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Feature Article: Intute Integration Update

Angela Joyce, University of Bristol (Angela.Joyce@Bristol.Ac.Uk)

An overview of Intute's Integration project, which is developing ways of integrating content into users' websites and VLEs. Content is embedded using simple links, news-feeds, HTML and JavaScript, and search options are provided. Usability testing and user surveys are being conducted. Exemplar status is rewarded to examples of good practice.

Introduction

Intute¹ is a JISC-funded service that offers the best of the Web. It is designed primarily for higher education, although other users access the website too, both in the UK and other countries. Since March 2006 it has been running an Integration project to enable users to pull Intute content into their own Web pages, VLEs or other services. This article explains why integration is considered important by Intute and its users, which Integration methods are offered and how they were marketed. Results of two usage surveys are given and plans for usability testing are outlined. The Exemplars scheme, which publicises good practice, is explained. Finally, new developments are discussed.

Why Integration?

Part of Intute's brief is to keep abreast of developments in education, online services and the Internet. Web 2.0 technologies have allowed users to customise and adapt content for their own use, and Intute has responded to this by developing a suite of tools for re-using its content. Some of these had already been used during the time of the old RDN (Research Development Network) gateways such as Humbul or SOSIG, which later became Intute. But the Integration project forms a more focused effort to build and market these methods. One of Intute's objectives is to demonstrate efficiency and cost savings to universities. It offers a ready-made database of quality resources, and integration represents a further stage, where institutions can re-use Intute content in their own online spaces.

Integration Services Available

A range of flexible free methods of integration has been developed, and these have been marketed to higher education libraries. They vary in complexity. Some are more simple and suitable for people with knowledge of writing Web pages, while others require systems administrator rights and more advanced technical knowledge.

¹ Intute H<http://www.intute.ac.uk/>

The methods are:

- Simple links to Intute or the VTS (Virtual Training Suite)
- Newsfeeds
- Intute Lite – a search box for the catalogue
- Intute Include – a search box which is more sophisticated
- MyIntute – the customising service
- Contributing resources to Intute
- Intute OpenSearch plugin
- OAI repository access
- Cross searching

A simple link is just that – a link to the main Intute website, or to a section of it, if preferred. The Institute of Advanced Legal Studies in London, for example, has a simple link only to the Intute: Law section, for example, as they do not want a link to the whole site.

Over 100 newsfeeds are available, which provide alerts to new resources added to Intute, to general Intute news via the main blog, or to subject news on the four group blogs, i.e. for social sciences, science, arts and humanities or life sciences.

A search box can be put in your own Web page, and from there it is possible to search the whole Intute catalogue, or, if preferred, just a section of it. There are two methods for putting in a search box: the Intute Lite method is the easier one, for people with some knowledge of editing Web pages. All they need to do is copy some ready-written HTML into the appropriate place on their Web page. They then set up a results template on another page. There are both JavaScript and non-JavaScript versions of Lite available.

The Intute Include method is more sophisticated and requires a Web administrator to install some simple software on the local Web server. The software will send users' searches back to Intute and output the results it receives in your local style - users won't need to leave your website's domain to search Intute, and the results can be made to fit in with your own look and feel. Some universities have used neither Intute Lite nor Include, but have written their own script for integrating a search box; for example, Leeds University used some php coding, as php is used for producing their website.

The MyIntute service provides a secure space where users can save Intute and non-Intute websites and tag them. These can then be exported (if wished) via email, RSS, HTML or JavaScript, to a Web page or VLE. This provides a way for lecturers to create reading lists for students, or lists of recommended websites. The beauty of the JavaScript export method is that it updates the Intute record descriptions automatically, thus saving lecturers or librarians time and effort. Users can also save searches done on Intute, and set up email alerts of new resources added.



Figure 1 Example of a MyIntute homepage, with tag cloud

Intute also welcomes input from users, and they are encouraged to submit Web resources for inclusion on the Intute catalogue. This is done via an online submission. Intute's team of editors, who are spread around the UK in various universities, then review suggestions and if they fit Intute's criteria, they are catalogued.

The Intute service also supports the OpenSearch standard¹. By simply clicking on a button on our website, you can add Intute as a search target on both the latest versions of the Internet Explorer and Firefox browsers.

A more sophisticated implementation of the same OpenSearch standard also lies behind the Intute Include service. We are starting to explore how we can make this available to developers who wish to write their own search clients. For full information on Integration methods, please see the Integration page at: <http://www.intute.ac.uk/integration/>.

Some examples of integration can be viewed on del.icio.us². These give a clearer illustration of what can be done.

Integration services have been marketed in various ways, including an email campaign to key organisations, presentations at conferences, and articles in journals or newsletters. Integration help pages have been developed on the main Intute website at <http://www.intute.ac.uk/integration/>.

A series of Quick Guides have been developed (perhaps a misnomer, as they are not always short!) in PDF on the same pages. The main target for marketing has been university libraries, as they usually have Web pages listing subject resources or electronic resources for students. However, Intute would like academics to use integration facilities

¹ OpenSearch H<http://www.opensearch.org/Specifications/OpenSearch/>

² del.icio.us examples of Integration available at: <http://delicious.com/angejoyce/integration>

as well, and we have recently been looking at integrating content in virtual learning environments (VLEs) and other virtual spaces such as student portals.

Intute keeps the user community informed on Integration services through its blog and a JISCMail list called INTEGRATE-INTUTE.

<http://www.intute.ac.uk/blog/category/integration/>

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

Usage and Usability

Intute monitors usage of the integration tools via desktop research. Three spreadsheet surveys were conducted, March-May 2007, August-October 2007 and February-May 2008. The Integration Research Assistant, Angela Joyce, surveyed library Web pages from all UK universities, and recorded how they had integrated Intute content, if at all. Reports were written on the latter two surveys. The most popular method of integrating was a simple link to Intute or the VTS: 66% of the libraries surveyed had linked to Intute in August-October 2007, increasing to 81% by February-May 2008. Incidentally, some links to the old RDN gateways were still present (9% in last survey) and universities were contacted and asked diplomatically to update these to Intute. 6% had not integrated Intute at all. Reasons for the popularity of a simple link are not known but it seems likely that this is the easiest and quickest method to use. Latest results are summarised below:

February-May 2008

Simple link to Intute	81%
Simple link to VTS	51%
Intute in federated search	16%
Intute search box	5%
Intute newsfeed(s)	4%
MyIntute	0.7%

Leeds University library was one of the first to use integration in a consistent way, and Intute has used them as a case study. Leeds wanted to offer up-to-date, quality content on their subject pages, without having to maintain it themselves. They had used ROADS software previously (also used by some RDN gateways), and Intute seemed like a natural progression. Subject librarians in education, law, engineering, dentistry and East Asian



Figure 2 Leeds University Law Web page

<http://www.leeds.ac.uk/library-old-site/subjects/law/websites.php>

studies agreed to test it out. Minor technical and cataloguing problems have generally been overcome and overall it has been a success. They now use MyIntute, the search box and newsfeeds on their pages. Martin Gill, Faculty Team leader, said 'MyIntute has offered us an easy and effective way of promoting quality assured websites to our students.' More information on this and other more technical aspects of integration is available in a recent *Ariadne* article¹.

A different example of usage is the UsPaCe project² [5], funded by JISC and based at the University of Plymouth. UsPaCe is investigating the application of suitable Web 2.0 technologies to support learners in the South West. Using the iGoogle gadget, they have created a direct search of the Intute database, which sits on their server. This will be released for their users in September and we are looking forward to feedback:

¹ Joyce, Angela et al: 'Intute Integration' *Ariadne*, issue 55, April 2008. Available at: <http://www.ariadne.ac.uk/issue55/joyce-et-al/>

² UsPaCe <http://www.uspace.org.uk/>

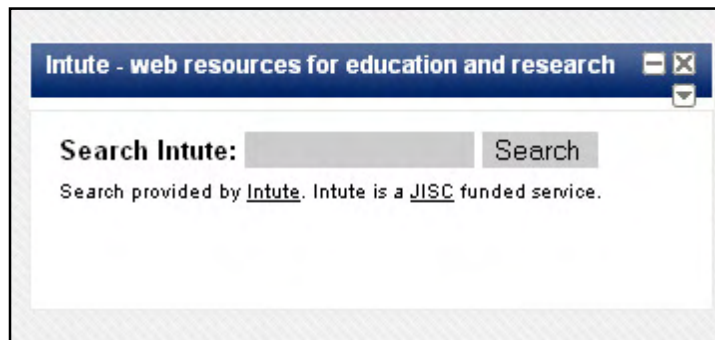


Figure 3 Screenshot of UsPaCe Intute search

Meanwhile, City of Bristol College has been experimenting with Intute integration on the Blackboard VLE. It is already possible to put in simple links, newsfeeds and MyIntute content on Blackboard. Currently Intute does not offer a standard way of putting the search box on Blackboard, as Blackboard re-formats services like Intute Lite or Include, which use JavaScript. Intute staff are working on a standard Blackboard Building Block which should avoid this problem.

