent case of the Bradford and Bingley Building Society. Over the steady state years the B&B were quite happy that it took seven weeks from the end of the month to produce the management accounts. Unfortunately for the B&B in the intervening period the credit crunch took a turn for the worse, but the B&B management were flying blind in information terms. They had to go into a damage limitation role that has seriously damaged their reputation.

Over the years the *Harvard Business Review* (HBR) and *Fortune* magazine have been essential reading for me. Both give me insights into the world of business that enable me to engage with senior executives and to understand the challenges they are facing. Over the last year or so there have been a number of surveys that have indicated how difficult it is to find information inside the average enterprise (see my column in the last issue of *Elucidate*) but on their own, they do not make a case for the value of information as an asset to the enterprise. In the June 2008 issue of *Harvard Business Review* (pp.61-70) there is a paper by Gary Neilson, Karla Martin and Elizabeth Powers (all at Booz and Co.) entitled “The Secrets to Successful Strategy Execution”. The core message of the paper is that there are four fundamental building blocks to ensure effective strategy execution, and the most powerful of these is effective information management.

The authors list seventeen characteristics of organisational effectiveness, and out of the top ten of these, five are specifically about improving information flows, including ensuring that information flows across organisational boundaries (just the right message for intranet managers) and field- and line-managers have the information they need to understand the bottom-line impact of their day-to-day choices. The authors also point out that only three of the characteristics relate to structure, and none ranked higher than 13th, so all those clever re-organisation plans to ensure the organisation is fit for purpose are just window-dressing, and have no impact on the chances of achieving strategic goals.

There is a challenge here for intranet managers. Over the last two years it seems to me that increasingly the intranet is becoming the gateway to a significant proportion of the information assets of an organisation. This is especially the case if portal technology is being used as an application integration platform, but enterprise search is starting to do the same thing for more conventional CMS-based intranets. As a result, the borders between an intranet and other information platforms such as document management are becoming increasingly blurred. This process is going to be accelerated by SharePoint 2007, which offers the vision of being able to manage everything in one integrated platform.

The theory may be wonderful, and the technology powerful, but the organisation is rarely in a position to decide how and when to move towards a fully-integrated information environment. The main reason for this is a lack of an information management strategy. I remain alarmed at the lack of intranet strategies. If the organisation is not going to see the need for an intranet strategy then what hope is there for an information management strategy, especially when is no one senior executive willing to be the Information Champion.

In my view getting the best out of SharePoint is going to need some serious strategic consideration. I see many organisations justifying SharePoint on the basis that it is 'free' and that out of the box a fully-formed portal will emerge. Neither is the case, as the excellent CMS Watch report on SharePoint emphasises (<http://www.cmswatch.com/SharePoint/Report/>). One of the current business drivers for SharePoint is to be able to develop Intranet 2.0 applications as though there are no other options, which again is not the case. The barriers to the effective use of wikis, blogs, social bookmarking and everything else 2.0 is not a technical issue so much as one of organisational culture. At a recent Melcrom conference in London on Intranets 2.0, a speaker from TNT presented a fascinating account of how open and communicative the senior executives were, an approach which many in the audience felt would be impossible to emulate in their own organisation. This again is something that needs to be integrated within an information management strategy, and not seen as a neat piece of technology that will transform the way the organisation works. Someone who really understands the issues is New Zealand consultant Michael Sampson and he writes a very good blog on the subject of how to work with people you cannot be with (<http://www.michaelsampson.net/>).

There is no better time than now for intranet managers to step up a gear and take responsibility for shaping an overall information management strategy for their organisation, whether by stealth or frontal attack. The HBR article, and an associated website at <http://www.simulator-orgeffectiveness.com/booz> provide a critically important evidence base. In the current economic slow-down, effective decision making using the best available information is going to be at the heart of sustaining business performance. The evidence from the NetJMC Global Intranet Trends survey <http://netjmc.com/survey/index.html> is that increasingly the intranet is the way in which business is done. I dream that one day I will read a feature in *Fortune* in which a senior executive recognises the role that corporate intranet played in the success of the business, a role that is managed and resourced within a corporate information management strategy.

Reference Management and e-Publishing

Tracy Kent, Digital Assets Programme Advisor and EThOS Advocacy Officer, University of Birmingham (t.k.kent@bham.ac.uk)

Referencing and E-publishing

Developments in the Open Access movement are as far ranging as the introduction of the Penny Black in 1827. This is when the emphasis for access to information changed from the receiver (of the letter) paying to the writer (of the letter) having to do so. With open access it is the writer (or author) who pays. This affects specifically the where of information delivery. In addition, it implies free access to research information, as the author pays for the review and 'formal publishing' process. However open Access is not undisputed: Is it fair? Who will be the real winner? Are we sure we will have to pay less in the end?

Useful publishing Repositories

DoIS (Documents in Information Science) is a database of articles and conference proceedings published in electronic format in the area of library and information science.

<http://wotan.liu.edu/doi/>

E-LIS is an archive for scientific and technical documents, published and unpublished in librarianship, information science and technology. There is an e-mail alerting service and you can submit your own material if you wish.

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

ROARMap provides a registry of Open Access archiving policies across the world which is useful for evaluating the quality of the material.

<http://www.eprints.org/openaccess/policysignup/>

E-books

Microsoft pulled the plug on Academic Search, Book Search, and its open-access book-scanning program. It will fulfil existing contracts (e.g. with the British Library), give digital copies of scanned books to their publishers, donate its book-scanning equipment to its partners, and remove usage restrictions on the public-domain books it has already scanned.

<http://blogs.msdn.com/livesearch/archive/2008/05/23/book-search-winding-down.aspx>

While, on the other side of the mountain, Google Books and WorldCat agreed to link their records to one another opening up access to a wider range of material.

<http://www.oclc.org/news/releases/200811.htm>

Is open access free and legal?

The Research Information Network released a major report on the costs and funding of scholarly communication in the UK (<http://www.rin.ac.uk/costs-funding-flows>). But to help with various useful guides, try The Association of Research Libraries, which has updated its Brown-Bag Discussion Guide Series on Issues in Scholarly Communication, adding new guides on Author Rights and New Model Publications. Although American in focus, it is a

useful list of guides which apply the world over and are practical in their guidance.

<http://www.arl.org/sc/brownbag/>

If you prefer to watch info on scholarly communication rather than read, then the following might interest you....with the backing of SPARC (a campaigning open access organisation):

<http://www.vimeo.com/1001482>.

SURF released a new guide for scholars: How to use copyright wisely within scholarly communication.

<http://www.surf.nl/en/SURFActueel/Pages/usecopyrightwisely.aspx>

Referencing software

Endnote X2

This latest version of Endnote has a particularly good new feature that allows you to select any number of references, for which Endnote will locate and download relevant full-text documents. This, combined with some new reference types such as blogs and standards, reinforces the usefulness of this desktop package. References can now be sorted into SMART groups (a feature taken from ProCite), which allow you, for example, to sort the subsets of references automatically by your own criteria. The use of the automatic date stamp to track when a reference was created or updated is a useful new feature. Likewise the preview pane now has a search facility. Endnote X2 for the Mac will be available in the autumn.

<http://www.endnote.com/enx2info.asp>

ThoughtMesh

ThoughtMesh is an unusual model for publishing and discovery because it is a tagged based navigation system that uses keywords to connect excerpts of essays published on different websites. It's like Del.icio.us, but ThoughtMesh helps trace thematic connections between particular sections of online essays. And Thought Mesh's tags (and the meshes that connect them) are determined (or at least validated) by the authors of the pages.

