

eLucidate

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Online training for the information professional – benefits and challenges

Caroll Mitchell, Wiley

For every slice of useful information on the internet there is an unknown, but certainly greater, amount of useless information. Sorting through this maze is the information professional's job. Recognizing the difficulties and showing how to work around them, through training sessions, is my contribution to easing that workload.

The information professional not only benefits directly from their own professional development activities, but in addition, information gained from the provision of professional development can help information professionals deliver the service level they want to their patrons.

Someone commented to me recently, "Surely librarians don't need training on how to search and find information?" My response was something along the lines of: Librarians search millions of bytes of data each day, and their researching and information retrieval skills and knowledge of their subject areas are phenomenal. However with that amount of information and that much data to plough through each day is it any wonder that sometimes they miss things. Any little bit of help in finding what they or their end user is looking for, can only makes their job a little easier.

It's not just Wiley systems they have to contend with but hundreds of others – each with their own peculiarities. It would be very nice if the page and search query structure were the same for every different system used by information professionals, but this is just, well, unrealistic. The situation is further complicated by language and terminology used. Firstly many Web pages are in a language that is not the researchers' first language, and secondly, terminology is not consistent.

I am an online systems trainer for Wiley-Blackwell and work from their offices in Oxford, England. The Wiley-Blackwell portfolio includes Wiley InterScience, Blackwell Reference Online, Compass Journals, The Cochrane Library, Essential Evidence Plus and EBM Guidelines. Each week I deliver training sessions (in English) to librarians, researchers and other information professionals, as well as medical and pharmaceutical professionals, across the globe. Occasionally this is face-to-face, but in the main the sessions are delivered online. At present we use a combination of Webex (an online meeting/conferencing system) and a separate teleconferencing system. This separation of the two essential technological components is an issue in itself and one that I am personally advocating for change.

I am regularly asked how I do it, just how do I juggle the globe? Training in this "global space" intersects language, culture, context, place and time. That intersection is the common factor, yet is fluid and ever changing. In any one session I am likely to have a mix of cultures, locations and languages, from New Zealand to India, Alaska to Argentina. For many of my trainees, English is their second language.

So how does one tie this mix together – the language, technology, time and distance? I have to say at times with great difficulty. It requires commitment to delivering as good a level of customer service as you can in the circumstances. It means finding ways to overcome difficulties and knowing when to stop, take a break and look at alternatives.

Online training in a global space is not a simple case of throwing together a PowerPoint presentation and talking to your computer screen. In my experience, the key to delivering useful training sessions in a global space – whether online or face-to-face – is effective communication strategies. The key ingredients to effective communications strategies are understanding the participant through:

- awareness of the diversity of context, culture and experience of each participant, including ourselves;
- openness to different ways – of knowing, learning, living and working;
- and a lingua franca or common language. When I talk about a common language here I am not referring to a specific language such as French or English, but a way of communicating that recognizes common or similar concepts, terminology and ways of understanding, thereby dissolving some of the barriers to inter-language communication.

Much research and literature in education or training focuses on instructional design, technology, student interaction, reflective practice, communities of practice, social networking, Web 2.0, the list goes on... The base for much of this is on courses spanning several hours or weeks. The online trainer in a one hour session does not have the luxury of several weeks or even hours of opportunities to interact with each trainee; we have just 45 minutes or less to make an impact.

There's no such thing as a typical session

Every session has its own identity, and I couldn't pick one and say this is typical, even if many aspects are similar. A recent online session to the Americas is a good example of the diversity and challenges to training in a global space. In this session I had nine attendees online, the majority from the US and Canada, with one from Brazil. The challenges in this particular session were that the attendee from Brazil had only basic English language skills and she chose (whether because of technology or her language skills) not to connect to the teleconference component of the session. This meant I had to adapt the pace of the demonstration and to make sure to go through each step slightly more slowly so that she could still follow the visual demonstration. Sessions I conduct to the Europe and Asia regularly have non-listeners online – more often than not these trainees are from a non-English speaking background.

In the example session, the attendee from Brazil was able to relatively successfully interact using the online chat feature. However for me this meant juggling questions from the audio as well as chat components, and wherever possible to let all attendees know the questions that were being asked. Naturally it is much easier to relay the chatters' questions than the other way around. This probably is the most problematic part as there comes a point where you may have to postpone answering the chat questions until the end of the session as it can become too disruptive in the short timeframe. Following the main session I spent another 10 minutes online with the trainee from Brazil with some more personalized attention to her questions. Of course putting in this extra time at the end of a session is not always possible and as mentioned earlier, that is the time when one has to stop and look at alterna-

tives. These alternatives might be to email the required information to the trainee, point them to our range of self-paced online tutorials and/or invite them to another session.

In another recent session to Asia I had an attendee online from Nepal. The problem there was not so much the language difficulties but the internet load sharing in Nepal. The trainee was only able to stay online for about 20 minutes and in addition he was not tele-connected.

These examples also highlight a specific issue that we can do something about and that is implementing VOIP (Voice Over Internet Protocol – is the technology that allows us to use the internet for voice calls). The benefits in terms of technology (and location) are immediate as the trainee can listen to the presentation, and ask questions if they choose, directly through their computer. In addition, for trainees from a different language background, the ability to at least hear the demonstration and therefore to be able to follow the on-screen visuals more easily, can enhance their ease with communicating in a foreign language speaking context.