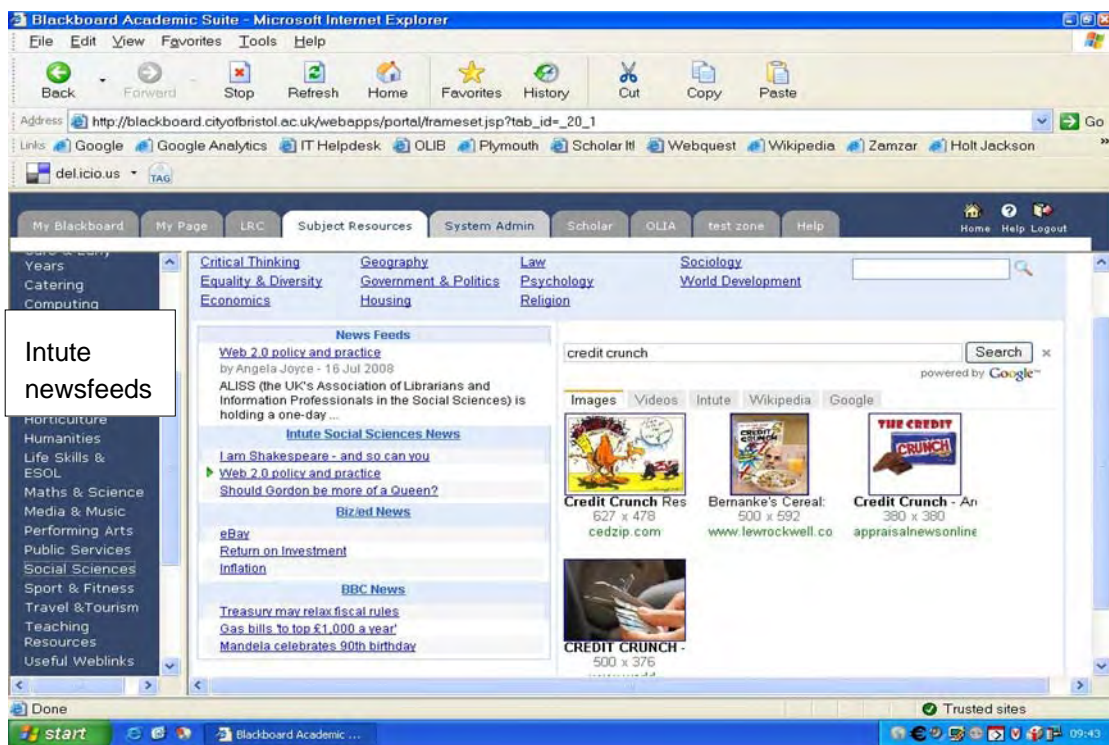


Figure 4 Intute newsfeeds on Blackboard at City of Bristol College

Although take-up of Intute simple links has been widespread, and we have made some good individual contacts, there is still potential for further use of Integration services. Therefore, usability testing is being conducted in September 2008, with the assistance of Pure Usability consultancy¹ and higher education volunteers, to find out what users want

¹ Pure Usability <http://pureusability.co.uk/>

and how they view Intute's services. This may lead to changes in the Intute website design, in marketing and technical developments.

Exemplars Scheme

As an incentive to institutions to integrate, and to spread good practice, Intute has introduced an Integration Exemplars scheme. Those who have integrated Intute content in their websites or virtual learning environments in an effective and consistent way can become Exemplars and can display this logo if they wish.



Intute asks for their permission to quote them as examples, and to write about their experiences in articles such as this. We are impressed by the different and creative ways in which users have adapted Intute content, and have built up some good relationships with them. Current Exemplars can be viewed on this page:

<http://www.intute.ac.uk/integration/exemplars/>

More Exemplars are welcomed.

New Developments

In the fast-changing world of the Internet and Web 2.0, no-one can be complacent and Intute is looking at new ways of integration. For example, a pilot Windows version of Intute Include (the more sophisticated search-box method) has been developed. We are currently working with some volunteers to trial it. Our current version of Intute-Include only runs on Linux/Unix Web servers. More information is available in our blog posting:

<http://www.intute.ac.uk/blog/2008/08/14/intute-include-for-windows-web-servers/>

As mentioned, Intute staff are collaborating with Blackboard to enable implementation of the search box into that system. Similar activity is under way with the Moodle VLE. It is already possible to put in a simple link or newsfeed but staff at Bristol University's Education Support Unit, who are Moodle experts, are working with us to find a way of embedding the search box.

Summary

This article has given an overview of the Integration project, which is still evolving. Take-up of simple linking has been good, and appears to be increasing. Other services have had more modest take-up. Hopefully the usability testing will reveal more reasons for this, and suggest new directions or simple 'tweaks'.

We are very interested to hear from users who have tried out our "off-the-peg" methods of integration, or who are experimenting with new ways of using our content. If you have not used Integration services, do try them out. Please contact me if you have any questions or comments (angela.joyce@bristol.ac.uk).

Angela Joyce is a Research Officer for Intute. A languages graduate, she is an information professional with an interest in European business and online services.

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 at [http:// Twitter.com/ukeig](http://Twitter.com/ukeig). This is mainly a Twitterfeed of the Yahoo! Pipes combined UKeiG RSS feeds, supplemented by comments and updates on UKeiG activities. Comments and chit chat are welcome.

We also now have a Twitterfeed for the 2009 Conference at <http:// Twitter.com/ukeig2009>.

Web 2.0 in General

Library 2.0 at the University of Wolverhampton

(<http://ukwebfocus.wordpress.com/2008/10/01/library-20-at-the-university-of-wolverhampton/>) This is a guest post on Brian Kelly's UK Web Focus from Jo Alcock, Academic Information Assistant for the Harrison Learning Centre, University of Wolverhampton. She summarises how they use blogs, Facebook, wikis and online calendars to support users. The major part of the posting is about what they have learned about user needs and experience, and the barriers they have encountered, such as issues with external hosting and software, lack of awareness of the technologies being used, the need for culture change,.

Blogs

WeblogMatrix - Compare them all

WeblogMatrix - Compare them all (<http://www.weblogmatrix.org/>) does not quite do what it says on the tin. As Phil Bradley points out (http://philbradley.typepad.com/i_want_to/2008/08/weblogmatrix.html), it does not include LiveJournal or Typepad. Nevertheless, it does help you identify the most appropriate blogging software for your needs. If you already have a shortlist you can compare features side by side - assuming, of course, that they are included in the 25 blog services covered by this site. You should be able to identify likely candidates for your shortlist by clicking on Search and selecting criteria. There is a similar service for wikis at <http://www.wikimatrix.org/>.

What "Not To Do" while you grow your blogging empire

This site (<http://blog.lifebeyondcode.com/2008/09/29/what-not-to-do-while-you-grow-your-blogging-empire/>) lists eight things not to do when blogging or commenting on other people's blogs. They should be obvious, but some people still do them. The ones that I find especially annoying are irrelevant comments (they are usually a form of spam and I delete them as such), anonymous comments (I agree with Rajesh Setty that you should have the backbone to stand behind your comments), and copying content without attribution.

Thanks to the British Library Business and IP Centre's BIPC Twitterfeed ([https:// Twitter.com/BIPC](https://Twitter.com/BIPC)) for the alert.

Facebook

Facebook Group vs. Facebook Fan Page

Ann Smarty at Search Engine Journal (<http://www.searchenginejournal.com/>) compares Facebook Group and Facebook Fan Pages (<http://www.searchenginejournal.com/facebook-group-vs-facebook-fan-page-whats-better/7761/>) for encouraging networking and publicising you organisation's activities. She cites the two major differences as:

Unlike groups, fan pages are visible to unregistered people and are thus indexed (important for reputation management, for example);

Unlike pages, groups allow to send out "bulk invite" (you can easily invite all your friends to join the group, while with pages you will be forced to drop some invites manually). Groups are thus better for viral marketing, meaning that any group member can also send bulk invites to the friends of his.

Other features are compared, and the comments are worth reading for other people's experiences.

Twitter

How Companies Use Twitter to Bolster Their Brands

"Microblogging lets an airline, for instance, monitor customers' gripes - and tweet back. Is this a creepy trend? "

This article in Business Week

(http://www.businessweek.com/technology/content/sep2008/tc2008095_320491.htm)

does what it says on the tin. Companies mentioned include JetBlue, Comcast, Dell, General Motors, H&R Block, Kodak and Whole Foods Market.

Easy Tweets - 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.

Twibble Mobile

Recommended by several UKeiG members and Twitter followers, Twibble Mobile (<http://www.twibble.de/twibble-mobile/>) is a Twitter client for Java enabled smartphones including Nokia, Blackberry, and Sony Ericsson. According to the website, its features include:

- post messages via your mobile network or using text message;
- auto refresh: retrieve tweets automatically after a given time period;
- notifications: configure twibble to vibrate if new tweets arrive;
- send photos to twitpic;
- themes;
- re-tweet (forward) of tweets;
- quick @replies;
- Mark tweets as favourites: useful on the road when you want to mark a tweet for later reading.

In addition, Twibble mobile can optionally add your position to a tweet. The position can be displayed on the mobile device and on the desktop in Google maps or Google Earth.

Twiggit - send articles you digg to Twitter

Twiggit (<http://twiggit.org/>) is an automated service that lets your friends on Twitter know which articles you digg. Every so often, it checks for the last article that you voted for on digg, and updates your Twitter status to reflect this. Options include the ability to only tweet the articles you submit rather than digg, to pause the service at anytime, to change the frequency of when to check digg, and to remove your Twiggit account completely.

Online

Joy Cadwallader, Aberystwyth University (Aberystwyth Online User Group). Please Send Your Submissions for the Next Edition to Jrc@Aber.Ac.Uk

ABC-CLIO

<http://www.abc-clio.com>

ABC-CLIO have negotiated a deal with Greenwood Publishing Group giving them a perpetual licence to publish Greenwood titles. The list comprises more than 18,000 reference, academic and general-interest titles including the Greenwood Press, Praeger Publishers, Praeger Security International and Libraries Unlimited collections.

Cambridge University

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

A range of lectures and other free educational content is being made available by Cambridge University through the Apple iTunes U platform. Content is hosted on the University's streaming server, which delivers selections to iTunes U. The 300 audio and video items currently available include a lecture by alumnus Simon Schama and a video walkthrough of the University's application process. The University of London, The Open University and Oxford University also have an iTunes U presence.

Hakia

<http://www.hakai.com>

Search engine Hakia is approaching librarians for website recommendations. As part of a strategy that they began with health and medical searches, they are working on providing "credibility-stamped" results for searches in all subject areas. Hakia are providing book donations and conference places as prizes for lucky librarians.

JISC

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

Higher- and further-education institutions can take advantage of free access to NewsFilm Online, 3,000 hours of historic footage from ITN Source, dating from 1910 to 2007. The BUFVC undertook the digitisation, and the service has been delivered through collaboration between the BUFVC, ITN Source, JISC and EDINA.

A new TASI/Intute tutorial "Internet of Image Searching" has been launched, also for HE and FE, to help users find copyright-cleared images. The project has been funded by the Higher Education Academy/JISC Collaboration Initiative.

More good news for HE and FE as JISC has negotiated free access to 80 journals from the ProQuest Periodicals Index Online in the arts, humanities and social sciences subject areas. Also, through a new project "Enrich Digital Resources", JISC have distributed £1.8 million to a range of digital content projects, the products of which will be made available online free, to benefit learning, teaching and research. The projects chosen include "In

the Bigynnyng: The Manchester Middle English Digital Library” at Manchester University, and “Welsh Ballads - Completing the British Ballad Network” at Cardiff University.

Springer

<http://www.springer-sbm.de/>

Springer Science+Business Media have acquired the open-access journal provider BioMed Central. The move, which is described by Springer CEO David Haank as, “a sustainable part of STM publishing, and not an ideological crusade”, sees them acquire more than 180 peer-reviewed journals in biological and medical sciences.