<http://thoughtmesh.net>

Public Sector News

Jane Inman, Communications and Information Manager, Environment and Economy, Warwickshire County Council (Janeinman@warwickshire.gov.uk)

Keeping within the Law

You have probably already seen mention in various places of the new website published by Facet which is edited by Paul Pedley of the Economist Intelligence Unit and which provides access to copyright and information law. It is a subscription database and designed to ensure information professionals have somewhere to turn for information on copyright, freedom of information and the re-use of public sector information. <http://www.kwtl.co.uk>

Re-use of public sector information

The Re-use of Public Sector Information Regulations which came into force in 2005 are designed to encourage the use in other ways of information collected and produced by public sector bodies. The types of information that might be re-used include meteorological, traffic and financial data, maps or tourist information. But it is not always that easy, and the EU has launched a consultation which seeks to evaluate the impact of the legislation.

http://ec.europa.eu/information_society/policy/psi/index_en.htm

They work for you

Keeping track of how your MP is voting or in fact the activities in the House of Commons of any MPs, as well as the contributions of Members of the Northern Ireland Assembly and Members of the Scottish Parliament can be done through the Theyworkforyou website <http://www.theyworkforyou.com>.

The site is run by mySociety, a charity whose stated aims are to build “websites that give people simple, tangible benefits in the civic and community aspects of their lives” and teach the public and voluntary sectors, through demonstration, “how to most efficiently use the Internet to improve lives.” The site is campaigning to change the way Bills are published, because it believes they could be published in a way which makes it possible for ordinary people to understand exactly what is being voted on and by whom.

Parliamentary website

Meanwhile the House of Commons Commission reported that the redesign of the Parliament website over the last two years has cost in excess of £3million. The work included a new design and navigation and a better search engine.

Please look out for *Finding British Official Information. Official publishing in the digital age* Jane Inman and Howard Picton, to be published by Chandos later this year.

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>.

Meeting Report: SharePoint 2007 for Intranets and Websites

UKeiG Course, 15 July 2008

The day was packed with presentations from a group of experts in all aspects of SharePoint, and provided the 40 or so delegates with a variety of perspectives on the benefits and challenges of SharePoint. The seminar was chaired and facilitated by Martin White, from the consultancy Intranet Focus.

Janus Boye, the author of the *CMSWatch Enterprise Portals Report*, and a European authority on SharePoint, explained the background to this Microsoft product. It has a complicated development history, originating in 1999 from different content management systems, and is now being launched as a (free) part of Microsoft Office Professional 2007 (MOSS07). According to Microsoft, MOSS07 it is not only a content management system but a collaborative tool, a search tool and a portal which supports Web 2.0 and records management, and more! However, Janus felt that its strengths were mainly in its ability to act as a collaborative tool.

Janus also emphasised the issues around the decision to implement SharePoint in an organisation and the need to have good project planning when introducing SharePoint, with the right skills and right organisational governance.

One of the key features that ran through the whole seminar was that the basic functionality of SharePoint is handled best by third-party components or web parts, for example wiki or blog modules, although Microsoft is adding functionality as new releases are issued, for example for Records management. In addition, implementation of SharePoint in an enterprise can be carried out in conjunction with a Microsoft Certified Partner as the system integrator. Ben Robb of cScape, a Microsoft Gold Partner and specialist in SharePoint Server, outlined the role of the partner, and also described in more detail the various functionalities as well as the strengths and weaknesses of the product. Paul Henry from OI Software described SharePoint as a 'wide, shallow platform for building great solutions with third party products'. He then went on to describe examples of enterprise content management and social networking and intranet 2.0, and described how Web parts are built and integrated with the platform. Again, effective project management was considered paramount.

Case studies often illustrate very clearly the issues highlighted, and in this seminar, Susan Bradley described how the new extranet in Universities UK has helped to keep all members in contact with each other and to share information. Martin White described the situation in two other organisations that had introduced SharePoint and highlighted the successes as well as weaknesses.

Martin also went through the search functionality of SharePoint, rather complicated by the presence of four Microsoft search products – the overall impression being that information professionals had obviously not been consulted when developing these!

Experiences from a variety of experts, a good reading list, panel discussions and the opportunity to network with other delegates resulted in an informative and interesting day for all those who used or were planning to use SharePoint.

Shaida Dorabjee, Information Consultant

UKeiG has an informal network and mailing list – the Intranets Forum which holds free informal meetings every two months. This is open to all UKeiG members.

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

Meeting Report: UKeiG Annual Seminar

Web 2.0 in action: Practical implementation in the workplace (12 June 2008)

I was intrigued when I received the meeting notification for the Group's Annual seminar. I'm quite familiar with using web 2.0 applications for fun – blogger, face-book, last.fm, MySpace etc. – but in the workplace...? Of course I was aware of the potential, but hadn't really had the time to think about it fully. So a whole day of UKeiG specialists and colleagues to discuss this with? What a perfect opportunity to make the time!

First off we heard from two Web 2.0 product vendors. Simon Gittins of Vivisimo gave a good presentation that certainly set the scene well. He started by discussing the Web 2.0 social applications, then went on to discuss more business-type applications. Clearly (as we're all aware) Web 2.0 is "changing user expectations". Younger people are coming into the workplace wanting to be able to utilise these tools as part of their work.

Simon then went on to explain the key elements of Vivisimo, which is based on a social search engine, including social tagging, social bookmarking and social networking. The most interesting point of this for me was seeing how the combination of these elements leads to the creation of an organisational expertise database. Expertise databases are something that Universities are always developing, but which become out of date as soon as they are complete. By using Web 2.0 technologies, staff could keep their profile up to date by using (and tagging) the resources of the intranet, thereby reducing the problem of dated entries. Obviously this doesn't resolve all the issues associated with expertise databases, but it did get me thinking on the topic. Simon finished his presentation with four case studies, which again real application ideas for this technology in the workplace.

The second vendor presenter was Norman Graves from Ektron Europe Limited. I was keen to hear Norman's presentation entitled: "Balancing what is achievable with what is desirable in Web 2.0 deployments". However I didn't feel like Norman really explained how to make that balance work. Much of the first part of the presentation was given over to an explanation of taxonomy, which was slightly unnecessary with the UKeiG audience. However some scene setting was needed, as Ektron appears to be a Content Management System that uses taxonomy and metadata to build profiles for the user linking all relevant data. Again, the presentation closed with case study material to illustrate the uses of the software.

In the afternoon we heard from two information practitioners – Dion Lindsay and Kara Jones. Dion gave an interesting presentation about Web 2.0 and the role of the Information Professional. In some ways the content reminded me of the previous discussions we've had as a profession when the World Wide Web was going to make us all redundant. I do think that the Dion created some interesting points about the need for change though, and there certainly was some discussion in the Q&A of the lifespan of some Web 2.0 interfaces. Kara, on the other hand, gave a very practical talk about which Web 2.0 initiatives have worked for her in the academic environment. For me, there were two important lessons to learn from Kara's experiences. Firstly, and the most obvious (but in my opinion the most missed), is the importance of matching Web 2.0 interfaces and tools against customer requirements and

institutional priorities. In other words, don't just do it because you can. Secondly, Kara reminded those of us who work in universities that social bookmarking on institutional repositories can increase citations, and therefore increase exposure. This is vital in the research environment, and clearly links back to the first lesson – know your institutional priorities.

Overall, I think the day gave everyone a lot to think about on this topic – indeed the level of noise from conversation at coffee and lunch breaks led me to believe that everyone had a lot to talk about too! Of the people I spoke to, the overall consensus seemed to be that there could be great value in using such tools in the workplace, but that there would need to be some change in attitudes from colleagues before Web 2.0 really became pervasive.

Oh, and of course, all the colleagues I spoke to were quite sure of their role as information professionals to act as catalysts, guides and mentors in support of Web 2.0 developments in their work place.