What questions do information professionals ask?

The screenshot shows the Wiley InterScience website interface. At the top, the URL www.interscienc.wiley.com is displayed. The user is logged in as Carol Mitchell, with navigation links for 11 Titles, 6 Articles, 10 Searches, My Cart, My Profile, Log Out, and Athens Log. The main banner features the Wiley InterScience logo and the tagline "DISCOVER SOMETHING GREAT", along with a navigation menu (ABOUT US, VIEW DEMO, CONTACT US, HELP). A callout box points to the "Register and login to set up roaming access" link. Below the banner, there are sections for "SEARCH" (explaining search options like All Content and Publication Title) and "BROWSE BY SUBJECT AREA" (listing categories like Business, Economics, Finance and Chemistry, etc.). A second callout box points to the "For usage statistics, ArticleSelect™ and pricing" link. On the right side, there is a "How Online" section listing 1779 Journals, 6864 OnlineBooks, 95 Reference Works, 42 Databases, and 16 Current Protocols, and a "SERVICES FOR LIBRARIANS" section with an "AUTHOR RESOURCES" link. A banner at the bottom right states "Blackwell Synergy has merged into".

Regardless of culture or context, the information professional generally asks about searching techniques specific to our systems, and where to find particular features on our websites such as usage statistics, ArticleSelect, roaming access, accessing non-subscribed content, downloading citations (how and what is available), HTML/PDF full text versions and pricing.

Download citations in EndNote or plain text format

You can access the full-text of an article in an unsubscribed title via Pay-Per-View™ or ArticleSelect™

Frequently missed features of the Wiley InterScience interface

The features often overlooked on our systems include [online self-paced tutorials](#), [user guides and other useful information](#), search tips, saving searches/titles/articles, setting up email alerts and roaming access, citation tracking features, and advanced product search features available within specific products. Even simple, but useful features, like viewing the full text HTML version in full screen width are easily overlooked. Features are generally not noticed because either the user is not aware of them in the first place or they are not obvious. Once I point out a feature, “Wow, I didn't know about that! That's very useful” is a very common statement.

Advanced product search features

Citation tracking (only available if you're subscribed)

Recent developments in Wiley-Blackwell offerings

For the latest information on Wiley-Blackwell you can access our [library newsletter](#). This newsletter includes information on recently added titles as well as highlights from specific subjects and products. A new issue will be out in January. To subscribe to the newsletter click on the “Email Alerts for Librarians” link in the right-hand column. By subscribing to the newsletter you will also receive our monthly training calendar. Training is free and open to anyone – whether subscribed to our content or not.

Both [Current Protocols](#) and [ELS](#) – the Encyclopedia of Life Science – are undergoing a facelift and their new designs will make it even easier to find new and existing information in a more user-friendly way. Look out for the new ELS interface in January 2009 and Current Protocols in March 2009.

The Wiley Interdisciplinary Reviews (aka WIREs) will be launched in January 2009. [WIREs](#) is a new publishing model that combines the traditional encyclopaedia and review journals. WIREs will bring together interdisciplinary research from high-profile areas at the interface of traditional sciences such as cognitive science, nanomedicine and nanobio-technology, together with data mining and knowledge discovery.

The big development in 2009 will be the launch of the new Wiley-Blackwell online platform. At the time of writing the new system is expected to launch in mid-summer. The goal is to incorporate the best of Wiley InterScience and Blackwell Synergy. A list of planned features will be communicated closer to the launch; however I can confirm that there are plans to include access icons at the product and table of contents level, as well as Shibboleth compliance/access.

The screenshot shows the Wiley-Blackwell website interface. At the top, a navigation bar includes the user name 'Carol Mitchell, access your', along with counts for '11 Titles', '6 Articles', and '10 Searches'. There are also links for 'My Cart', 'My Profile', 'Log Out', and 'Athens Log'. Below this, a main banner area features the text 'DISCOVER SOMETHING GREAT' and a 'VIEW DEMO' button highlighted with a red box. To the right, a 'How Online' section lists '12 Databases' and '16 Current Protocols'. At the bottom, there are sections for 'SEARCH', 'BROWSE BY SUBJECT AREA' (with links for Business, Economics, Finance and Accounting, Chemistry, and Earth and Environmental Science), and 'SERVICES FOR LIBRARIANS' and 'AUTHOR RESOURCES'. Three callout boxes are overlaid on the image: one pointing to the 'VIEW DEMO' button with the text 'Register and login to save searches etc.. and set up email alerts and roaming access'; another pointing to the 'VIEW DEMO' button with the text 'View online self-paced tutorials and latest training calendar'; and a third pointing to the 'SERVICES FOR LIBRARIANS' section with the text 'For user guides'.

Summary

The possibilities for information publication and dissemination via the internet continue to grow at increasing speed. For every slice of useful information there is an unknown, but certainly greater, amount of useless information. Sorting through this maze is the information professional's job. Anything we, as trainers, can do to make it easier is always going to be welcome. Recognizing the difficulties and showing how, through training sessions, to work around them is my contribution to easing that load.