Thomson Reuters

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

Thomson Reuters are suing George Mason University for allegedly reverse engineering Thomson Scientific’s EndNote bibliographic referencing software to enhance their free citation software Zotero. Only two years old, Zotero is a Firefox plug-in that allows users to gather online bibliographic references, append notes, tags and metadata and export them as bibliographies. Thomson Reuters have taken issue with a beta version, released on July 8th, which allegedly converts EndNote citation styles into open-source Zotero styles.

University of Michigan

<http://www.umich.edu/>

The Shapiro Library at the University of Michigan are printing and binding copies of out-of-print books on demand from digital collections, in the first service of its kind to be provided by a university library. The Espresso Machine (supplied by On Demand Books of New York) produces high quality paperbacks for about \$10 each, from the library’s own pre-1923 digitized holdings, as well as titles available to them through the Open Content Alliance. As the first university to collaborate with the controversial Google Book Search programme, Michigan have scanned more than 2 million books since 1996. The Espresso Machine was purchased with donations and copies can be bought by staff, students and members of the public.

Intranets

KM World/Intranets/Enterprise Search Summit West 2008: Conference Report, San Jose, California, 23-25 September

Martin White, Intranet Focus Ltd (Martin.White@Intranetfocus.Com)

Introduction

The first major intranets conference was held in San Francisco in 1999. Over the last few years, the Intranets and KM World events have been held in parallel, and this year there was also a track developed from the Enterprise Search Summit which takes place in New York in May. The conferences are organised by Information Today Inc.

www.infoday.com

There were tracks covering enterprise search, intranets, enterprise 2.0, intranet and portal strategies, collaboration tools and practices, knowledge management and enterprise content management. Because of the scale of the event it is not possible to provide a summary of each paper but I thought you might be interested in some of the key issues that emerged from the conference. Many of the papers on KM and collaboration have been reported on by Michael Sampson at

http://www.michaelsampson.net/conference_notes/

Convergence

The most notable aspect of the conference was the extent to which the tracks covered all the topics at the same time. Intranets, knowledge management, collaboration and enterprise search were referred to in almost every paper.

Intranets as a business resource

It was not so long ago that many of the presentations were about the problems that intranet managers were having about justifying the intranet to senior managers. That issue has gone away, and there were very few papers describing individual intranets. Intranet managers are now much more confident about the role that they play in their organisations, and many are now developing intranet strategies that set out a long-term approach. One of the driving forces for the increasingly high regard that intranets have in business is the rapid adoption of Enterprise 2.0 applications. As the percentage of the workforce that consists of younger employees well used to Facebook and LinkedIn increases so the adoption of social networking technologies is not only easier but is supported by genuine user demand. Good examples of how this worked in practice came from organisations as diverse as IBM, the Department of Peacekeeping of the United Nations and The World Bank.

A feature of the conference was the announcement of the winners of the Step Two Designs Intranet Innovation Awards. This is the second year the competition has been run; the aim is to highlight aspects of an intranet that have a high impact on the operations of an organisation. The winners this year were

- Fuller Landau (Canada), this year's platinum winner, delivered a rich set of functionality to support core business processes in their accounting firm.
- Syngenta created a full-featured 'location finder' to help knit together their 210 locations across more than 90 countries.

- Swiss Post delivered 'speaking intranet news' via a 0800 number to their postmen and postbus drivers.
- Transfield Services rolled out a SharePoint solution for collaboration that will be the envy of many, providing extensive support for users plus an overall governance model.
- British Airways used their Crew Community Forums to support peer-to-peer collaboration, and to solve a myriad of operational challenges.
- Scottrade used a wiki to capture and communicate key information on their competitors in the fiercely competitive financial industry. Urbis delivered a 'project finder' to help their professional services firm answer the question: 'What have we done before?'
- Janssen-Cilag took the normally behind-the-scenes task of tracking IT equipment and made it into a user-facing solution that streamlines common tasks.
- Youth Hostels Association delivered a meter-reading application that helps staff in hostels and supports the organisation's goal to reduce their energy usage by 10%.

More details are available at <http://www.steptwo.com.au/products/iaa2008>

New opportunities for knowledge management

Knowledge management has had a difficult few years. Since its "invention" in the late 1990s the rate of adoption has been slow, not helped by the fact that technological solutions to KM were expensive and heavily customised. That has all changed with the arrival of low-cost and open-source social networking and collaboration products. One of the market leaders in this sector is Atlassian, and there were good reports of its ease of implementation and adoption (<http://www.atlassian.com/software/confluence/>).

An interesting trend in KM is that successful KM projects seem to be emerging from joint ventures between the KM team and the training/learning departments, so that, in particular, new employees have the best of opportunities to find out how they can tap into the collective expertise of the company, join in networks, and make their own contribution as quickly as possible. The global consulting and accounting firm PwC is an especially impressive example of this and Gordon Vala-Webb, the National KM Director of PwC in Canada gave a very good paper on this topic, as did Yves Noble, KM Head, Capgemini.

SharePoint

Although there were no specific sessions on SharePoint, it featured in many discussions over coffee. Only a few presentations involved SharePoint; these tended to be from law firms that had clearly spent a considerable amount of time and effort on the development process. The coffee discussions were around stories of very long and fraught development schedules. In terms of collaboration, one of the most insightful papers was from New Zealand consultant Michael Sampson www.michael.sampson.net. His analysis is that at present SharePoint is a rather flawed collaboration application, and fails to meet some of the core requirements. If you want to get a flavour of Michael's analysis of SharePoint as a collaboration toolset than read

<http://www.ericmackonline.com/ICA/blogs/emonline.nsf/dx/sharepoint-as-a-collaboration-tool-an-independent-evaluation>; it is also worth buying Michael's report "The 7 Pillars of IT-Enabled Team Productivity: The Microsoft SharePoint 2007 Analysis" <http://co.michaelsampson.net/sp7p.html>.

SharePoint also featured in the tracks on portals and enterprise content management. Alan Pelz-Sharpe of CMSWatch knows more about SharePoint than any one else I know and his analysis, which he presented at the conference, can be found at <http://www.cmswatch.com/Trends/1377-Three-continents,-one-SharePoint-story> . The overall view was that SharePoint was much more complex than anyone had initially thought, and that the applications where it had been successful so far were highly focused, involving the closest of working relationships between the IT and business teams. Enterprise-level roll-outs, as a general-purpose platform, seem to be rapidly being down-scaled.

Enterprise search

SharePoint was also a topic for conversation and presentations in the Enterprise Search tracks. Here, a number of vendors from Autonomy to BA-Insight were showing how the current inadequacies of the search product could be overcome by adding in additional software. What was still very unclear was how FAST Search fitted into the Microsoft search story. Certainly the company offers connectors to enhance the SharePoint offering, but in the case of FAST Search and Autonomy these are expensive add-ons.

One of the most interesting papers on search came as a keynote from Peter Morville, the author of *Ambient Findability*. Peter is in the process of writing a book on search usability, and he has been looking at 'use cases' for search. Rather than trying to explain them I suggest that you look at a Flickr slide set at <http://flickr.com/photos/morville/collections/72157603785835882/>.

Keynotes from both Stephen Arnold (Arnold IT) and Susan Feldman (IDC) indicated that search was rapidly moving away from simply providing a set of results for a small number of keywords. The volume of information is growing so rapidly that this was no longer an effective solution, and the next generation of enterprise search applications would be using natural-language queries, and will provide sophisticated contextual analysis of documents.

Much of the coffee table discussion was about the size of search support teams. Google caught everyone by surprise by a lunchtime presentation that indicated that a global enterprise search application using the Google Search Appliance only needed 0.2 people to manage it. In general, people were struggling to cope with even three or four support staff, especially where there was a requirement to develop 'best bets'. A major factor in the US adoption and support of enterprise search has been the new (late 2006) rules on e-discovery compliance.

Interestingly the exhibition was dominated by search and enterprise 2.0 vendors. Three years ago it was dominated by enterprise and web content management vendors.

In summary

Although San Jose is a long way to go for anyone in Europe, this is a very useful conference to attend if you have a broad-based responsibility for intranets, collaboration and KM. Speakers are given 45 minutes for their papers, and so get into a level of detail that is often not the case in European conferences. There are also good opportunities for networking. I'm not sure what the total delegate number was, but my guess is that it was around 600 plus.

Reference Management and e-Publishing

Tracy Kent, Digital Assets Programme Advisor and Ethos Advocacy Officer,
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Updates on Reference Software

New Social Bookmarking sites

There are a couple of new social bookmarking sites that are worth a try. **2collab**, owned by Elsevier and initiated by a collaboration between Scopus and ScienceDirect, is aimed at researchers and scientists. Usefully, members can evaluate the resources (egg: by rating bookmarks, tagging and adding comments and adding their own bookmarks). Users can browse public groups and bookmarks, but must register (your name and email address) to access the full functionality – such as creating groups, adding comments, and adding bookmarks. Just as interesting for this column is the fact you can import from the traditional reference packages of Endnote and Reference Manager.

www.2collab.com

Twidox

Twidox is a new, free, document sharing site with a focus on professional and industry-specific documents, research materials, dissertations and data and statistics. The material on the site is archived and indexed. The software is also offered to universities and non-governmental organisations using Open Course Ware to share learning and teaching. More details from www.twidox.com.

Mendeley

This is a free social software package for managing and sharing research papers. It is also a Web 2.0 site for discovering research trends and connecting to like-minded academics. It is still in closed beta, but it is already packing a punch with some features that make it much more than just a paper manager. One of the nice features is that there is a Desktop and a Web component that makes the most of each platform. It will be interesting to see how the collaborative features in Mendeley Web work. Further details from <http://www.mendeley.com/>.

Is your social bookmarking software package legal?

There is currently a lawsuit going through against Zotero (<http://www.zotero.org>, a free piece of software developed by George Mason University) alleging that the tool makes improper use of EndNote citation software. The major issue is whether the programmers at George Mason University "reverse-engineered" EndNote to create the program. Zotero can import files created by EndNote and turn them into files that can be used and shared online using Zotero. The lawsuit refers only to the beta version of the software. More updates can be found at <http://dltj.org/article/endnote-zotero-lawsuit-2/>.