Joanne Dobson, Programmes Director, Corporate Partnership Unit, Coventry University
[*\(j.dobson@coventry.ac.uk\)*](mailto:j.dobson@coventry.ac.uk)

In keeping with the practical implementation a Web 2.0 factsheet was produced by Martin White, Director of Intranet Focus and is now available on the UKeiG website. The factsheet is more a set of personal 'best bets' that can be returned to on a regular basis for information and inspiration. TK.

Meeting Report: Agenda for Information Retrieval

ISKO UK Meeting 26 June 2008, University College, London

Things have changed in more ways than one in the world of information retrieval. Such a glib assessment does little justice to the remarkably well attended meeting of the ISKO at University College, with getting on for 100 participants. Part of the success was due, no doubt, as chair Stella Dextre Clark pointed out, to the impressive range of speakers, starting with a very sprightly Brian Vickery, aged 90, about his career in information retrieval. It was sobering to think that this man has spent more time in retirement keeping up with information retrieval than most people spend on it in their working lives. But it is in our working lives that information retrieval has changed from a specialist discipline to a topic of central importance to most of our lives. This was illustrated clearly in Stephen Robertson's presentation, when he pointed out that he no longer needs to explain what he does – nowadays, everyone has some idea of what searching is all about.

When commentators describe the present-day information retrieval landscape, it is difficult not to appear trite, because so much of what is said is common knowledge, even if awareness of what search engines actually do is superficial. Google is a general search engine, of course, but it was Brian Vickery who pointed out that most retrieval systems over time have been unlike Google, and built with a specific user community in mind.

Vickery described the process by which communities of practice, in a specific domain such as chemistry, created knowledge that was private, and only part of that knowledge was subsequently transmitted to the public domain for retrieval. The implication, not picked up by the later speakers, was that the creation of a universe of information is in itself partial and inaccurate.

Of course, there is always the approach to information management that you should keep it simple – Vickery recalled the head of the British Library lending division, who stored all the books as they arrived alphabetically by title, without using any classification system. Well, it was certainly simple.

Stephen Robertson, currently based at the Microsoft Research Laboratory in Cambridge,, gave a fascinating presentation about types of information retrieval, using for much of his presentation the examples over twenty years or more of research into IR at Cranfield University, notably the TREC competition. Stephen provided an excellent analogy of how the world has changed because of Google: it is not unreasonable, he said, to describe Tim Berners-Lee as the inventor of the World Wide Web in the 20th century, but the Web in the 21st century is largely the creation of Google.

He then gave a very rapid review of the information retrieval process, which, while being non-technical, was enough to make you realise just what a complicated activity searching is. His simple example of searching for one word, then two words, then a phrase such as “black hole”, where the meaning of the phrase is different to the meaning of either of the two component words, showed just why search engine companies need teams of search strategists.

As for the search heuristics, a simplistic assessment of all the years of research is that statistical methods of search always win when compared with other methods, such as directory-based or natural-language processing. This doesn't mean the other methods are superseded; they can frequently be used as an adjunct to improve searching. Many of these ideas have been around for years, for example a user adding comments to the result list (either the hits they see as relevant, or those they see as not relevant) to make subsequent searches more precise. Stephen's conclusion was that there are opportunities within enterprise searching to make some advances on the standard, one-size-fits-all Google model.

Finally, Ian Rowlands gave a fascinating description of how what has been dubbed the "Google Generation Report" came about, and some of his personal views on it. This report, which appeared in 2007, was commissioned by JISC and the British Library. Its goal was to determine if there was a specific Google generation (those born after 1993) who have grown up with no knowledge of a world without search engines and the Web.

Perhaps not surprisingly, the report concluded there was no major difference between generations – instead, there were transgenerational sectors, groups of people with similar characteristics whatever their age. The Google generation was found to comprise, perhaps unsurprisingly, a high-tech group, happy with leading-edge innovation, plus a majority of "average Joes", not technical, but using current technology; and finally a substantial number of "digital dissidents" (including Rowlands' own daughter) who consciously rejected many of the latest technical innovations and awareness of information technology. In other words, some "silver surfers" are more members of the Google generation than many 17-year-olds.

He pointed out that where work needed to be done is in discovering how people used digital resources. Some of the researchers at the CIBER centre at University College have discovered remarkable activities of online resource searchers, such as users of Elsevier Science Direct, who go into the service, find a single page, following a single search, then leave. Either these people are information marksmen, or they aren't finding at all what they want and giving up.

A further worrying piece of research was the Superbook project, 2007. A set of 3,000 e-books were added to UCL Library, and a study was made of how those books were retrieved. First, a diagram of the navigation process to reach those books showed the route to the information to comprise many different routes, most of them remarkably convoluted, and often resulting in dead-ends. Secondly, he showed that the most popular route to the e-books was via the library catalogue, rather than Google.

A remarkable study carried out by Florida State University into student levels of information literacy revealed a correlation between information literacy skills and examination performance. Not so surprising, you would think, but the researchers then asked the students how confident they were of their information literacy skills. The top quartile of IL results rightly thought they had good IL skills, but it was worrying to find that the bottom quartile thought too that they had good information literacy skills. A further revelation from a detailed study of web logs was how little time many users spent actually reading electronic documents – there was a lot of skimming, but little detailed reading.

After presenting these dramatic research results, Ian's conclusions were for me perhaps a little disappointing. He talked about the need to promote information literacy from an early age, something easier said than done, and talked about the need to make information retrieval more appealing – perhaps a compulsory component of academic courses. His presentation concluded with a more personal interpretation of these results. He recollected as a school student doing his homework in Plymouth Central Reference Library, and having a powerful sense of the physical information structure with a collection of books – learning and knowing how and where information was to be found. This skill, he said, has to a large extent been lost. Hence the Google Generation report was in a sense asking the wrong question. Instead, we should be asking “How do you maintain information literacy in an environment that lacks the clues provided by a traditional library environment?”

My own conclusion is rather different. People have always read in very different ways depending on the material, their goals, and the nature of the text. The only difference is that today we have better tools to be able to track the process of retrieval and reading almost down to the specific words retrieved by users when reading a text. I don't think reading has changed, simply the tools for recording it. Roland Barthes pointed out (in *The Pleasure of the Text*) how we don't read every word of novels we are excited by, and it is common knowledge by researchers into the psychology of reading that reading is almost never word by word – the act of reading varies enormously depending on the reader's prior knowledge, goals, and context.

The question-and-answer session after the presentation revealed considerable concern from members of the audience, usually parents, about the presumed lack of knowledge of information retrieval shown by children (usually their own children). So perhaps the only Google generation is a generation of parents who worry about their children's education – and that is nothing new.

Michael Upshall

Current Awareness

Column Editor: Gina Cybulska

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

Denton, William; **FRBR and the History of Cataloging** in *Understanding FRBR: What It Is and How It Will Affect Our Retrieval Tools* edited by Arlene G. Taylor, Westport, CT: Libraries Unlimited, 30 November 2007 (<http://pi.library.yorku.ca/dspace/handle/10315/1250>) This 23-page book chapter on the conceptual model *Functional Requirements for Bibliographic Records*, by William Denton, who writes The FRBR Blog, is several things at once: a swashbuckling, intellectually exciting narrative of cataloging history; a roadmap to FRBR; and a cautionary tale that all things must pass. Denton traces FRBR through brief studies of the work of cataloging theorists Panizzi, Cutter, Ranganathan, and Lubetzky, arguing, for example, that "FRBR's user tasks are descended from Cutter's Objects." Denton is a highly accessible, entertaining writer, but this chapter will be best appreciated by readers who have at least a cursory knowledge of FRBR theory (which can be pleasantly acquired from Robert L. Maxwell's "FRBR: A Guide for the Perplexed," also reviewed in this issue of Current Cites). "FRBR and the History of Cataloging" is excerpted from the book, "Understanding FRBR" (Arlene G. Taylor, ed.), published by Libraries Unlimited, which graciously gave permission to place Denton's excellent contribution on the open Web. Oh, and don't miss Denton's endnotes – they are rich with good citations and his fluid, informed commentary. [*KGS]

Maxwell, Robert L. **FRBR: A Guide for the Perplexed** Chicago: American Library Association, 2008. (<http://worldcat.org/oclc/154309204>).