Carol Mitchell is Online Systems Trainer at Wiley-Blackwell.

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>. 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 UKeiG Conference at <http://twitter.com/ukeig2009>.

Web 2.0 in general

Web 2.0 version of the Twelve Days of Christmas

Christmas may be over, but we can still enjoy this wonderful Web 2.0 version of the Twelve Days of Christmas from Blogger in Middle-earth (<http://newmiddle-earth.blogspot.com/2008/12/twelve-days-of-christmas.html>). The gifts for all twelve days are:

Twelve bloggers blogging,
Eleven widgets wandering,
Ten Google searchings,
Nine Diggers Digging,
Eight Delicious bookmarks,
Seven Seesemics screaming,
Six Skypers Skyping,
Five Open-Nings!
Four wicked wikis,
Three permalinks,
Two Wordle blimps
And a tagged comment in a Twitter meme!

Mashup Dashboard – ProgrammableWeb

If you are interested in mashups take a look at Mashup Dashboard – ProgrammableWeb (<http://www.programmableweb.com/mashups>). As well as a directory of mashups, there is also a "how to" guide with links to resources that can help you create your own mashup. Many thanks to Friedhelm Rump for this information.

RSS

ticTOCs Journal Tables of Contents Service

ticTOCs is a new scholarly journal tables of contents (TOCs) service, and Heriot-Watt University is one of the fourteen partners who have developed it. You can use ticTOCs to search for the most recent table of contents of over 11,000 scholarly journals, from over 400 publishers and also view them on the ticTOCs site.



You can view the latest TOC (table of contents) of the journal, link through to the full text (where subscriptions allow), and save selected journals to MyTOCs, enabling you to return to the site and view future TOCs. Alternatively, you can save your selection as an OPML file and import the list into your favourite RSS reader.

Facebook**Bosses “should embrace Facebook”**

Bosses 'should embrace Facebook' (<http://news.bbc.co.uk/1/hi/business/7695716.stm>) says a report on BBC News. Demos (<http://www.demos.co.uk/>), “The Think Tank for Everyday Democracy”, has released the findings of a study that says:

Companies should not dismiss staff who use social networking sites such as Facebook and Bebo at work as merely time-wasters

The report, “Network Citizens: power and responsibility at work”, can be downloaded free of charge at <http://www.demos.co.uk/publications/networkcitizens>.

Legal papers served via Facebook

<http://news.bbc.co.uk/1/hi/world/asia-pacific/7785004.stm>

An Australian couple have been served with legal documents via Facebook. The couple apparently missed payments on a loan of over A\$100,000, and a lawyer in Canberra


persuaded a court to allow him to use Facebook to serve repossession papers. Attempts had been made to contact them at their home address and via email, and the couple failed to attend a court appearance.

The lawyer found the woman's Facebook page and used details such as her date of birth to argue in court that she was the person in question. Her partner was listed as one of her "friends". The judge stipulated that the papers be sent via a private email, so that other people visiting the page could not read their contents. Australian courts had already granted permission for people to be served with legally binding papers via email or text message.


Austenbook – *Pride and Prejudice* on Facebook

Another bit of pre-Christmas fun that can be enjoyed at any time: how *Pride and Prejudice* might have been acted out on Facebook (<http://www.much-ado.net/austenbook/>). As author DeeDee Baldwin says "Yes, the news feed should go in reverse, but this makes for easier reading." To give you an idea of the "feed" here are the first few lines:

 Charles Bingley is renting a house in Hertfordshire!

 Mrs. Bennet became a fan of Charles Bingley.

 Kitty Bennet can't stop coughing!!!

 Charles Bingley is now friends with Mr. Bennet and Sir William Lucas.

 11 of your friends are attending Assembly at Meryton.

Thanks to Phil Bradley for the Tweet alert.

What to put on a Library Facebook Page

"What can you do with a Facebook Page?"

(<http://www.davidleeking.com/2008/10/09/what-can-you-do-with-a-facebook-page/>) by David Lee King is a neat summary of what you can do with a library Facebook page. It is broken down into three sections: basic information, Facebook functionality, and social stuff. The comments are also worth reading for suggestions and tips on what works and what doesn't.

Twitter

State of the Twittersphere – Q4 2008 Report

This report (<http://blog.hubspot.com/blog/tabid/6307/bid/4439/State-of-the-Twittersphere-Q4-2008-Report.aspx>) has been published by HubSpot, whose blog covers inbound marketing, for example SEO, blogging, social media, landing pages, lead generation and analytics. It reports on data pulled from hundreds of thousands of Twitter profiles. The full PDF report is available for download.

The findings include:

- Twitter is dominated by newer users – 70% of Twitter users joined in 2008
- An estimated 5,000-10,000 new accounts are opened per day
- 35% of Twitter users have ten or fewer followers
- 9% of Twitter users follow no one at all
- There is a strong correlation between the number of followers you have and the number of people you follow.

The last one in the list does not surprise me, as many people automatically respond to a notification of a follower by reciprocating. I am curious about the statistic that 9% of Twitter users follow no-one at all. Did they just give up once they had created the account because they could not work out how to find people to follow? Do they tweet at all? Or are they just using it as a marketing or current awareness/alert channel?