Reference Manager 12 available

This latest version of the popular software has taken into account user feedback, which is great news. The additional options with Cite While You Write allows users to specify the sort order for in-text citations and the bibliography, and to differentiate between ambiguo-

ous citations such as multiple works by the same author. This later revision is something that is a particular issue in Humanities disciplines. Reference groups have new options to list as a single citation and suppress an author's name with multiple citations.

A new useful reference type is available such as *Grant* (allowing you to keep track of them was a feature requested some time ago) and new fields are now available such as *conference location* (to be able to record, for example, the UKeIG conference, Manchester Conference Centre, June 16-17 2009).

The Web publisher feature has been enhanced in a number of ways, including retrieving an unlimited number of references. It can now be integrated with other portals using updated SOAP and WSDL technologies. A useful feature is that of being able to specify a number of references to be downloaded from ISI web of Knowledge or PubMed.

Endnote2 for the Mac

Endnote 2 for the Mac has been released. Features include downloading the full text for articles where available. The package now includes the creation of smart groups to build subsets of references (a feature taken from Procite) and a preview pane, which includes a new tab for searching indicating the source being searched. New reference types have been introduced, recognising the pervasiveness of referencing (including Blog and Pamphlet).

More details from <http://www.adeptscience.co.uk/>.

Document it

Document it is a tool for recording and managing citations, which enables students to learn the rules of correct referencing. It is a passive application that runs within Microsoft Word, helping students to record the correct information following conventional citation standards. The tool prompts the user to enter the necessary information which is then laid out automatically on the page according to citation standards. Once a citation has been entered, it is available for insertion into the text of a document in a number of formats and is based on the Harvard System of Referencing. It is available for free for students.

(<http://www.documentit.co.uk/download.php>)

Citation Machine

Citation Machine is a web-based tool to inform and help in the prevention of plagiarism.

<http://citationmachine.net/>

Symposium on Referencing and Writing

An under-developed area for anyone dealing with researchers is the role of referencing and difficulties encountered. To help remedy this, the Referencing Learning Area of the LearnHigher CETL network is researching this area. The research is being conducted by Colin Neville, Learning Area Consultant for the LearnHigher Referencing Learning Area, and will culminate in a 'Referencing and Writing' Symposium at the University of Bradford

in Summer 2009 to raise awareness of issues relating to the referencing of evidence and other sources in academic writing.

<http://www.learnhigher.ac.uk/eventsandnews/learnhighereventsandnews/Referencing-its-Role-in-Academic-Writing.htm>

Paying to be Referenced

If you are trying to publish material to be referenced then you might find the SHERPA list a useful tool. Specifically, they have

[http://www.earlham.edu/~peters/fos/2008/09/publishers-with-hybrid-oa-](http://www.earlham.edu/~peters/fos/2008/09/publishers-with-hybrid-oa-journal.html)

[journal.html](http://www.earlham.edu/~peters/fos/2008/09/publishers-with-hybrid-oa-journal.html) created a list of publishers with paid options for Open Access. It annotates each one with a link to the program, the price range for the OA option (in dollars and in pounds sterling).

<http://www.sherpa.ac.uk/romeo/PaidOA.html>

Sherpa have also recently produced a list of Publishers who allow their pdfs to be deposited in institutional repositories. As with the link above, this additional feature from Sherpa will provide researchers with guidance on getting their work referenced more easily.

<http://www.sherpa.ac.uk/romeo/PDFandIR.html>

A Good Read

And finally *Evolution of an electronic book.: Scholarly electronic publishing bibliography* by Charles W Bailey has c1400 selected English-language articles, books and other sources relating to scholarly publishing, mainly dating since 1990. A useful tool for finding information in this area.

<http://www.digital-scholarship.org/sep/sep.html>

Public Sector News

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

What's new in public-sector information?

Keeping track of the structure of government departments and their areas of responsibility is a challenge at the best of times. When all or even some of it changes, we need to be able to find out what has changed, and which functions belong to which departments. So when the Prime Minister announces, as he did at the end of September, a Cabinet reshuffle and creation of a new department, where do you go for authoritative information?

The Direct.gov website (www.direct.gov.uk), described as the 'official government website for citizens' and which aims to give 'easy access to the public services you use and the information you need, delivered by the UK government' is clearly the first stop. The site carried a news story explaining that changes had been made, and a link to a page for the only new department created this time, the Department of Energy and Climate Change (DECC). The link, at the time, took you to a very basic page, with links to the Department for the Environment, Food and Rural Affairs (DEFRA) and the Department for Business, Enterprise and Regulatory Reform (BERR), the departments from which groups were brought together to form the new department.

Directgov then pointed enquirers to the 10 Downing Street site at www.number10.gov.uk which is the 'official site of the Prime Minister's Office.' It would be good to say that all the information could be found there in an instant. This may have been the case on the day of the announcement, or very soon after, because at that time the news story would have been prominent. However, within a week, the news story had inevitably dropped down a couple of pages and a search for 'cabinet reshuffle' turned up 195 entries that did not appear to be in date order. Tracking back to the press release brought up a full list of the changes and new appointments etc., as they had been announced.

When the situation is stabilised, the Directgov site carries a directory of government departments and agencies arranged alphabetically. It is not, though, the most obvious link. It used to be linked from the home page under 'Directories', which was not necessarily where you would expect to find it, but it was at least at a high level in the navigation. Now, it can be found under *Government, Citizens and Right*; look there for the *Guide to Government*. This A-Z list is useful but will not really help if you are unsure which department or agency looks after a particular topic.

Another source for the information about ministers is the Cabinet Office website. This site specifically covers ministerial responsibilities at www.cabinetoffice.gov.uk/ministerial_responsibilities.aspx, where full details of UK government ministers, their responsibilities and their contact details are given. The site points back to the No 10 site for details of cabinet ministers, and links to the Civil Service Parliamentary Pay and Allowances section of the Leader of the House of Commons web

site (<http://www.commonleader.gov.uk/output/Page1625.asp>) for details of ministerial salaries.

For a more thorough coverage of official publications, see the SCOOP News in the journal of the CILIP Information Services Group, *Refer* published three times a year.

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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 - UKeIG Intranets Forum Drop-In Session: Imperial College London Library, 25 September 2008

Today I attended a unique forum that allowed one to see different intranets and listen to the strategies behind them. The UKeIG forums have been going on for a little while, and as I have been trying to attend one for almost a year, I can attest that they are very popular. There was a range of experience (me at the lower end...) and areas (academic, research, charity, entrepreneurial) on display.

“My Imperial” is Imperial College London’s new portal for students. It is fully customisable and aims to make finding information online much more convenient. The ‘preset’ version has a TFL Service Updates widget, showing which tube lines are on time or delayed, weather information, tabs with links to the Library and to student resources, and the ability to search the College website. Students can choose which RSS feeds they subscribe to and add their favourite websites; they can also collaborate with a link to Facebook front and centre. David Ebert and his team have done an admirable and thorough job of involving the students, and intend to extend the content for staff and researchers in the next year.

Janet Corcoran showed us a nicely organised intranet for the 150 library staff at Imperial College London (scattered across 9 campuses, including some hospitals). One element of the intranet was a Confluence wiki, used by the Information Resources Development Team. Their goal was to get their documentation of procedures and other important information shareable and onto a wiki, which can be edited by all, rather than holding it in static and difficult-to-find folders (why can’t we do that?).

Cancer Research UK has 4,000 staff in various locations, 40% of whom are scientists, 50% fundraisers and 10% of whom are based in their corporate HQ. The intranet therefore needs to hold a large range of forms, policy & procedures documents, and other handy details. Because they have devolved control for uploading and editing content to 100 staff members, the intranet stays current and interesting. Previously, their single content editor proved to be a bit of a bottleneck in their system. The future will see more developments that will make this intranet even more powerful.

Finally, Jennifer Smith presented ONEIS, a very shiny and new hosted information management system. Their target audience is smaller organisations (5 to 50 employees) such as consultants or researchers. Their system looks user-friendly and flexible, allowing very finely-defined levels of access to different people. A single search brings up documents, people, images or presentations. Definitely one to watch.

Because portals are usually hidden behind a password or IP authentication, it’s a worthwhile activity to ‘air’ them once in a while (I wish mine were forum-worthy). Thank you to Janet Corcoran and Karen Blakeman for organising an interesting afternoon.

Report by Danielle Worster

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>

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.

Digitisation Projects/Preservation

Caldwell, Tracey; **Scan and Deliver** *Information World Review*, 248 July/August 2008: 14-16 – Three-page article looks at the British Library's digitisation programme which includes 19th-century newspapers, archive sound recording and UK theses. The overriding issues in relation to copyright clearance are discussed in some depth. The arrangements with partners present and past including JISC and Microsoft are covered as well as specific project such as ongoing work on the Mary Le Bow sound archive which is included as a case study. [RH]

The Library of Congress National Digital Information Infrastructure and Preservation Program, *et. al.* **International Study on the Impact of Copyright Law on Digital Preservation** *Library of Congress, Digital Preservation* (July 2008) (http://www.digitalpreservation.gov/partners/resources/pubs/wipo_digital_preservation_final_report2008.pdf) – In a world of ephemeral digital objects, libraries need to be aware of the issues surrounding digital preservation. The Library of Congress National Digital Information Infrastructure and Preservation Program (NDIIPP) created a report with its counterparts from other countries to review the current state of copyright laws and make recommendations for legislative reform. The section that covers US copyright law is very complete, covering all appropriate laws for digitization and digital preservation activities. Joint recommendations include establishing laws that would apply equally to all categories of copyrighted materials in all media and formats. Without more even laws and policies, we risk losing print and digital materials every day. - KC *

The British Library. **Digitisation strategy 2008-2011** *British Library* (August 2008) (<http://www.bl.uk/aboutus/stratpolprog/digi/digitisation/digistrategy/>) – When a major library institution like the British Library sets out its vision for digitisation over the next ten years (as well as drivers and priorities for the next three years), it's worth paying close attention to. Especially when the strategy says that the library will "open up access to content", "create a critical mass of digitised content" and "facilitate the interpretation of our content by others for new audiences". Very few other libraries in the world match the British Library's collection; however libraries of all shapes and sizes can take some pointers when developing their own strategic digitisation plans. Guiding Principles in the plan cover user needs, business models, intellectual property rights, storage and preservation, resource discovery and technical aspects of digitisation. Also worth noting is brief section titled "How we will measure success". It is framed in generalised terms, but perhaps more defined targets will be forthcoming. The library estimates that less than 1% of their collection has been digitised, so it will interesting to see how this new strategy goes about uncovering and sharing treasures from their collection. - WC*