Halfway through this book, I had a pleasant sensation: I realized I understood what Maxwell was talking about. *FRBR: A Guide for the Perplexed* is a little slow getting out the gate; he begins with a music-cataloging example, was not the best choice for introducing newbies to this conceptual model. But stick with it, because Maxwell soon hits his stride in a book that is clear, intelligent, well-informed, and a sheer delight to read. (By the end of the book, he is using Harry Potter examples.) Maxwell has both praise and blame for FRBR (Functional Requirements for Bibliographic Records), but more significantly, he clarifies that the real function of FRBR is to restore and build on a cataloging concept that was beginning to blossom before the icy fingers of AACR2 nipped it in the bud: the notion of relationships – the idea that a bibliographic "thing" might relate to other bibliographic "things" in intelligent ways – parallel, subsidiary, sequential, etc. – a topic explored much earlier by Barbara Tillett. Those of us trying to enable FRBR in our catalogs might pause to ask ourselves how an OPAC can display a relationship that hasn't even been established in our own mental models, let alone in our data. Maxwell's underlying message is that we have been focusing

on the eggs (that is, manifestations and items) at the expense of the egg cartons (that is, expressions and works). Maxwell is at his most provocative – and dead-on correct – when he says that a move to FRBR would require that we abandon the flat-file, record-focused structure and move to an entity-relationship database. He has done a superb job of describing not just FRBR but the state of cataloging data, and whether or not you are "perplexed," I heartily recommend you read this book as soon as possible. [*KGS]

Digitisation Projects/Preservation

Flood Gary. **Backfile to the future** *Information World Review* 246 May 2008: 10-12 – Three page feature looks at the issues facing those who are digitising back copies of journals and other print materials pre-dating the Internet. Includes comment from Elsevier and the Association for Computing Machinery, and topics covered include decisions regarding coverage, legal rights, plus the opportunities for cross-database searching. The article includes a short step-by-step description of the implementation of a digitisation project. [RH]

Bullen, Andrew. **Bringing Sheet Music to Life: My Experiences with OMR** *Code4Lib Journal* (3)(23 June 2008)(<http://journal.code4lib.org/articles/84>) – Bullen describes a fascinating project to digitize sheet music, clean up the scan, put it through a special program to recognize the notes, and then pipe it through midi software to recreate the music. Fascinating historical tidbits make what normally would be a dry technical exposition come alive, and provide more than adequate reason for going through these complicated procedures. This article can be further enhanced by viewing [Bullen's lightning talk](#) at the Code4Lib 2008 Conference in February, which used one of his recovered tunes as background (he also provided the intro music for all the 2008 Code4Lib videos). Highly recommended, not just as a description of a technical digital library process, but as an excellent example of using digital library technologies to bring history alive. [*RT]

Pennock, Maureen. **Supporting institutional digital preservation & asset management: a summary of the JISC DPAM programme synthesis** *New Review of Information Networking* 13(2) (2007): 119–132 – A useful summary of the results of a synthesis study of the JISC-funded Digital Preservation and Asset Management (DPAM) programme. The programme ran from 2004 to 2006, with the aim of establishing a basis for the creation of institutional strategies and policies in the area. By summarizing the synthesis study, the author provides an overview of the eleven projects funded by the programme across three main themes: institutional management support & collaboration; digital asset assessment tools (DAATs); and institutional repository infrastructure development. The synthesis study began using a questionnaire completed by each project manager or representative. One-on-one interviews were carried out, and e-mail, telephone contact and desk-based research supplemented this work. By drawing out a number of recurring themes, the author explores the outputs of the project. The author reports that the study found the programme to be a success, and assures us that it has provided knowledge that equips us to safeguard the future of our digital assets. Let's hope that this knowledge is applied by those who are responsible for these valuable cultural treasures. [ATB]

Nadella, Satya. **Book Search Winding Down** *Live Search* (23 May 2008) (<http://blogs.msdn.com/livesearch/archive/2008/05/23/book-search-winding-down.aspx>) – Microsoft has announced that it will end its Live Book Search and Live Search Academic projects, and focus instead on indexing library and publisher book content in those organizations' digital repositories. Since Microsoft has been a significant funding source for the digitization efforts of the [Open Content Alliance](#), this was bad news for the [Internet Archive](#) and the [research libraries](#) participating in that group; however, Microsoft said that it was "removing our contractual restrictions placed on the digitized library content and making the scanning equipment available to our digitization partners and libraries to continue digitization programs." About 750,000 books were digitized as a result of Microsoft's projects. Read more about it at "[Microsoft Abandons Book Scan Plan](#)," "[Microsoft Abandons Digitization](#)," and "[Why Killing Live Book Search Is Good for the Future of Books](#)." [*CB]

E-Publishing

Luther, Judy. **A New Era in Publishing** *netConnect* (15 April 2008) (<http://www.libraryjournal.com/article/CA6548356.html>) – This overview article headlines this issue of *netConnect* on the future of publishing and provides an easy introduction to the new opportunities and challenges of digital publication. Luther describes new opportunities such as linkages with other sources of information, data mining, and printing on demand. She touches on the changed economics, where people such as Paul Krugman and others (John Perry Barlow, for example) have described the different economics of intellectual property. "In the industrial world," Luther paraphrases Krugman, "scarcity increases the value of a product, since two people can't both have the same physical item. The opposite applies to the value of information, which increases as it is used and shared. Abundance, not scarcity, determines value – and that is reshaping business models." User-created content is also cited, with the examples of Wikipedia, GoingOn, and Sermo specifically mentioned. Luther provides no easy answers for publishers in this new world, but ends with some good advice: "Successful approaches will depend on understanding the needs of readers and involving them in the development and use of tools that can advance their thinking and draw upon their collective wisdom." [*RT]

Education

Jelinkova, Klara, Tereza Carvalho, and Dorette Kerian, *et. al.* **Creating a Five-Minute Conversation about Cyberinfrastructure** *EDUCAUSE Quarterly* 31(2) (2008): 78-82. (<http://www.educause.edu/ir/library/pdf/EQM08211.pdf>) – This article provides a very concise summary of why cyberinfrastructure is important in higher education. It also offers a strategy for promoting cyberinfrastructure on campus. While it's intended to "to help you compose a five-minute conversation on cyberinfrastructure appropriate for various audiences," it also serves as a useful primer for readers who may be a little fuzzy on the potentials of cyberinfrastructure. A helpful list of EDUCAUSE cyberinfrastructure resources is included in the article. [*CB]

General

Griffin, Daniel; **Unknown Worlds**, *Information World Review* 247 June 2008: 10-12 – Three-page article looking in depth at business information issues in the Emerging Markets sector. Issues discussed include the importance of local knowledge, the availability and verification of information sources. Suppliers interviewed include representatives from ISI Emerging Markets, Esmerk and Bureau Van Dijk. [RH]