Twitter relaunches people search

At last, Twitter has brought back Twitter People Search, so that you can search for people by name. Click on Find People in the upper right hand area of the screen and simply enter a person's name. Twitter claims that this new version is faster than the original version (which it is) and that it now has a phonetic similarity algorithm that helps you find names for possibly misspelled words. It does look for alternatives if it cannot find an exact match for the name you have entered, but the suggestions it gave for my test misspellings did not look or sound very phonetic to me. Nevertheless, it is good to see the people search back.

50 ideas on using Twitter for business

Proving the value of Twitter, especially to potential business users, is hard work. Chris Brogan's blog posting on 50 Ideas on using Twitter for business (<http://www.chrisbrogan.com/50-ideas-on-using-twitter-for-business/>) is a great starting point for ideas on how you can use Twitter seriously. He also lists 'The Negatives People Will Throw at You' and 'Some Positives to Throw Back'. My personal favourite in the list is number 11: Instead of answering the question "What are you doing?" answer the question "What has your attention?"

A User's Guide to Twittering – WSJ.com

This article (http://online.wsj.com/article/SB122826572677574415.html?mod=rss_Today%27s_Most_Popular), or "Birds of a Feather Twitter Together", from the *Wall Street Journal* is an excellent summary of what Twitter is. It explains the jargon, features and some Twitter etiquette (Twitterquette).

If the *Wall Street Journal* is looking at Twitter, twitterers/tweeters are in danger of becoming regarded as establishment. Time to move on?!

Scottish Libraries on Twitter

The Scottish Library and Information Council (SLIC) and CILIP in Scotland (CILIPS) have introduced Twitter to their suite of Web 2.0 services. SLIC and CILIPS aim to use this

service as an additional communication tool, allowing members and other interested professionals using Twitter to receive instant updates on the activities of both organisations. Updates are at: <http://twitter.com/scotlibraries>. Tweets will cover topics such as CPD opportunities, new reports and publications, working party activity and all the latest news from SLIC and CILIPS. All information posted on Twitter will be distributed in alternative methods for those members who do not use or cannot access this service.

The UKGovWeb Twitterverse

I recently discovered that Warwick District Council is on Twitter (Twitter name warwickdc) and through them found an article on The UKGovWeb Twitterverse (<http://davepress.net/2008/10/28/the-ukgovweb-twitterverse/>) by Dave Press. It lists some of the central governments, local authorities, civil servants and other public sector bodies and officers that are on Twitter. Regrettably, my own local authority Reading Borough Council is not 😞.

List and status of UK Local Council Twitters as of 18th December 2008

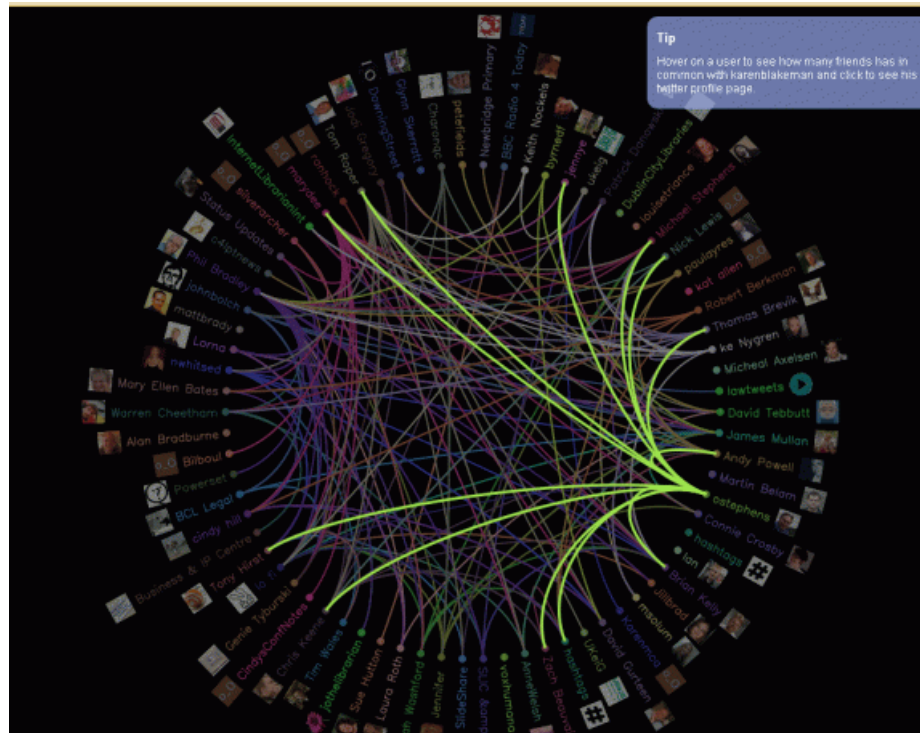
This list of UK local council twitterers (<http://www.lgeoresearch.com/twitterlocalgov/>) was compiled by Liz Azyan Research and is on the Local Government Engagement Online Research Blog (<http://www.lgeoresearch.com/>). As well as giving Twitter details of 21 local councils, there is a Hall of Fame, including the first council to start using Twitter (St Helens), newest council (Pembrokeshire) and the council with most followers (St Helens and Barnet). Also noted are councils using Twitter for particular service updates: Birmingham City Council Transport (<http://twitter.com/bcctransport>), Lichfield District Council Planning Applications (<http://twitter.com/ldcplanning>) and Leeds City Council Press Office (<http://twitter.com/lccpressooffice>).