Education

Kelton, AJ. [Virtual Worlds?: Outlook Good](#) *EDUCAUSE Review* 43(5) (September/October 2008): 15-22. (<http://www.educause.edu/ir/library/pdf/ERM0850.pdf>) – The Sept/Oct issue of *EDUCAUSE Review* focuses on the theme of virtual worlds in higher education. Each of the authors, who are also identified by their avatar names, is a student, faculty or instructional technologist with substantial academic experiences in virtual worlds to share. AJ Kelton's (aka AJ Brooks) piece focuses on what is currently the most popular virtual world, Second Life. With more than 14 million users, of which 59% fall within the age brackets of 18-44 years, hundreds of educational institutions are building a presence in Second Life. Kelton, however, does not ignore the very real challenges ahead for virtual world use in education. For example, the wide perceptual that virtual worlds are nothing more than sophisticated games will need to be overcome if virtual world pedagogy is to gain acceptance. This entire issue is an excellent introduction, without the hype, to the potential application of virtual worlds by higher education institutions. - SG*

Maness, Jack M., Tomasz Miaskiewicz, and Tamara Sumner. [Using personas to understand the needs and goals of institutional repository users](#) *D-Lib Magazine* 14(9/10) (September/October 2008) (<http://www.dlib.org/dlib/september08/maness/09maness.html>) – This article attempts to answer questions related to the underuse of institutional repositories (IRs) in higher education. Interviews were conducted by the authors at the University of Colorado at Boulder (UCB) with eight graduate students and twelve faculty members from several disciplines. The results were then compiled using the Latent Semantic Analysis (LSA) approach used in the human-computer interaction (HCI) field. The clustering of the results into four unique user groups, or personas, provide interesting results that can help to guide IR creators and managers in the design and marketing of IRs. The authors provide a brief background on IRs, a detailed description of personas and their use in the HCI discipline, their methodology for the interviews, and their results. A discussion of the four personas identified through the interview process reveals some of the challenges and concerns that potential depositors have with IRs, especially related to design, tools, and the use of intermediaries to facilitate IR deposit and description. An appendix gives an extended look at the four personas that emerged from the interview process, and their specific wants and needs in relation to an IR at UCB. The LSA technique applied to this study revealed some fascinating evidence and user groupings that should assist anyone thinking about establishing an IR or currently working with the challenges of users submitting content to an IR. - BE *

Palmer, Carole L., Lauren C. Tefteau, and Mark P. Newton. [Identifying Factors of Success in CIC Institutional Repository Development - Final Report](#) New York: Andrew W. Mellon Foundation, August 2008. (<http://hdl.handle.net/2142/8981>) – There are now many institutional repository case studies available, but what sets this report apart is its comparative method, and especially its focus on IR development as an emerging area of professional librarianship--albeit one without established criteria for successful IR implementation. In addition to outlining the approaches of three research university IR programs, the report looks at the human and organizational infrastructure of IRs with a focus on development teams, the role of liaison librarians, core competencies, content acquisition issues, and suggested areas for future investigation. It calls on repository programs to think more strategically and specifically about the role of the repository by asking questions such as: "What specific problems can IRs solve for faculty?" Based on in-depth, extensively quoted interviews with librarians, developers and

faculty members, this report will reaffirm the experiences of many repository managers while providing them a number of new ideas for program development, and it provides a good overview of repository development issues for those librarians not as familiar with the field. - BR *

Housewright, Ross, and Roger Schonfeld. [Ithaka's 2006 Studies of Key Stakeholders in the Digital Transformation of Higher Education](#)**Error! Hyperlink reference not valid.** New York: Ithaka, 18 August 2008.

(<http://ithaka.org/publications/facultyandlibrariansurveys>) – In 2006, Ithaka administered two surveys of university faculty and librarians (targeted at collection development directors). The survey generated 4,100 faculty responses and 350 from librarians, and resulted in thousands of pages of data. This report distills some of the more interesting findings and key implications from that data. Ithaka has also posted the data at [ICPSR](#), where member institutions can access it. It is always difficult to distill the findings of such a report into a one-paragraph citation, so don't expect any miracles this time. Rather, here are a few quotes to pique your interest: "An important lesson is that the library is in many ways falling off the radar screens of faculty." "Faculty, across disciplines and institutional sizes, expect the importance of e-books to grow only slightly in the future...Somewhat oddly given this low level of faculty interest in e-books, many librarians consider the provisioning of e-books an important role..." "It is clear that [institutional] repositories have not become embedded in faculty workflows; in fact, many faculty are not even aware of their existence." Much more in the full report. - RT*

General

Laplante, Philip A. [Open Source: The Dark Horse of Software?](#) *Computing Reviews* (15 July 2008) (http://www.reviews.com/hottopic/hottopic_essay_09.cfm) – Frequently we have the need to explain open source software (OSS) to people who may not have a high level of familiarity with, and perhaps actually skepticism towards, the concept. Unfortunately, all too frequently articles or other informational pieces that could be useful take on a decidedly "rah-rah" tone in support of OSS, which casts serious doubts on the validity and objectivity of the piece. Thankfully, this is not the case with this article. In a well laid-out and neutral fashion based on evidence culled from research into open-source projects, the author describes the major issues one faces related to evaluation and implementation of open-source software and gives some practical tips related to both topics. Written from the perspective of a researcher, this article could be useful as an "intro piece" for your library's administrative team if you are in the midst of evaluating open source software. - FC*

Council on Library and Information Resources. [No Brief Candle: Reconceiving Research Libraries for the 21st Century](#)**Error! Hyperlink reference not valid..**

Washington, DC: Council on Library and Information Resources, 2008.

(<http://www.clir.org/pubs/reports/pub142/pub142.pdf>) – This report deals with the challenging question of how research libraries should reinvent themselves to deal with rapidly developing digital technologies and other thorny 21st century issues. The first part of the report presents proceedings from a February 2008 symposium held by the Council on Library and Information Resources to explore this topic. It also contains recommendations derived from that symposium and from the second part of the report, which contains essays by Paul N. Courant, Andrew Dillon, Richard E. Luce, Stephen G. Nichols, Daphnee Rentfrow, Abby Smith, Kate Wittenberg, and Lee L. Zia. CLIR President Charles Henry sums it up this way: "This report demands change. Common themes include

collaboration between librarians, faculty, and information technology experts to articulate strategies and tactical approaches to a rapidly changing environment. This represents a broad research agenda that cannot be executed by a single profession. We are asked collectively to rethink current hiring practices, to provide for new career paths and opportunities for professional development, and to consider redefining libraries as multi-institutional entities. The latter entails a mandate to eliminate redundancy by calibrating resources, staff, and infrastructure functions to the collective enterprise of the federated institutions. This transcends the traditional concept of a library (and by extension a university or college) while preserving the programmatic strengths and mission of the individual schools, and in fact should enhance intellectual productivity in a far more cost-effective fashion." – CB*

Guy, Marieke. [A Desk Too Far?: The Case for Remote Working](http://www.ariadne.ac.uk/issue56/guy/) *Ariadne* (56) (June 2008) (<http://www.ariadne.ac.uk/issue56/guy/>) – Remote working (or telecommuting) has been around almost as long as computers, but has not been actively encouraged or taken advantage of within libraries. The author (whose focus is on recent legislation on this topic in the UK) provides information on the pros and cons of remote working for both individuals and companies. Some of the benefits include: work-life balance, higher productivity, flexibility, environmental concerns, and reduction of overhead costs for utilities and space. Some of the challenges include: loss of face-to-face contact with colleagues, perceptions in-house towards those who work remotely, morale issues, organizational and technical issues, and support from the education and public sector. The author describes some solutions to meet the challenges, and closes with a look at the 21st century office of the future. The article revisits many of the challenges and opportunities inherent with remote working, but the focus of the article is on UK-related legislation and law, and thus may not have applicability to efforts in this area outside of the UK. - BE *

Miller, Rebecca. [Future-Proof Your Library](http://www.libraryjournal.com/article/CA6585850.html) *Library Journal* (15 August 2008) (<http://www.libraryjournal.com/article/CA6585850.html>) – For this piece *LJ* emailed formerly named library "Movers and Shakers" for "their ideas on how to ensure a vital library for the future." As you might imagine, they got back a wide range of thoughts and ideas that are well worth pondering. Here's a few to pique your interest. "Future-proof librarians must be not just comfortable with change but able to lead it." - David Lee King; "Flexibility is the key to future-proofing -- in staffing, in budgeting, in planning. We can't continue to do what we've always done -- we need latitude from administrations and funding sources to take risks and be proactive and responsive." - Jennifer Nelson; "In order for libraries to be sustainable, we need to abandon the idea of sustainability. I believe relevancy is the key, not sustainability. And although these two ideas can (and do, in a way) support each other, it can be detrimental to libraries to become too focused on trying to achieve long-term sustainability that we miss out on remaining relevant to our communities' current, vital (and, yes, even sometimes short-term) needs." - Helene Blowers; "The future-proof library will encourage my heart -- to grow, explore, learn, and experience. It will know me and provide information I didn't even know I needed. I will experience information in new ways, inside the library or wherever the library happens to be: on my 'digital lifestream' device, via my home information/entertainment devices, and via the cloud of data that will be available to me wherever I go." - Michael Stephens – RT*

Pratt, Mary K. [Five Ways To Drive Your Best Workers Out the Door](http://www.computerworld.com/action/article.do?command=printArticleBasic&articleId=323248) *Computerworld* (August 25, 2008) (<http://www.computerworld.com/action/article.do?command=printArticleBasic&articleId=323248>) – While this article is written with the corporate IT crowd in mind, it's also applica-

ble for library info tech managers. In fact, it's applicable to ANY manager. The advice here is not anything groundbreaking, but it does provide a good reminder for us of what we should try to avoid while managing. Particularly helpful are the "Better Way" suggestions related to each "mistake" that could potentially be made by a manager. Since it is so hard to find good employees with the requisite library and IT skills in the first place, it makes sense that we be mindful of not doing things that make people want to leave. - FC*

Adamson, Veronica, Paul Bacsich, and Ken Chad, *et. al.* [JISC & SCONUL Library Management Systems Study](#) (March 2008)