Mawson, Maria. **iPod tours: a new approach to induction**. *New Review of Information Networking* 13(2) (2007): 113-118 – An article based on a conference paper that details the planning, production and evaluation of iPod delivered induction tours at the Western Bank Library, the University of Sheffield. Faced with the familiar problems of a difficult building to navigate and increasing student numbers, Sheffield sought an alternative approach to the traditional guided tour of library facilities. Because of the widespread use of iPods/mp3 players amongst students, it was decided to create library induction material in a downloadable audio format. A project team consisting of staff and students devised an initial series of conversational style recordings designed to impart key messages about library services at predetermined listening points. The mp3 files were available for download from a set of specifically designed Web pages, and various methods of promoting the new service were employed. Detailed usage statistics were recorded and feedback was obtained from service users. New developments continue in this area, with Sheffield producing a series of screen-casts and audio files to help answer typical student enquiries and the creation of an audiovisual tour of the new Information Commons learning facility. [NW]

Libraries Unleashed: Colleges, universities and the digital challenge *The Guardian* (22 April 2008) (<http://education.guardian.co.uk/librariesunleashed/0,,2274706,00.html>) –

This special supplement in the Guardian newspaper (published in conjunction with [JISC's "Libraries of the Future"](#) initiative) contains 18 articles highlighting a number of contemporary library-related topics, including information literacy, learning spaces, open access, library 2.0, digitization, and the evolving roles and skills of users and librarians. Regular readers of *Current Cites* will find the coverage anecdotal and introductory. Still, it is rare to see librarianship getting such attention from a major newspaper, and the issues are clearly, if not deeply, laid out for a general audience (and useful, perhaps, for those friends and relatives who still can't quite grasp that your library job involves more than checking out and reshelving books). The focus is academic libraries and the opening paragraph sets the optimistic tone: "Academic libraries are changing faster than at any time in their history. Information technology, online databases, and catalogues and digitised archives have put the library back at the heart of teaching, learning and academic research on campus." [*BR]

Hahn, Karla L. **Research Library Publishing Services: New Options for University Publishing** (2 April 2008) (<http://www.arl.org/bm~doc/research-library-publishing-services.pdf>) – With the publication of the [Ithaka Report](#) and the recent [ARL Bimonthly Report](#) on scholarly publishing, discussions of library-based publishing are becoming increasingly prominent. Now comes the first broad survey of library-based publishing activity, and it confirms that library-based publishing is becoming an increasingly common service, at least among ARL libraries. Of 80 ARL libraries surveyed, 44% are involved in publishing (usually with a focus on electronic journals) and another 21% are planning to get involved.

Author Karla Hahn concludes: "The question is no longer whether libraries should offer publishing services, but what kinds of services libraries will offer." Based on survey responses and in-depth interviews with ten publishing program managers, Hahn discusses the scope of services, various business models, and other administrative, technical and conceptual issues that are emerging across these programs. She also places these activities in the larger university publishing context where these programs have a small but valuable niche to fill. Because many of these programs are moving from an experimental or pilot stage to a more programmatic service, Hahn suggests that the time is ripe for more consideration of these activities by campus-wide leadership. The time is also ripe, she notes, for more information exchange between library publishing programs, which have been developing "in something of a vacuum of community discussion." This report should prove to be a useful step in that direction. [*BR]

Darnton, Robert. [The Library in the New Age](#) *The New York Review of Books* 55(10)(12 June 2008)(<http://www.nybooks.com/articles/21514>) – Robert Darnton, Director of Harvard University Library, is no stranger to electronic scholarly communication, having been instrumental in creation of the [Gutenberg-e Project](#). His essay balances praise of the scholarship opportunities made possible by mass digitization projects, such as Google Book Search, with the need for physical libraries and books far into the future. Projects like Google Book Search will not make libraries obsolete. On the contrary, he uses eight points to argue why libraries will be more important than ever. Darnton ends his essay with: "long live Google, but don't count on it living long enough to replace that venerable building with the Corinthian columns ... the research library still deserves to stand at the center of campus, preserving the past and accumulating energy for the future." The essay provides some well articulated arguments you can use the next time a faculty member or administrator questions the need of your library in the age of Google. [*SG]

Harley, Diane, Sarah Earl-Novell, and Sophia Krzys Acord, *et. al.* **Assessing the Future Landscape of Scholarly Communication: An In-depth Study of Faculty Needs and Ways of Meeting Them (Draft Interim Report)** Berkeley, CA: Center for Studies in Higher Education, University of California, Berkeley, Spring 2008. (<http://cshe.berkeley.edu/publications/publications.php?id=300>) – This report is an early draft of findings from a number of in-depth interviews and focus groups with faculty, librarians, and information technology professionals, as well as other related studies and surveys. It is highly readable and quite interesting, with a number of surprising as well as expected findings revealed. "It is clear from our interviews so far that many scholars, young and old, can be innovative in their fields without the need or desire to use cutting edge technologies," the report states. "It is reasonable to presume that there may be no one vision for technology-enabled scholarship in a field. Ultimately, the personality of individuals combined with disciplinary tradition, the needs of the field, and affiliation with type of higher education institution will determine how widespread public sharing of non-peer-reviewed incipient ideas and data will be and what forms final archival publications take." There is much here to ponder for anyone interested in the future of scholarly communication, new publication models, and how we can better serve both information and publication needs of college and university faculty. [*RT]

Henty, Margaret. **Developing the Capability and Skills to Support eResearch** *Ariadne* (55)(April 2008)(<http://www.ariadne.ac.uk/issue55/henty/>) Whether you call it eResearch (Australia), eScience (UK), or Cyberinfrastructure (USA), the need to support it poses challenges for libraries and research institutions, both at an individual and organizational level. Based on surveys and interviews with Australian researchers, this article looks at what is needed to "bridge the gap between the potential on offer and the realities with which we are living," with a specific focus on the need for improved levels of data stewardship. One theme that emerged from the survey was the need to develop specialists with specific skills. This includes technical skills, which may vary according to discipline, along with equally important non-technical skills such as data analysis, knowledge of copyright issues, communication skills, team building, project management, and something one of the survey respondents called "researcher management." Another theme identified in the survey was the need to overcome organizational and cultural barriers, which need to evolve in order to improve internal communication, support external advocacy and education, enable collaborative opportunities, and develop appropriate policies and workflows. The article ends with a section on solutions and suggestions for achieving this, but this is very brief and not fleshed out. The main focus is on the gaps mentioned above. [*BR]

Information Access

Caldwell, Tracey; **OA in the humanities badlands**, *Information World Review* 247 June 2008: 14-16 – Major article investigates the barriers to open access (OA) in the social sciences and humanities (SSH). Traditional problems with funding for SSH are contrasted with a growing understanding of the benefits that OA can bring to the sector; over and above speed and ease of access to research. The diversity of SSH is discussed, with Economics and Linguistics identified as areas interested in the OA debate. The role of the author-pays and other funding models are discussed alongside European-Union programmes to develop this area such as Action 32. Comment is drawn from various groups including the Research Information Network, Open Knowledge Foundation and the Open Humanities Press. [RH]

Thomas Kim; **Don't let the grey fade away**, *Information World Review* 246 May 2008: 14-16 – This report looks at online efforts to open the door to grey literature and make it available for libraries via web-based tools. One of the areas reported as having achieved success in this respect being electronic theses and dissertations, with Virginia Tech University cited as a pioneer in this field. The article includes an account of specialist search engines such as Scirus (<http://www.scirus.com>), Google Scholar (<http://scholar.google.co.uk>) and OpenDoar (<http://www.opendoar.org>), which help users find technical and research report hidden on websites or in institutional repositories. [RH]

Nguyen, Thinh. **[Open Doors and Open Minds: What Faculty Authors Can Do to Ensure Open Access to Their Work through Their Institution](#)** Cambridge, MA and Washington, DC: SPARC and Science Commons, 2008. (http://www.arl.org/sparc/bm~doc/opendoors_v1.pdf) – Building on the momentum created by Harvard University's Faculty of Arts and Sciences [open access mandate](#), this white paper outlines how faculty at other institutions can effectively enact similar mandates and establish appropriate university licenses to give their institutions the necessary rights to archive their scholarly works in institutional repositories. [*CB]