Directory of Learning Professionals on Twitter

This directory on Twitter (<http://www.c4lpt.co.uk/socialmedia/edutwitter.html>) lists (in alphabetical order by Twitter username) learning professionals from education and corporate training, as well as other related professionals, e-learning products and services on Twitter. It is compiled by Jane Hart, and currently has 701 entries. If you are a learning professional who wants to connect with others via Twitter, and would like to appear in the Directory, email jane.hart@c4lpt.co.uk the entry details you would like to have.

TweetWheel – which of your Twitter friends know each other?

TweetWheel (<http://www.tweetwheel.com/>) finds out which of your Twitter friends know each other. Does exactly what it says on the tin. Enter your Twitter username, and a wheel of your users will appear. Hover on a user's name to see how many friends they have in common and click on their name to view their Twitter profile.



Thanks to Jane's E-Learning Pick of the Day

(<http://janeknight.typepad.com/pick/2008/10/tweetwheel.html>) for the alert.

Twitter4Teachers

Twitter4Teachers (<http://twitter4teachers.pbwiki.com/>) is a PBwiki listing of teachers who work in different subjects, grades, countries and use Twitter. Very useful if you want to identify fellow teacher-twitterers and follow or exchange experiences with them. Thanks to Phil Bradley (http://philbradley.typepad.com/phil_bradleys_weblog/2008/10/twitter-for-teachers.html) for the alert.

Virtual worlds

Virtual World Watch – tracking activity in UK universities and colleges

Virtual World Watch (<http://virtualworldwatch.net/>) is funded by the Eduserv Foundation. It is continuing the series of snapshots

(<http://www.eduserv.org.uk/foundation/studies/slsnapshots>) that have been undertaken by Silversprite Helsinki on the take-up of Second Life within the UK Higher and Further Education sector. While Second Life is still the most used virtual world by UK academics for teaching and learning purposes, an increasing number are experimenting with alternatives. VWW is extending its research to include these alternatives.

Recent posts on the VWW blog include Buddhist monastery: University of Aberdeen (<http://virtualworldwatch.net/2009/01/08/buddhist-monastery-university-of-aberdeen/>), Leeds Metropolitan University: from Second Life to OpenSim (<http://virtualworldwatch.net/2009/01/03/leeds-metropolitan-university-from-second-life-to-opensim/>) and Second Life at the University of York (<http://virtualworldwatch.net/2009/01/02/second-life-at-the-university-of-york/>). There is also a useful blogroll of UK Virtual World bloggers.

Wikis

Wikis That Work In The Real World

http://www.informationweek.com/news/business_intelligence/content_management/show_Article.jhtml;jsessionid=VDD1T1LLL BHTGQSNDLPCKH0CJUNN2JVN?articleID=212400489

This article in *Information Week* looks at how four companies are using wikis within their organisations: Angel.com, Publicis Group, Seagate and Red Mountain Retail Group.

Intranets

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

Things to read in 2009

I thought I'd start the year with three publications you should consider reading.

Global intranet trends survey 2009

Jane McConnell, NetStrategy/JMC (<http://netjmc.com>) £570

Over the last three years Jane McConnell has transformed our understanding of how intranets are developed and managed. It is an indication of the value placed in the survey that the number of respondents has increased each year; it now stands at nearly 230 organisations from around the world. This year the 113-page report is much easier to use, with generally very clear diagrams and an even more insightful commentary on the results. With any survey that is repeated each year, the analysis of the current year becomes even more interesting when contrasted with the outcomes of previous years.

The data from her surveys have become the benchmark against which any intranet manager can and should assess where they stand on the path to the maturity of Stage 3 intranets (in the terminology of the report) in which the intranet is 'the way of working'. This terminology has changed from the 'Class' approach used in previous reports, and works well.

The report strikes a very useful balance between maintaining questions that have been asked in the previous two reports, expanding on some sections (notably search and social media) and also adding on a special report on SharePoint deployment and adoption. The overall result is a further significant increase in value to the stage where the reader finds it difficult to believe it is the work of a single consultant who is engaged on other projects. Any intranet manager will find this report of benefit, whether to build a business case, to support the development of an intranet strategy or to gain ideas about approached to intranet management. Inevitably, the report is biased towards companies with more than 5000 employees, but someone managing an intranet for 100 people will also be inspired by what is possible to achieve, even with the picture of horrendously limited resources that comes across from the analysis. Only 14% said that their management saw the intranet as business-critical. By the end of 2009 I expect that to increase significantly!

This report is essential reading for any intranet manager with a reasonably large intranet, especially when asked to write a business plan for, or just to justify the existence of, the intranet.