(http://www.sconul.ac.uk/news/lms_report/lmsstudy/lmsstudy.pdf) – Although published earlier this year, this report is just beginning to get attention outside the United Kingdom. While some would say that there is little new in this report, the value of this report is that it provides an additional perspective; one that confirms what we see happening in North America is, in fact, a global phenomenon. In the report, we find that like the US and Canadian LMS markets, the UK market is dominated by four vendors with relatively little product differentiation among the various systems. Libraries are slow to adapt ERMS (Electronic Resource Management Systems) and remain unconvinced of the value of federated search products. Additionally, libraries are not using the information they gather about user preferences in ways that help enhance the position of the library as their patron's first choice for resource discovery. Finally, local OPACs are losing ground as preferred information discovery systems with the end result being the potential for the traditional LMS to become just a back-end system to other, more global and encompassing, resource discovery systems. - FC*

Metropolitan Library System. [Best Practices For the Customer-Focused Library WebJunction](#) (27 August 2008)

(http://www.webjunction.org/c/document_library/get_file?folderId=8052623&name=DLFE-1830002.pdf) – Considering the recent discussion on library email lists and blogs about calling library users 'members' rather than 'customers', this analysis of library patrons by a retail consultant, phrased in retail terms, may irk some, but it is a very useful document for librarians wanting to understand their users. Commissioned by the Metropolitan Library System, the study looked at customer behaviour in four Chicago area libraries (public and academic). Use of the library was measured by tracking customers' movements within a library, by questionnaires and by video tracking of traffic flow, wait times and transactions times. Some results are surprising - 56% of people spent less than 10 minutes in the library and two-thirds did not know what they wanted before they arrived. The first half of the report outlines these and other key findings in brief paragraphs, and the second half contains best practice solutions, including suggestions for libraries with no budget, low budget or high budgets. Whether they use the terms members, patrons, users or customers, there is no doubt that libraries can learn a lot from the hard-nosed data collection and analysis that the retail industry has spent years refining. Supporting data from the consultants, and implementation plans from the library directors of the target libraries can also be found on the WebJunction site. – WC*

Information Access

Buckley-Owen, Tim. **Athens still in ID fight**, *Information World Review* 249 September 2008: 14-16 – Three page analysis of Athens and Shibboleth, the gateway services to content for students and the education sector. The development of OpenAthens as a means to respond to the Security Assertion Markup Language (SAML) standard, the role of the UK Access Management Federation and its own open standards-based software

Shibboleth are discussed in detail. Following the failure of Eduserv, who operate Athens, to agree a price with JISC to keep that service within the UK Access Management Federation, customer and supplier response is detailed. [RH]

Kroski, Ellyssa. [On the Move with the Mobile Web: Libraries and Mobile Technologies](#) *Library Technology Reports* 44(5)(July 2008) (<http://www.techsource.ala.org/ltr/on-the-move-with-the-mobile-web-libraries-and-mobile-technologies.html>) – More and more library users are using their cellphones or other mobile devices (e.g., PDAs, smart-phones, etc.) for much more than talking and texting. Many are searching and browsing the web, reading magazines and books, and generally doing things that until recently required a computer to do. In this issue of *Library Technology Reports*, Kroski does an excellent job of surveying the present usage of mobile devices, providing an overview of devices, providers, and features, describing the various activities these devices support, highlighting how libraries are responding with services tailored for these devices, and providing good advice and assistance for any libraries wanting to go further. It is well-researched, nicely illustrated, and chock-full of good advice and assistance with getting started. Highly recommended for any library wanting to better understand mobile users and/or tailoring services for them. – RT*

Wilbanks, John. [Public Domain, Copyright Licenses and the Freedom to Integrate Science](#) *Journal of Science Communication* 7(2) (2008) ([http://jcom.sissa.it/archive/07/02/Jcom0702\(2008\)C04/](http://jcom.sissa.it/archive/07/02/Jcom0702(2008)C04/)) – In this article, John Wilbanks, Vice President of the Science Commons, makes a passionate plea for putting scientific databases in the public domain. He strongly argues against the use of Creative Commons licenses (or other "Free/Libre/Open" licenses) for this purpose. For example, he explains the problem with licenses that require attribution in the context of database integration and federation, which he calls the "cascading attribution" problem: "Would a scientist need to attribute 40,000 data depositors in the event of a query across 40,000 data sets? How does this relate to the evolved norms of citation within a discipline, and does the attribution requirement indeed conflict with accepted norms in some disciplines? Indeed, failing to give attribution to all 40,000 sources could be the basis for a copyright infringement suit at worst, and at best, imposes a significant transaction cost on the scientist using the data." As "open data" moves front and center, these are issues worth carefully thinking about. – CB*

Farmer, Lesley S.J. [Girls and Technology: What Public Libraries Can Do](#) *Library Hi Tech News* 25(5) (June 2008) (<http://www.emeraldinsight.com/10.1108/07419050810901915>) – Public libraries that have computer labs, offer free internet access, IT training programs and console games that all enjoy high usage may make the mistake of not analysing the use and effectiveness of those programs. After all, if it ain't broke (people are using the library and facilities are booked out) then why fix it (why waste time analysing success)? Farmer's article is a call to public libraries to ensure that their programs are meeting the needs of an underserved cohort of library members -- teenage girls. Farmer's assertions that "even in the twenty-first century, a gendered digital divide exists" and "libraries offer a safe learning environment for girls to explore technology" should remind public library managers, children's' and youth services librarians and IT librarians to ensure that their IT programs and facilities include this important group of library members. An easy-to-read article backed up by statistics, an outline of principles to consider when planning IT programs, and some examples of successful public library programs. – WC*

Gatenby, Janifer. [The Networked Library Service Layer: Sharing Data for More Effective Management and Co-operation](#) *Ariadne* (56) (30 July 2008) (<http://www.ariadne.ac.uk/issue56/gatenby/>) – One could argue, as Gatenby does here, that despite the fact that most libraries have been networked for well over a decade, they have yet to take full advantage of the opportunities to work more efficiently and effectively. That is, some data and services that libraries need may be more profitably maintained not at the local level by individual libraries, but at a group or global level. In this piece Gatenby identifies various kinds of library data and suggests ways in which it could become more useful and valuable if we move it up into shared spaces. She states that doing so is a crucial first step to being able to completely re-engineer integrated library systems to function at the network level. "It is important for libraries to own and control their data resources; to be free to share them, provide access to them and to expose the data," she asserts, "It is less important that the libraries own or run the software that manipulates and manages the data." *Full disclosure: I work with Janifer Gatenby at OCLC.* – RT*

Tonkin, Emma. [Persistent Identifiers: Considering the Options](#) *Ariadne* (56) (30 July 2008) (<http://www.ariadne.ac.uk/issue56/tonkin/>) – Experienced web users know that things change, and in so doing, links can break. So the idea of creating an identifier that can point to an object no matter where it moves has been with us for almost as long as the web itself. Perhaps that explains why there are so many ways it can be done, each of which is enumerated here by Tonkin. Briefly highlighted are URN, PURL, DOI, NBN, ARK, and OpenURL. Tonkin then discusses a number of issues relating to this problem space: opacity; authority and centrality; semantics, flexibility and complexity; availability and viability; and technical solutions versus social commitment. As a testimony to the difficulty of this problem, Tonkin concedes that "technology cannot create a persistent identifier, in the digital library community's sense of the term" and that this is an area "in which there are more questions than answers." I couldn't agree more, but perhaps after reading this paper you will have a few less questions than before. – RT*

Bothma, Theo J. D. [Access to libraries and information: Towards a fairer world \(IFLA/FAIFE World Report V. 7\)](#). The Hague, Netherlands: International Federation of Library Associations and Agencies, May 2008. (http://www.ifla.org.sg/faife/report/ifla-faife_world_report_series_VII.pdf) – This is the 4th in a series of reports from IFLA/FAIFE on the state of intellectual freedom around the world. In this report, representatives from 116 countries provide information about intellectual freedom issues in their country. An encouraging sign is that this report contains reports from a number of countries that were not represented in prior reports. In addition to providing basic statistical information related to libraries, including details about Internet access, the report provides information at the country level about antiterrorism legislation, freedom of information laws, violations of freedom of access to information as well as violations of freedom of expression. In addition to the country reports, several commissioned articles are part of the report as well. These provide extended background information on topics related to intellectual freedom, such as censorship in Arab countries, the USA Patriot Act and its impact on libraries, and the role of libraries in fighting corruption in Russia. – FC*

Information Retrieval

Buckley-Owen, Tim; **Bloggers, Blowers and Leakers**, *Information World Review* 248 July/August 2008: 10-12 – This article, based on the Jason Arundale memorial lecture - delivered by the author, looks at the information professional's role in helping to 'unmask the secret state'. Drawing on examples taken from blogging and whistleblowing, this

feature piece also looks at current attitudes towards freedom of information, including Government attitudes, in this context. The article also looks at the activities of Wikileaks (<http://wikileaks.org/>) described as the 'whistleblowers equivalent of Wikipedia. [RH]

Hagedorn, Kat, and Joshua Santelli. [Google Still Not Indexing Hidden Web URLs](#) *D-Lib Magazine* 14(7/8) (July/August 2008) (<http://www.dlib.org/dlib/july08/hagedorn/07hagedorn.html>) – This article highlights a long-standing challenge for digital libraries: the digital collections that libraries, museums and archives create with great effort and expense are not always well-indexed by Web search engines, thus decreasing the potential use and impact of those digital resources. [OAlster](#), a "union catalog of digital resources" developed at the University of Michigan, provides access to over 16 million digital resources by harvesting OAI metadata from over 1000 repositories worldwide. About 45% of this material, the authors determine, is also indexed by Google, leaving the remaining 55% "hidden" in the deep web, unindexed by Web search engines. Two recent blog posts (and related comments) provide important follow-up discussions to this article. [Roy Tennant cites further anecdotal figures](#) from other repositories that support the findings of this article, and suggests that libraries, museums and archives need many different strategies to get their content to users. Similarly, [John Wilkin argues explicitly](#) that it is cultural heritage institutions, rather than companies like Google, that bear the responsibility for making this content more visible: "we must also learn...that a simplified rendering of the content, so that it can be easily found by the search engines, is not an unfortunate compromise, but rather a necessary part of our work." - BR *

Linowski, Alexis, and Tine Walczyk. [Federated Search 101](#) *netConnect* (15 July 2008) (<http://www.libraryjournal.com/article/CA6571320.html>) – This is a credible, if somewhat superficial, review of the recent state of the library metasearch tool market and how to approach tool selection. Since this is a fast-moving market you may find it useful to take the pulse of the market closer to when you need to select an option, since this piece is based on information already a year old, but the general information probably still applies (e.g., most desired features, etc.). – RT*