Harnad, Stevan. **The Two Forms of OA Have Been Defined: They Now Need Value-Neutral Names** *Open Access Archivangelism* (3 May 2008)(<http://openaccess.eprints.org/index.php?archives/400-The-Two-Forms-of-OA-Have-Been-Defined-They-Now-Need-Value-Neutral-Names.html>) – One of the key problems of the open-access movement has been to define what "open access" really means. Various manifestos have put forward varying definitions (e.g., the [Budapest](#), [Bethesda](#), and [Berlin](#) declarations) and Stevan Harnad has put forth his own definition at various times (e.g., see "[Re: Free Access vs. Open Access](#)"). Now, Stevan Harnad and Peter Suber are working together to disambiguate the term. In short, they identify two types of open access: (1) free of "price barriers" (i.e., available at no charge), and (2) free of both "price" and "permission barriers" (i.e., no unnecessary copyright and licensing restrictions that inhibit re-use). Initially, the terms "weak OA" and "strong OA" seemed suitable, but, on further reflection, the term "weak" seemed to have "pejorative connotations." New terminology is being considered, such as "basic OA" and "full OA." While this may seem like an abstract exercise, their work will have important real-world impacts, and it will help diminish confusion about the goals of the movement among its advocates, its opponents, and the scholarly community. [*[CB](#)]

Fisher, Julian H. **Scholarly Publishing Re-invented: Real Costs and Real Freedoms**

Journal of Electronic Publishing

11(2)(2008)(<http://hdl.handle.net/2027/spo.3336451.0011.204>) – In discussions of the "gold road" to open access (open-access journals), the focus is often on major open access publishers (e.g., [BioMed Central](#)) or "hybrid" publishers (e.g., [Springer Open Choice](#)), which offer per-article open access for a fee. Since both types of publishers rely heavily on publication fees to support open access, the analysis of the gold road option inevitably focuses on those fees and how they can be paid. However, for about two decades there has been another open-access journal option that, while it has flourished, is often overlooked: what Tom Wilson calls the "[Platinum Route](#)." This strategy offers low-cost open-access journal publishing without author fees, utilizing open source journal publishing systems and subsidized or low-cost technical infrastructure. Fisher's article makes the case for this type of open-access journal publishing, often using the [Scholarly Exchange](#), an open-access journal publishing service, as an example (Fisher is one of its founders). How cheap can it be to publish such an e-journal? Fisher says: "My estimate is that a journal with 50 articles in a year could be published for under \$4,000; double the number of articles, and the cost goes up to just over \$7,000. At 250 articles a year, the cost is under \$17,000. If the journal chose not to provide copy editing or XML conversion and tagging--two of the larger costs--the totals would be \$1,200, \$1,650, and \$3,000 respectively." [*[CB](#)]

Information Management

Shoniwa, Pride and Hall, Hazel; **Library 2.0 and UK academic libraries: drivers and impacts**, *New Review of Information Networking* 13(2) (2007): 69-79 – 'Library 2.0' is now a widely used term in our profession, but what exactly do we mean when we use it? This exploratory study looking particularly at the UK academic library sector aims to answer just that question. A systematic navigation of UK higher education library websites, a web survey to heads of these library services and finally follow up interviews with a small sample of academic librarians, all provide evidence to tackle the issue. The authors reach the conclusion that 'Library 2.0' in this sector is mainly about selectively applying 'Web 2.0' technology and while 'Library 2.0' is not clearly perceived as incorporating physical services, its development nevertheless impacts the way in which physical services are delivered. The authors

also identify a 'gap' between customers who prefer the new generation of technology-led 'Library 2.0' services, and the users of more traditional library services. It would be interesting to see this study repeated over time to follow the evolution of the application of the 'Library 2.0' concept. Dr Hall's main research interest is currently in information sharing in online environments, and she uses a range of 'Web 2.0' tools in her teaching. [ATB]

Muncaster, Phil. **The Kings of Content**, *Information World Review* 247 June 2008: 17-18 – A two page overview of enterprise content management (ECM) and search investigates the implications of recent acquisition activity in the sector. The article looks at the wide range of definitions used for ECM by suppliers, from total content solutions to distinct products covering e-mail and records management. Major players such as EMC, Oracle, OpenText, IBM, HP and Microsoft are considered, noting where some suppliers have particular strengths. The key drivers of ECM, believed to be compliance and legal discoverability, are also reflected upon. The article concludes by anticipating coming trends in the market, including suppliers moving away from their core competencies in enterprise search. [RH]

Lankes, R. David. "**Collecting Conversations in a Massive-Scale World**" *Library Resources & Technical Services* 52(2) (April 2008): 12-18 – Libraries today are dealing with massive amounts of data and its storage. How can we as librarians and information professionals respond to the infinite growth of information waiting to be organized? In his article (which came out of a presentation at the ALCTS 50th Anniversary Conference in 2007), Lankes gives us four options for dealing with data: ignore it; limit the library; catalog it all; or embrace it. He asks us to adopt participatory librarianship and to open up the conversation for practice, policies, programs, and tools in our communities, and says: "Participatory librarianship is an opportunity not only to enhance the mission of the library, but proactively to position librarians at the forefront of the information field . . . where they belong!" [*KC]

Information Retrieval

Perry, Michelle; **Microsoft Casts its net again**, *Information World Review* 247 June 2008: 8 – The withdrawal by Microsoft from its offer to buy Yahoo is analysed in the context of the overall search market. Alternative options for Yahoo and Microsoft are discussed; including possible link between Yahoo and Google. The article also looks at wider issues including the search skills of young people and options for providers to differentiate themselves in the market including offering more vertical search and the need for more quality accreditation of data. [RH]

Lorigo, Lori, Maya Haridasan, and Hronn Brynjarsdottir, *et. al.* **Eye Tracking and Online Search: Lessons Learned and Challenges Ahead** *Journal of the American Society for Information Science and Technology* 59(7) (14 March 2008) – Interesting look at using eye patterns to study search behavior using Google and Yahoo. The authors discuss some of the challenges using eye tracking methods and make suggestions as to how these methods can be integrated with other usability testing practices such as 'think aloud' and 'bio feedback'. [*LRK]

Nicholas, David, Paul Huntington, and Hamid Jamali. **User diversity: as demonstrated by deep log analysis** *The Electronic Library* 26(1): 21-38.

(<http://dx.doi.org/10.1108/02640470810851716>) – User log analysis has been performed since the time of the first HTTP servers; however most log analysis is abstracted from the details for the user community. It therefore leaves us with "big generalizations" (to quote the authors), but surprisingly little in the way of detailed information about the behaviors of our various user communities. In this study, the authors have applied techniques and methodologies developed at the Centre for Information Behaviour and the Evaluation of Research (CIBER) at the University of London, to analyze the behavioral patterns of a group of 750 researchers. As a result of their research, the authors have found that people from different disciplinary backgrounds approach the use of online journal databases in varying ways. Some disciplines are more predisposed to exploratory searching whereas other disciplines tend to use more directed search strategies. Moreover, the end purpose of these searches differs among the disciplines. Researchers in certain disciplines are more likely to focus on keeping up-to-date on the latest research in progress while researchers in other fields are more likely to be focused on identifying recent articles of interest that have gone through the entire scholarly review process. In the interest of full disclosure, I am on the editorial board of *The Electronic Library* but I was not part of the review process for this article. [*FC]

Knowledge Management/Social Networking

Tebbutt, David. **Web 2.0 will bring Gin Lane oblivion to the telly nation**, *Information World Review* 247 June 2008: 9 – Commentary piece reflects on the developments that Web 2.0 has brought in terms of interactivity in the context of social and technological changes. Drawing on comments from Clay Shirky at a recent Web 2.0 conference, the merits of the 'two-way Internet' are contrasted with the more passive media of television. The writer also considers the role of the librarian in developing the route to more personalised information services. [RH]