Intranet design annual 2009

Nielsen Norman Group (www.nngroup.com) \$224

Jane provides the trends and Jakob Nielsen provides the detail. He and his colleagues, notable Kara Pernice, have published the Intranet Design Annual every year since 2001. Again as with the report from Jane McConnell, the interest lies in both the current volume

and the trends over the last few years. The report does not set out to present The Ten Best Intranets, even though this is how many refer to it. Organisations are invited to present their intranets for evaluation, and from these the team select the ten best.

This year the intranets on display come from:

- Altran, a large engineering and innovation consultancy (France)
- Advanced Micro Devices (AMD), a developer of computer and graphics processors (USA)
- BASF SE, the world's leading chemical manufacturing company (Germany)
- COWI Group A/S, a consulting group focusing on engineering, environmental science, and economics (Denmark)
- Deloitte Touche Tohmatsu (DTT), a global professional services network providing audit, tax, consulting, and financial advisory services (Global)
- Environmental Resource Management (ERM), one of the world's leading providers of environmental consulting services (Global)
- HSBC Bank Brazil (Brazil)
- Kaupthing Bank (Iceland)
- L.L. Bean, a vendor of apparel and outdoor equipment (USA)
- McKesson Corporation, a large provider of pharmaceuticals, medical supplies, and health care information technologies (USA)

This year saw substantial increases in the use among top intranets of social networking and collaboration support features. The most prevalent among the social networking elements added to this year's intranets were the Facebook-like features offered in the employee directories to enrich employee profiles. One intranet offered an "In Common With You" section, to highlight common interests when a user views a colleague's profile. Another organization allows employees to add personal videos to the corporate TV network as something of an enterprise YouTube. The number and type of blogs also increased this year over previous years, and now include not only CEO and leadership blogs, but also employee blogs.

Collaboration spaces also increased. As well as wikis and document and task handling, several of the winning intranets added spaces in which employees can broadcast requests for help or input from colleagues, marking them as "urgent" when necessary and "solved" once the issue has been addressed.

The level of detail in each case study is excellent, and there are good summaries of the main lessons that emerge both from the winners and from the intranet runners-up. At \$224, this report works out at around 50 cents per page, which is good value for money. Like the Intranet Innovation Awards report from Step Two Design (<http://www.steptwo.com.au/products/iia2008>), reading about how other intranet managers address the challenges of supporting highly-dynamic information-rich businesses can be of value no matter what size or shape your own intranet is.

Seamless teamwork

Michael Sampson, Microsoft Press

(<http://www.microsoft.com/learning/en/us/books/12460.aspx>) \$24.99

Michael Sampson is an independent consultant, based in Christchurch, New Zealand, who specialises in developing ways in which employees can work together more effectively. Do have a look at his Website at www.michaelsampson.net. Michael is a very effective communicator, and on the evidence of this book also a very good writer. Although I have a number of books from Microsoft Press on my bookshelf I find many of them very difficult to read, having been authored by people with outstanding skills in the products they are writing about but with little understanding of how to engage an audience.

Michael's book is subtitled "Using Microsoft SharePoint Technologies to Collaborate, Innovate and Drive Business in New Ways". One of the key drivers for using SharePoint Office Server 2007 (unofficially referred to as MOSS07) is the need to support team working. MOSS07 excels at being able to provide team-based solutions for document management, and the business case is made well by this book, in which Michael takes a narrative approach to teaching. The book is really one large invented case study, and the approach works very well indeed, especially as the focus is on how smaller organisations can benefit from MOSS07 for collaboration applications.

There are some significant technical challenges to implementing MOSS07, and Michael has written about these in other reports (<http://resources.michaelsampson.net/2008/02/sp7p.html>). Obviously the problems are not going to be presented in a book on MOSS07 published by Microsoft Press, but that is not an issue. If you set up MOSS07 correctly and understand what it can do, then the positive impact on your organisation will be substantial. The book assumes very little prior knowledge of the product, and is written for readers who are comfortable exploring new Web technologies but who have only a limited interest in actually what is going on underneath the bonnet.

If you are planning to implement MOSS07 this year (or even have already done so) then this book will give you invaluable insights into how to make effective use of the collaboration functionality of the application.

Public Sector News

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

Public ideas for public sector websites

The Cabinet Office has run a public competition to identify new ways of using Web technology to provide public services and information, and the winner was a scheme to provide a post code search for recycling facilities.

I was puzzled by this, as I felt sure I had seen just such a service covered on a TV news report. Sure enough, my memory had not failed me, and I found an excellent service on www.recyclenow.com which is 'brought to you by WRAP'.

WRAP is the Waste and Resources Action Programme, and is in fact a government-funded private company, so you might expect those judging the competition to know that the facility was already available nationally.

The competition details are at www.showusabetterway.com, and there is a string of comments pointing out that Recycle Now offers this facility already. It could be improved, as other comments suggest, but it hardly seems to be the most innovative of ideas. The competition was part of the Power of Information Taskforce, which is 'helping government become more open, transparent and effective through better use of published information.'