Oder, Norman. [BiblioCommons Emerges: "Revolutionary" Social Discovery System for Libraries](#) *Library Journal* (19 July 2008) (<http://www.libraryjournal.com/article/CA6579748.html>) – Those of us on the speaking circuit have seen Beth Jefferson speak about [BiblioCommons](#), a new "social" discovery system for libraries, but few until now have actually seen it in action. And as of this writing, the BiblioCommons website still consists of one splash page with testimonials. Now this brief piece by *LJ* editor Oder provides a quick introduction to it as it has been released "in the wild" at [Oakville Public Library](#) in Ontario. Apparently BiblioCommons is an add-on to your existing library system, it doesn't replace it, but they claim interoperability with some key vendors. The most interesting part (for me, at least) is that it appears they will be setting up ways that user-contributed content can be shared among libraries, thereby helping to create a critical mass of content faster. – RT*

Knowledge Management/Social Networking

De Saulles, Martin; **Never too small to join the party** *Information World Review* 249 September 2008: 10-12 – Drawing on recent research conducted at the University of Brighton, the ways in which SMEs are using Web 2.0 services compare by SME type is investigated. Problems facing suppliers and the diverse nature of the sector are investigated in this feature. Usage of technology type (Skype, intranet, wikis) and web services

used for marketing (LinkedIn, My Space, Facebook) are considered with reasons suggested for differentiation in usage. The article concludes with an overview of how commercial 'Enterprise Services' and 'Consumer Web' services might meet the needs of SMEs and, in particular, how those services offered by Google and Microsoft Office Live might face that challenge. [RH]

Bejune, Matthew, and Jana Ronan. [Social Software in Libraries: SPEC Kit 304](#)**Error! Hyperlink reference not valid.** Washington, DC. Association of Research Libraries, July 2008. (<http://www.arl.org/bm~doc/spec304web.pdf>) – Looking specifically at ten types of applications (social networking, media sharing, social bookmarking, wikis, blogs, RSS, chat and IM, VoIP, virtual worlds, and widgets), and with a response rate of 52% (64 out of 123 libraries), this survey makes clear that use of social software by ARL member libraries has rapidly increased in the last decade. Over 95% of responding libraries report that they use some kind of social software application, and most libraries are implementing multiple types of applications, often integrated into larger tools. IM and chat are the most popular type of application (59 libraries, or 94%) while VoIP is the least used (18 libraries, 28%). Although implementation is widespread, support models vary widely. Almost half the libraries report that social software activities remain uncoordinated, reliant upon the efforts of individual librarians. Most activities started as grassroots efforts by such librarians, with only five libraries (8%) reporting that library users requested such services. The survey does not explore assessment in detail, but finds that perceived benefits include enhanced visibility and communication, while challenges include finding time to learn the tools, and developing the staff expertise (self-study being the most common method). The executive summary of this SPEC Kit is available free online. The full version contains over 60 examples of social software usage at responding libraries. - BR *

Zorich, Diane M., Gunter Waibel, and Ricky Erway. [Beyond the Silos of the LAMs: Collaboration among Libraries, Archives and Museums](#) Dublin, OH: OCLC Programs and Research, 2008. (<http://www.oclc.org/programs/publications/reports/2008-05.pdf>) – Collaboration between libraries, archives, and museums. It sounds like a good idea, but how to make it work? To find out, RLG Programs held one-day workshops at the University of Edinburgh, Princeton University, the Smithsonian Institution, the Victoria and Albert Museum, and Yale University. It also had phone conversations and meetings with thought leaders and representatives of other RLG Programs partners. This report summarizes its findings, and offers guidance about how to effectively collaborate – CB*

Anon. **What do virtual worlds mean for business?** *KM Review*, 11(3), July/August 2008, 30-33 – This article is an extract from Melcrom's recent report "How to use social media to engage employees". Organisations use virtual world technology, such as Second Life, to collaborate with customers and members of staff with little or no cost. Examples of how companies such as Toyota and General Motors, Dell and IBM, have developed their customer relationships through Second Life are briefly discussed. [GC]

Akhavan, P. **CKM: Where knowledge and the customer meet.** *KM Review*, 11(3), July/August 2008, 24-29 – This article compares and contrasts knowledge management (KM) and customer relationship management (CRM) and joins key concepts from both disciplines to create customer knowledge management (CKM). The results of combining these approaches will enable a better understanding of customers' true needs and expectations. This will enable organisations or departments to improve customer services. This is a strategic process and tables are provided detailing the first and second levels within this conceptual framework. [GC]

van Winkelen, C., McDermott, R. **Facilitating the handover of knowledge** *KM Review*, 11(2), May/June 2008, 24-27 – Losing professional knowledge through staff leaving (transferring jobs or retirement) has pushed organisations to develop knowledge harvesting tools. This article describes a series of these tools that are actually being used within organisations. A list of 10 key questions that knowledge managers need to consider in knowledge transfer exercises is detailed. [GC]

Legal Issues

Hirtle, Peter B. [Copyright Renewal, Copyright Restoration, and the Difficulty of Determining Copyright Status](http://www.dlib.org/dlib/july08/hirtle/07hirtle.html) *D-Lib Magazine* 14(7/8)(July/August 2008) (<http://www.dlib.org/dlib/july08/hirtle/07hirtle.html>) – Peter Hirtle's chart on "Copyright Term and the Public Domain in the United States" has long been an essential quick reference guide to determining public domain status. In this article Hirtle untangles a particularly complicated strand of copyright law: how does one determine the copyright status of a work published in the United States from 1923 to 1964? The 1996 restoration of US copyrights in foreign works has not only prevented libraries from offering to the public the full text of most foreign works, but has also made it very difficult, if not impossible, to determine with certainty the copyright status of works published in the United States during that period. Using concrete examples, Hirtle outlines several questions that must be asked to determine copyright status. (Among others: was the work solely published in the United States? Is the American work a translation or other derivative work based on a foreign work? Was the work first published outside the United States?) There is no automated way to answer these questions, and in many cases comes it down to the almost impossible task of proving a negative, so libraries that wish to offer material from this period must settle on a strategy that identifies and manages risks. - BR *

Albanese, Andrew. [Senate Passes Orphan Works Bill; 'PRO IP' Bill Headed to President's Desk](http://www.libraryjournal.com/article/CA6600674.html?nid=2673&rid=reg_visitor_id&source=title) *Library Journal* (30 September 2008) (http://www.libraryjournal.com/article/CA6600674.html?nid=2673&rid=reg_visitor_id&source=title) – Two very important copyright bills have been acted on by Congress recently. The Shawn Bentley Orphan Works Act of 2008 has been passed by the House. Both the House and the Senate have passed the Prioritizing Resources and Organization for Intellectual Property Act (PRO-IP Act), which is being sent for the President's signature. ALA has issued a call to action about the Orphan Works Act. Albanese's article provides a quick summary of the bills, and then discusses the Orphan Works Act in more detail. – CB*

Security

Albrecht, Katherine. [RFID Tag - You're It](http://www.sciam.com/article.cfm?id=how-rfid-tags-could-be-used) *Scientific American* 299(3) (September 2008): 72-77. (<http://www.sciam.com/article.cfm?id=how-rfid-tags-could-be-used>) – RFID tags come in a number of shapes and sizes. Libraries are using them to track circulation, and governments are using them to track people traveling across borders. Albrecht, the director of consumer privacy group CASPIAN, looks at potential for abuse as RFID chips become more ubiquitous in our society. A good article to read to be informed of the "con" side of the privacy and security issues if you are in discussions with your community about the possibility of using RFID technology in your library. This article is available in the online version of *SciAm* with a different title, but it doesn't include some of the helpful explanatory graphics from the print version. - KC *

Web/Intranet Design

Wroblewski, Luke. [The Information Architecture Behind Good Web Forms](#) *Bulletin of the American Society for Information Science and Technology* 34(6) (August/September 2008) (http://www.asis.org/Bulletin/Aug-08/AugSep08_Wroblewski.html) – In a sense, the whole WWW is nothing but a bunch of forms. For that reason, speculation on what makes some forms work better than others is always a hot topic. In this article Luke Wroblewski, author of "*Web Form Design: Filling in the Blanks*" (Rosenfeld Media, 2008), gives his "top three tips for designing good forms". From the get-go, he states a truism that can't be repeated enough, "No one really wants to fill in a form". If people have to, they want to get it over as soon as possible. This means making the form as short and easy to navigate as possible. Indeed, Wroblewski argues for a cumulative approach to collecting information, something he calls 'gradual engagement', where you only ask for those bits of information you absolutely need to accomplish the specific task at hand and through later activities you build out a fuller picture. This is just one of several interesting articles in this edition of the '*Bulletin of the ASIST*'. – LRK*

Anon. **How IBM uses an intranet to connect a global audience** *KM Review*, 11(2), May/June 2008, 8-33 – IBM's intranet serves 365,000 employees and is translated into 16 languages. In an interview with IBM's Intranet editor-in-chief, this article discusses the decisions and processes behind delivering such a far-reaching resource. Web 2.0 applications are used to facilitate collaboration and all in-house bloggers work to the self-developed blogging guidelines. The editor comments that this is a "place to go" and has helped staff transcend national cultures and boundaries. [GC]

Contributors to Current Cites * :

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Andrew Brown, Gina Cybulska, Martin de Saulles, Catherine Ebenezer, Linda Fawcett, Virginia Havergal, Rob Hughes, Ida Kwan, Shirley Parker-Munn, Claire Pillar, Ann Smith, Matt Treadwell, Ian Walker, Nina Whitcombe.



Innovation in e-Information 2009

Tuesday 16th June – Wednesday 17th June

**Manchester Conference Centre, Weston Building,
Sackville Street, Manchester.**

This two day event, full of reviewed papers and practical, focused breakout sessions will enable delegates to tailor their attendance at UKeiG2009 to meet personal and organisational development needs. It will stimulate communication and exchange of knowledge about electronic information and provide the opportunity to network in excellent social surroundings.