7 Things You Should Know About Flickr Washington, DC: EDUCAUSE Learning Initiative, February 2008.

(<http://connect.educause.edu/Library/ELI/7ThingsYouShouldKnowAbout/46186>) – This two-page Adobe Acrobat (PDF) document provides essential information about Flickr for an academic audience, and how it might be used in an educational context. Following the format of the [7 Things You Should Know series](#), these basic questions are answered: 1) What is it? 2) Who's doing it?, 3) How does it work?, 4) Why is it significant?, 5) What are the downsides, 6) Where is it going?, and 7) What are the implications for teaching and learning? Also included is a brief scenario sketching out how Flickr could be pedagogically useful. The Library of Congress [Flickr project](#) is specifically mentioned as an example of engaging with users "where they live". [*RT]

Legal Issues

Williams, Peter; **High Court quashes bid by MPs to secure Fol get-out**, *Information World Review* 247 June 2008: 1 – Main news item reports on High Court ruling in respect of MPs expenses disclosure under the Freedom of Information Act. The courts decision is reported as backing an earlier tribunal ruling that details of every receipt from MPs should be published for additional expenses including second homes. [RH]

Smith, Laura; **Data fatally flawed by lax business practices**, *Information World Review* 246 May 2008: 1 – Lead news item focuses on a warning from the Information Commissioner that private and public sector organisations are not doing enough to protect data. This follows a survey carried out by Pricewaterhouse Cooper for the Department for Business Enterprise and Regulatory Reform on more than 1000 UK businesses. [RH]

Georgia State University Sued over E-Reserves *Library Journal Academic Newswire* (17 April 2008) (<http://www.libraryjournal.com/info/CA6552504.html?nid=2673#news1>) – Backed by the Association of American Publishers, Cambridge University Press, Oxford University Press, and SAGE Publications have sued Georgia State University alleging "systematic, widespread and unauthorized copying and distribution of a vast amount of copyrighted works" via GSU's e-reserves, course management, and other systems. The defendants named in the suit are the GSU President, Provost, Dean of Libraries, and Associate Provost for Information Systems and Technology. The suit has sparked controversy about digital copyright issues, sovereign immunity protection for state employees from such suits, and the role of university presses in the scholarly communication system. Here are some postings and articles about the reaction to the suit: "[Further Coverage about and Commentary on the Georgia State Digital Copyright Lawsuit](#)," "[Georgia State Copyright Infringement Suit Coverage and Commentary](#)," "[GSU E-Reserves Suit Moves E-Reserves Discussion into the Light](#)," and "[Will the Average University Press Benefit from GSU E-Reserve Suit?](#)." [*CB]

Virtual Libraries

DeRidder, Jody L. **Choosing Software for a Digital Library** *Library Hi Tech News* 24(9/10) (2007): 19-21. (<http://www.emeraldinsight.com/10.1108/07419050710874223>) – DeRidder provides an excellent overview of selecting software for digital library collections. She correctly begins with user requirements, then moves on to the needs of those who will create and support digital library collections, as well as those who will be installing and maintaining the software itself. DeRidder makes note of such important considerations as whether your technical staff know the language the application is written in (assuming it is open source), and counsels that "software selection should be done in consultation with the personnel who will be supporting it". After an initial narrowing to one to three options has been accomplished, DeRidder suggests more in-depth testing before making the selection, which she outlines in a series of steps. Overall it is an excellent description of how to successfully select digital library software. [*RT]

Web/Intranet Design

Austin, Andy, and Christopher Harris. **Drupal in Libraries** *Library Technology Reports* 44(4) (May/June 2008) (<http://www.techsource.ala.org/ltr/drupal-in-libraries.html>) – As a Drupal user (at my [TechEssence.info](http://www.techsource.ala.org/ltr/drupal-in-libraries.html) site), I admit to being interested to see this issue of *LTR*, which highlights a popular content management system and illustrates how libraries are using it. But in reviewing it, I find it a mixed bag. Certainly it is a credible high-level guide to Drupal, but the appropriate audience for this treatment may be difficult to find. To get the most out of this, I suggest you line up a system administrator to do the heavy lifting for you (for example, creating the MySQL database and Drupal user, editing the config file appropriately, etc.) or else consult other sources for the details lacking here (admittedly the installation info included in the download may be sufficient). Other information lacking that I

detected as a seasoned Drupal administrator include the inevitable work to manage spam users (a "user" account awaiting deletion at this moment on my site is, I kid you not, "free porn zip files", I wonder what library they work at?), dumping the database for backup and recovery (an inevitable event, let me assure you), and the often uncritical acceptance of such oddities as using "node" and "content" to mean the same thing and specifying different content types of "story" and "page" differentiated only by a default setting for whether the content is listed on the front page or not. One final nitpick: my pal Mark Jordan has had a site, [drupalib](#), going for quite some time and there is no mention of it in the "Resources" section. Go figure. However, did I learn something? Yes, I did, even after having a Drupal site for a while. So the bottom line is if you are in the market for a content management system, you should check this out. If you are running Drupal now, maybe you'll learn something new, or else you'll have something to point people to when they ask why you're using this CMS. [*RT]

Reynolds, Erica. "[The Secret to Patron-Centered Web Design: Cheap, Easy, and Powerful Usability Techniques](#)" *Computers in Libraries* 28(6) (June 2008): 6-8, 44-47. (<http://search.ebscohost.com/login.aspx?direct=true&db=aph&AN=32466509&site=ehost-live>) – This is an interesting look at the redesign effort of the Johnson County Library Website from the standpoint of usability testing. The author makes clear that usability testing is a lot of work. The stats speak for themselves: "78 card sorts, 22 paper prototypes, and 21 interface usability studies". Yet reading between the lines, you also get the impression that the process is a lot of fun. The development team is interacting with patrons and staff. It's a "fun activity". And this in turn builds enthusiasm and buy-in for the project. The process begins with identifying "20 core tasks". The team then figures out the right terms for navigation. They use prototypes to test out functionality. The ultimate benefit of all this careful testing is confidence in their design decisions and a new site that performs significantly better than the old one. [*LRK]

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Innovation in e-Information - the 2009 UKeIG Conference

Tuesday 16th June – Wednesday 17th June 2009

The 2009 conference on innovation in e-Information is aimed at reviewing the most current technologies, techniques and tools for working with information, with a clear focus on the latest developments. Delegates will be drawn from across the information sector from special and public libraries to private organisations and government agencies, IT managers to Intranet managers to Knowledge managers – indeed anyone who deals with the issues and challenges which electronic information present.

To reflect different learning styles, and the nature of e information, the Conference will provide a mix of reviewed papers and practical breakout sessions, allowing delegates to tailor their conference experience to meet their own Continuing Professional Development needs. Whether this is to be brought up to speed with the latest innovations in e-Information or being inspired to change some of your working habits, this is the Conference that will benefit you. Come and join this intensive but focused two-day conference along with other information professionals!

Conference goals

- To stimulate communication and the exchange of knowledge about electronic information
- To allow Information practitioners time to focus on a variety of aspects concerning innovations in e-information
- To raise awareness of new technologies that retrieve, manage and process electronic information
- To support UKeIG members in their Continuing Professional Development offering an opportunity to network, wine and dine in excellent social surroundings whilst catching up on the very latest developments in eInformation.

Why Attend the Conference?