NHS

There have been plans in central government for some time to rationalise the number of Websites, and to focus citizen information on Direct.gov.uk, and information for the business sector on www.businesslink.gov.uk. In a similar approach, in the NHS a merger has just taken place between the NHS Choices site and NHS Direct. The NHS already has a strong Web brand and presence, and this will consolidate it further. www.nhs.uk

Environment Agency

www.environment-agency.gov.uk

Further rationalising has been happening on the Environment Agency website, where a new site was launched in early December, and is said to be better able to cope with the demands put on the site in times of heavy usage as during times of flooding. The review and re-design of the site reduced the number of pages from 50,000 to 13,000.

Geographical information

www.communities.gov.uk/publications/communities/locationstrategy

Communities and Local Government has published *Place matters: the location strategy for the United Kingdom*. This sets out how local authorities should improve the way they collect geographic information, so that it is easily accessible and can be used to support evidence-based policy making.

Those working in information management will recognise the points of the action plan, which are:

- Know what data we have and avoid duplicating it
- Use common reference data, so we know we are all talking about the same place
- Share the data easily through common technology, standards and business relationships
- Gain the appropriate skills to support its use

The process will be managed through a Location Council, which is being set up by the Department for the Environment, Food and Rural Affairs.

21st Century Lords

Blogging is now a common activity, but you could be forgiven for thinking that the House of Lords might be slower than some parts of society to embrace this technology and use of the Web. Visit www.lordsoftheblog.wordpress.com to see how some at least of the members of the upper house are happily blogging away.

Repeating yourself?

The problems and frustrations of having to repeat your details when contacting central or local government because you are dealing with different departments are known to us all. Help may be at hand. Pilot schemes are being used in some areas of the country to see what can be done to reduce the time spent by citizens giving the same information again and again.

The pilots are running in the North West and the South East, and are designed to enable citizens to tell the government only once when registering a birth or a death. The pilots are being carried out by the Department for Work and Pensions, HM Revenue and Customs, local authorities, the Driving and Vehicle Licensing Agency and the Identity and Passport Services. Let's hope this can be made to work, as it would save vast amounts of time and frustration.

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

Public Sector News is supplied by ALGIS (The Affiliation of Local Government Information Specialists) which represents information professionals providing information services to local authority staff and elected members. Jane Inman is currently Chair of ALGIS. ALGIS welcomes anyone with an interest in public sector information who feels they would benefit from being part of a community working in the same area. For more information go to <http://www.algis.org.uk>.

Meeting Reports

Knowledge Management at the Environment Agency

On Friday 12th December, a small but enthusiastic UKeIG Intranet Managers Forum met at the Environment Agency's head office in Bristol to look at its new intranet and wiki project.

Matt Thomas, Head of Knowledge Management, gave a broad overview of the work of the Environment Agency, and the importance of knowledge management in such a large and diverse organisation.

Jonathan Connor, Interactive Content Manager, gave a presentation on the planning and execution of a major restructure of their intranet (Easinet), from a huge site based on an organisational structure, to a more streamlined and user-focused task-based format. Jonathan's team carried out user surveys to identify the most common tasks that people used the intranet for. This revealed that although the organisation employs a wide range of professions, most of the intranet traffic was based on the needs of a small number of user types. As a result, they developed three personas: new starter, environment officer and manager. The site was primarily designed around the needs of these users, and was extensively tested by hundreds of users. As a result, the number of content pages was reduced from 50,000 to 7,000, and the number of publishers from 700 to 100. Following successful migration of the intranet, the process was repeated for the Environment Agency website. Again, personas were used for this, based on the needs of visitors. It finally went live the weekend before the presentation!

Jackie Bowater, Knowledge Officer, gave a brief demonstration of the library pages on Easinet.

Finally Liane Bradbrook, Project Manager, talked about the wiki knowledge management project. The Environment Agency's glossary of terms and acronyms is currently held in a flat database of nearly 10,000 records. The plan is to use the wiki to make the glossary interactive, and to encourage users to add to it. There will also be user-driven "how to" guides and "lessons learned". A pilot scheme involving 200 users is currently underway. All sessions generated plenty of questions and discussions.

Jackie Bowater, Environment Agency

Intranets Forum meetings are free to UKeIG members. The following sessions are planned for 2009:

Thursday 19th February, 14:30 – 16:30: What would an intranet be like if it was designed by a librarian?

Wednesday 22nd April 14:30 – 16:30: SharePoint

Please contact Janet Corcoran j.m.corcoran@imperial.ac.uk for further details about the Forum, or to attend one of our events.

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.

Semantic Analysis Technology

Meeting of the International Society for Knowledge Organization (ISKO), 3 November 2008, University College, London

This well-attended meeting (over 100 attendees) considered the topical issue of semantic analysis, more specifically the use of semantic-based tools to improve searching. The problem with meetings that have “semantic” in the title is that they can stray in one of two directions. Either they move to advanced concepts that are all too often incomprehensible, thereby unintentionally demonstrating that “semantic” equates with “unintelligible”, or they turn into a sales pitch stating bluntly that semantic analysis has been used to create a result via some clever jiggery pokery, which is not explained, but which is available for sale. This meeting was remarkable for the low proportion it contained of either.

It was clear from the session that semantic analysis has progressed considerably over the past five years or so, and can demonstrate immediate value on implementation (in other words, it isn't just a leap in the dark). It demonstrated as well the fundamental challenge of semantic analysis: better searching requires better metadata. HTML is crippled by its lack of good metadata, and Google's strengths and limitations are largely down to what can be managed using only HTML.