Speakers and breakout leaders include

- Laurence Bebbington, Law Librarian, Nottingham University
- Karen Blakeman, Director, RBA Information Services
- Nick Evans, Chief Operating Officer, ALPSP
- Hazel Hall, Reader, Napier University
- Roger Mills, Specialist Science Librarian, Oxford University Library Services
- Professor Charles Oppenheim, Professor of Information Science
- Nic Price, Independent Advisor in online strategy and user-centred design
- Ross Scrivener, Programme Manager Integrated Online Resources, RCN Institute, Royal College of Nursing
- Richard Wallis, TALIS, Technology Evangelist
- Jan Wilkinson, University Librarian & Director of The John Rylands University Library
- Martin White, Managing Director, Intranet Focus

The event brings together these exceptional and experienced speakers presenting on relevant, practical and topical issues including

- When social means business: the potential of social computing tools to support collaborative work as part of the organisational information infrastructure
- Waves of Innovation: Signposts to a new web of information
- Where will intranets be in 2020?
- The future of online publishing: is scholarly publishing showing the way forward?
- A picture is worth a thousand words : managing digital images for publication, retrieval and archiving
- A day in the life of a Chief Information Management Officer circa 2015
- Beyond the Google Generation – what next for your client needs?
- Changing roles and challenges for e-information - Do you understand your workforce?
- Intellectual property and legal compliance – avoiding problems
- Making sense of Web 2.0 : a personal and organisational journey
- Searching techniques – alternative scenarios

For more details, registration enquiries and biographies of the speakers go to

<http://www.ukeig.org.uk/conf2009/index.html>



Essential Copyright for Information Professionals: What You Need to Know – and Preparing for Change!

To be held at: CILIP, 7 Ridgmount Street, London, WC1E 7AE, Tuesday, 17th March 2009, 9.30-16.15

Course Outline

Copyright remains one of the most challenging legal issues for information professionals in all areas of the information industries. This one-day introductory course will chart a path through the complexity of the subject. It will cover all essential aspects of copyright and associated rights. Delegates will be taken step-by-step through the fundamentals of copyright. Woven into the sessions will be the latest information on forthcoming changes to UK law on copyright and how you need to understand and prepare for them **now**.

The sessions will include:

- Copyright - what is it, how does it arise and how long does it last?
- Ownership of copyright
- Categories of copyright works
- The rights of the copyright owner
- Permitted acts and exceptions to copyright
- Database right
- Moral rights
- Licensing schemes for education, commercial and business organisations
- Overview of copyright in the digital environment
- The Gowers Review - Planning for Change: a special, dedicated session on how the likely reforms to UK law currently under implementation from the Gowers Review will affect you, and how will you benefit. What do you need to be doing now?

The course will be led by presentations but will include real-life problems and scenarios for discussion, and plenty of opportunity for questions and answers.

Who Should Attend

Copyright is relevant to anyone involved in creation, storage, accessing, publishing or use of information. Anyone working with information, especially digital information, or who needs a sound grasp of the foundations of copyright will therefore benefit from the Course.

Course Presenter

Laurence Bebbington is Faculty Team Leader (Social Sciences, Law and Education) and Information Services Copyright Officer at the University of Nottingham. He has presented papers and led seminars on various aspects of legal issues in information work. He has published various articles and papers and is a joint editor (with C.J. Armstrong) and contributor to the 2nd edition of *Staying Legal: A Guide To Issues And Practice Affecting the Library, Information and Publishing Sectors*, FACET (2003).

Further details are also available via the UKeiG website at www.ukeig.org.uk.

Online Information 2008



Date: December 2nd - 4th

Venue: Olympia Grand Hall & Conference Centre

Online Information is the event for finding out what is happening in electronic information.

The Exhibition

As well as information vendors many training organisations, professional bodies and associations - including ourselves - have stands in the Grand Hall. It is the ideal opportunity for you to catch up with what is happening in the industry and to investigate CPD options.

Come and visit us on **Stand 734**

There is an excellent programme of free floor shows and presentations. Several UKeIG members, including Karen Blakeman and Shaida Dorabjee, are giving talks – keep an eye on the blog and web site for further details. The full programme of masterclasses and seminars is at http://www.online-information.co.uk/online08/seminars_2008.html

The Conference

This year's conference programme kicks off with a Keynote Address from Clay Shirky: Every Piece of Information is a Latent Community. The rest of the first day is split into three tracks: Web 2.0 After the Buzz; Breathing New Life into Search; and The Brave New World for Libraries and Publishers.

Day 2 covers: New Ways of Working- Socialisation, Collaboration & Innovation: Order out of Chaos – Creating Structure in Our Information Universe; Information Professionals Surviving and Thriving in the New Age.

Day 3 looks at: Understanding Behaviours for Improved Service Delivery; Technology Focus; and The Brave New World for Libraries & Publishers. The closing Keynote Address - Search - Finding a New Future - will be given by Stephen Arnold.

Discount for UKeIG Members

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.

Details of the conference programme are at http://www.online-information.co.uk/online08/conference_2008.html .

Press Releases & News

Opening up resources for learning

Wed 15 Oct 08: Students, academics and higher education institutions are to benefit from the combined experience and knowledge of educators throughout the country. An innovative project announced today will significantly increase access to educational resources across the higher education sector.

The Higher Education Funding Council for England (HEFCE) has announced an initial £5.7 million of funding for pilot projects that will open up existing high-quality education resources from higher education institutions to the world.

The Higher Education Academy and JISC will work in partnership to deliver the 12-month pilot projects. These will run at institutional, subject and individual level along with accompanying support services. The projects will be formally launched in April 2009.

Dr John Selby, Director of Education and Participation at HEFCE, said, 'Significant investment has already been made in making educational resources widely available by digitising collections of materials and enabling people to reuse and adapt existing content to support teaching and learning.

'This new initiative will test whether this can be done much more generally across higher education. If the pilots are successful, we will have demonstrated that we could significantly expand the open availability and use of free, high quality online educational content in the UK and around the world. This will give further evidence of the high quality of UK education and make it more widely accessible.'

Open educational resources could include full courses, course materials, complete modules, notes, videos, assessments, tests, simulations, worked examples, software, and any other tools or materials or techniques used to support access to knowledge. These resources will be released under an intellectual property license that permits open use and adaptation.

As a result of this agreement institutions will be encouraged to share and reuse learning content - enhancing productivity for educators and students. Ultimately we hope that learning materials and resources will be shared universally - locally, nationally and globally, to support learning.

Prospective students from across the world will benefit as they will be able to view content produced by an institution prior to applying to study there, enabling them to make application decisions supported by a genuine understanding of the high quality of learning materials available to them.

Dr Malcolm Read, Executive Secretary at JISC said, 'This is the first time that a project of this nature will have been undertaken on this scale, collaboratively across an entire

national educational sector. We want this 12-month pilot to be a success to enable the education community to benefit from world class e-learning resources.'

David Sadler, Higher Education Academy Director of Networks said, 'A positive student experience depends on having access to resources. Students and academics will benefit from this move to make more content available. The Higher Education Academy will be taking the lead on subject-based pilots, with consortia of departments, subject associations, professional or statutory bodies being led by our relevant Subject Centres.'

DRIVER and eIFL.net sign Memorandum of Understanding

September 29, 2008: DRIVER and eIFL.net - Electronic Information for Libraries - have identified demand for cooperation in order to progress and enhance the provision, visibility and application of European research outputs through digital repositories.

DRIVER is a joint initiative of European stakeholders, co-financed by the European Commission, to establish a flexible, robust, and scalable infrastructure for all European and world-wide digital repositories, managing scientific information in an Open Access model increasingly demanded by researchers, funding organisations and other stakeholders. DRIVER's mission is to expand its content base, supporting the global research community with high quality research output, including textual research papers and complex forms of scholarly electronic publication.

Rima Kupryte, Director of eIFL.net, said 'eIFL.net and DRIVER share the vision that research institutions should contribute actively and cooperatively to a global, interoperable, trusted and long-term data and service infrastructure based on Open Access digital repositories. This agreement includes joint approaches to consolidation of national communities for the European repository network and active joint dissemination of best practices of Open Access scholarly communication in countries and regions without such formal policy.'

Norbert Lossau, Scientific Coordinator of DRIVER and Director of the Goettingen State and University Library commented: "DRIVER can only be successful through collaborating with all relevant stakeholders and by including all countries. eIFL has an excellent track record in supporting developing countries. Cooperation with eIFL will contribute to the joint vision through an established communication network and enthusiastic pioneers in many countries."

e-Duke Books Scholarly Collection

September 9, 2008: Duke University Press announces the official launch of a new electronic book product, the e-Duke Books Scholarly Collection. This collection provides online access to at least 100 new scholarly books published by Duke University Press in the humanities and social sciences in a calendar year. By purchasing the current year's titles in the collection, libraries also receive access to over 900 Duke University Press backlist books now available in electronic form.

The e-Duke Books Scholarly Collection is hosted on the ebrary platform, which allows an unlimited number of simultaneous users at a subscribing institution to access content and use ebrary's searching, navigating, archiving, and other research tools. The content of the collection is full-text searchable, like that of other titles to which the institution has access via ebrary.

Additionally, Duke University Press has partnered with Duke University's Perkins/Bostock Library to provide enhanced MARC records, including chapter-level metadata.

With the guidance of project consultant and library market specialist October Ivins, a pilot project was launched in January 2008, allowing a select group of nineteen partner libraries to provide feedback concerning such matters as access, pricing, the site license, and vendor preferences. Ivins comments, "Collaborating with staff at Duke University Press and Libraries, ebrary, and BiblioVault, as well as with our pilot partner libraries and book vendors, has been a process filled with new insights that have improved our product and business model. Collectively, I feel that we have fulfilled Duke University Press director Steve Cohn's vision of creating a library-friendly e-book collection that other university presses and small publishers may use as a model."

Norm Medeiros, associate librarian of Haverford College, states, "Haverford, with its partners Bryn Mawr and Swarthmore Colleges, entered into the pilot through the PALINET consortium in order to provide faculty and students with a collection of high-quality electronic books. The integration of the e-Duke books into our ebrary channel affords easy access to the collection. Usage has been strong, indicating that the titles with their digital advantages are serving our users well."

The business model of the e-Duke Books Scholarly Collection builds on that of the e-Duke Journals Scholarly Collection, which also evolved with much collaboration and feedback from the library community. The e-Duke Books Scholarly Collection features a similar library-friendly tiered pricing structure based on Carnegie classifications and an inexpensive print add-on option.

For more information about the e-Duke Books Scholarly Collection pilot project, please visit www.dukeupress.edu/library/edukebooks/index.html.

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.

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.

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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

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