There are many benefits to attending this State of the Art conference, including:

- Exceptional speakers at the top of their game
- Relevant and topical issues being discussed
- Targeted and relevant exhibition of key providers
- Networking opportunity
- Breakout sessions provide hands on opportunities for learning
- Practical lessons from organisations similar to your own
- Parallel breakout sessions allowing focused CPD opportunities
- An official Conference Twitter stream
- Value for money with a packed, well organised programme

What is the format of the conference?

The two day conference is focused on the following distinct themes:

- Where will intranets be in 2020?
- The future of e-publishing: innovations in emerging business models
- Understanding your users: beyond the Google Generation
- Understanding your workforce: the role of the Information Professional
- Going beyond Gowers: legal implications of intellectual property in e-information:
- Innovations in Web 2.0 for the eInformation Service

The event will host parallel breakout sessions examining more practical issues related to the underlying themes of the conference. UKeiG members are also encouraged to send in ideas for the conference (via this link) to help focus the breakout sessions.

Social Events

There will be a Conference Dinner followed by a Quiz! The UKeiG Awards will also be presented during the conference.

Getting involved

There are a number of ways members of UKeiG can get involved in the conference by

- Recommending speakers
- Requesting to run a workshop
- Sponsoring the Conference
- Becoming a conference delegate
- Joining the Face-book Group for the conference (simply go onto Facebook and search for UKeiG)

Contact the Conference sub committee

If you would like further information on the conference or wish to support the conference in some way please get in touch. You can also check out the blog to find the latest information.

See you in Manchester!

Press Releases & News

COUNTER New Schedule for publication of Release 3

5 July 08: The draft Release 3 of the COUNTER Code of Practice for Journals and Databases http://www.projectcounter.org/r3/r3_release.pdf was published in March 2008; comments on it were accepted until 31 May 2008. During that period feedback from librarians and vendors was both extensive and very helpful. The COUNTER Executive Committee has reflected on that feedback and will modify Release 3 as a result. The most significant modifications will be:

- Reporting usage of journal archives: while the requirement for reporting the usage of journal archives will remain, it has become clear that not all COUNTER-compliant vendors will be able to provide Journal Report 1a: Number of Successful Full-text Requests from an Archive by Month and Journal, as specified in the draft Release 3. For this reason, vendors will be offered the option of providing either Journal Report 1a as specified above, or a new Journal Report 5 that breaks down usage in the existing Journal Report 1 by year of publication, which will allow customers to separate out archival usage from current subscription usage.
- A new, optional report that allows the reporting of usage of online journals and books available on the same platform to be included in the same COUNTER report: this reflects the fact that a growing number of vendors are making online journals and books available on the same platform, often as part of the same licence.

To allow sufficient time for these, as well as other, smaller modifications, to be incorporated into the Code of Practice, the publication of the final version of Release 3 has been postponed from 30 June 2008 to 31 July 2008.

It has also been decided to allow vendors more time to implement Release 3. This takes into account the concerns expressed by vendors that, while they support SUSHI (<http://www.niso.org/workrooms/sushi>) and plan to implement the SUSHI protocols that enable customers to automate the collection and consolidation of COUNTER usage reports from different sources, they will require more time for implementation. For this reason the deadline date for implementation by vendors of Release 3 of the COUNTER Code of Practice will be postponed from 1 January 2009 to 1 August 2009.

Onix for Serials Released

London, UK June, 2008. EDItEUR, the international group coordinating development of the standards infrastructure for electronic commerce in the book and serials industries, is pleased to announce the availability of new versions of both the ONIX for Serials SRN (Serials Release Notification) message format and the SPS (Serials Products and Subscription) message formats. Information about these formats can be found at http://www.editeur.org/onixserials/ONIX_SRN09.html and http://www.editeur.org/onixserials/ONIX_SPS092.html. Both formats are currently being piloted. Please send comments and suggestions to brian@bic.org.uk.

ONIX for Serials is a family of XML formats for communicating information about serial products and subscription information, using the design principles and many of the elements defined in ONIX for Books.

The SRN message is used for communicating information about the physical publication or electronic availability of one or more serial releases. Content suppliers, content consumers and intermediaries will all find it advantageous to send and/or receive Serial Release Notifications to advertise the availability of new content, helping to minimize unnecessary claims, and allowing the automatic maintenance of precise holdings in online catalogs and link resolvers.

SRN version 0.92 contains two new messages. The ONIX SRN Content Item Description contains metadata describing individual articles within a release and can be used to distribute tables of contents for serial releases. The ONIX SRN Content Item Extended Description described individual articles in more detail, including the same information as the ONIXSRNContentItemDescription message, plus enough additional information (such as subjects, abstracts and related resources) to generate entries in abstracting and indexing databases..

SPS version 0.92 contains a revised and improved structure for transmitting prices. In addition, the <JournalIssue> and <Embargo> composites have been replaced by a <Coverage> composite, providing for more precise expression of the enumeration and chronology of issues included in a subscription product.

The EDItEUR website (<http://www.editeur.org/onixserials.html>)

includes links to the XML schemas for these formats as well as an overview document and detailed user guides for implementation.

The development of ONIX for Serials has been a joint project of EDItEUR and NISO, the US National Information Standards Organization.

About EDItEUR: EDItEUR is the international group coordinating development of the standards infrastructure for electronic commerce in the book and serials industries. EDItEUR is a truly international organization with 90 members from 17 countries, including Australia, Canada, Japan, South Africa, United States and most of the European countries.

About NISO: NISO, the National Information Standards Organization, a non-profit association accredited by the American National Standards Institute (ANSI), identifies, develops, maintains, and publishes technical standards to manage information in our changing and ever-more digital environment.

Keeping Within the Law (KWtL): minimize your risk of legal infringement

A new copyright and information law website by Paul Pedley

<http://www.kwtl.co.uk>

Overstretched library and information professionals need to keep up-to-date with the raft of legislation and case law relating to information use, and its implications for the profession. For example, they must find themselves placed in the difficult position of, on the one hand, being asked by their users to provide access to content, whilst, on the other hand, needing to be mindful of the legal rights of the creators and distributors of intellectual property.

Consulting a copy of the legislation is not straightforward, given that the Copyright, Designs & Patents Act 1988 has been amended many times over the past two decades. This new copyright and information law website, from Facet Publishing, the publishing arm of CILIP, provides 24/7 access to authoritative, up-to-date information on all aspects of information law. With increasing concerns about risk and tougher measures to crack down on non-compliance, Keeping Within the Law (KWtL) can help library and information professionals proactively minimize the risk of legal infringement and effectively manage their compliance strategies.

KWtL sets out the relevant legislation and case law together with best practice guidance in a clear, logical and fully searchable format, to simplify the task of library and information professionals in advising on information use.

The website contains:

- 1,600+ authoritative information resources at your fingertips – fully searchable access to an incredibly rich and continually growing database, divided into four key subject areas to increase your efficiency and save you valuable research time
- a subscriber-only monthly newsletter – providing on the job advice and comment
- up-to-the-minute legal intelligence – Paul Pedley, Head of Research at the Economist Intelligence Unit, selects regular news relevant to you, through his exclusive subscriber-only news alerts and blog
- useful resources, links to websites, factsheets, government reports, surveys, best practice guidelines, Q&A's, in-depth reports, thoughtful analysis of pertinent issues and much more, to make your job easier.

This indispensable product is a one-stop shop for all you need to know about copyright and information law. A must-have for anyone working within the information stakeholder community: information suppliers, professionals and providers advising on legal issues. It is also a useful reference point for legal advisers, academics and students of information law. Visit <http://www.kwtl.co.uk> for further details.

Books for review

The following title is available for review: please contact the editor if you are interested in reviewing it for the next issue.

Digital Consumers: Reshaping The Information Professions (David Nicholas and Ian Rowlands, editors). August 2008; 240pp; hardback; 978-1-85604-651-0; £39.95

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. 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.

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

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

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.