If more metadata is the answer, do you add that metadata automatically or by hand? There were presentations here both by technologists, who wanted to do things automatically, and who were satisfied with the results despite the errors, and the information professionals, who saw the errors as proof that the process needed to be done by hand. The best solution probably lies somewhere in the middle.

In addition, the event combined presentations by vendors (Italian-based Expert System, UK-based Smart Logic), as well as reports from practical projects (at the Financial Times and the BBC). I found the reports of semantic analysis in practice the most interesting presentations, perhaps because I don't need convincing of the need to improve the quality of searching, I just need evidence that someone has worked out how to do it better.

For me, the most exciting presentation was by Rob Lee of Rattle Central (www.rattlecentral.com). He described a project by which automatic links were added from BBC news stories to articles on Wikipedia, via DBpedia, (<http://dbpedia.org>), a structured version of Wikipedia that is generated from Wikipedia entirely automatically, and which provides a set of machine-readable links to much of the content in Wikipedia. If anyone wants to be convinced of the power of the Semantic Web, here is a good place to start.

Michael Upshall

Engaging with the environment: finding quality e-information resources

This lively and informative seminar took place on 5 November 2008 at CILIP.

Gina Cybulska has worked for many years in the environmental sector. She guided the participants through a whole range of free, environmental websites and demonstrated how extremely useful information and statistics can be hidden within the depths of sites and easily missed. These websites can come from government offices, select committees, the European Union, trade associations, charities and influential groups, and cover subjects like climate change, ecosystems, bio-diversity, energy, water and global environmental issues. The sheer volume of information available is quite daunting

During the afternoon Ken Hollywood from the British Geological Society (BGS) talked about the work of the BGS, describing its 400 UK databases, its work on flooding, the Thames Gateway and 3D geological modelling. He explained the importance of its international work and how it has been asked to redevelop complete national surveys destroyed in war.

BGS has a policy of making its research freely available on its website, and is currently building NORA, the Open Research Archive of the Natural Environment Research Council which includes material from the BGS, the British Antarctic Survey, the Centre for Ecology and Hydrology and the Proudman Oceanographic Laboratory

The day ended with a wide variety of questions ranging from the future of ISO 14001 to eco-toxicology and the impact of nanotechnology on the environment.

Many thanks to Gina and Ken for a very enjoyable and interesting session

Julie Fowler, Housing Corporation

Current Awareness

Column editor: Gina Cybulska

This column contains summaries of articles (print and electronic) about information access and retrieval, electronic publishing, preservation and virtual libraries etc. including, with permission, abstracts identified with an * next to the author initials, drawn from Current Cites, the monthly publication distributed electronically by a team of Librarians and Library Staff and edited by Roy Tennant (<http://sunsite.berkeley.edu/CurrentCites>). If you are interested in providing reviews for the column, please contact UKeIG administration for further details.

Catalogues/cataloguing

Zuber, Peter A. "[A Study of Institutional Repository Holdings by Academic Discipline](#)" *D-Lib Magazine* 14(11/12) (2008) (<http://www.dlib.org/dlib/november08/zuber/11zuber.html>) – Based on a sample of forty-one four-year U.S. institutions with over 15,000 students, Zuber found that institutional repositories haven't yet attracted documents from a wide range of disciplines, that disciplines with a history of preprint/e-print use are the main repository contributors, and that most repositories are not using incentives for deposit, such as a "most popular" feature. Eighteen of the 41 institutions had institutional repositories, with nine evaluating or launching one. – CB*

Springer, Michelle, Beth Dulabahn, and Phil Michel, et al. "[For the Common Good: The Library of Congress Flickr Pilot Project](#)" (October 30, 2008) (http://www.loc.gov/rr/print/flickr_report_final.pdf) – In January of 2008, the Library of Congress launched a pilot with Flickr by posting 3,000 out-of-copyright images for viewing and tagging. This pilot now has over 4,000 images, is logging 500,000 views a month, and crossed the 10 million view mark a few months ago. The larger Flickr Commons site grew out of the original pilot, with other institutions adding their images for the public. The strength of the Flickr project was the minimal amount of staff time involved, and the enormous contribution from the general public to tag and comment on the images. At the time of the report, 67,176 tags were created by 2,518 Flickr users. Even more impressive, 4,548 out of 4,615 photos had at least one tag created by the Flickr community. An unexpected bonus of the pilot was that the collections increased in their Google rankings, leading more users to the site. This report shows that a small step into the world of Web 2.0 rewarded the Library of Congress with information about images in their collection that would have been difficult to achieve otherwise. At the same time, it opened the field of digital library collections to a vast array of new users. The report lays out recommendations for moving forward from a pilot to a program, concluding that: "The benefits appear to far outweigh the costs and risks." A summary of the report can be viewed at http://www.loc.gov/rr/print/flickr_report_final_summary.pdf. – KC *

Digitisation projects/preservation

Berman, Francine. "[Got Data?: a Guide to Data Preservation in the Information Age](#)" *Communications of the ACM* 51(12) (December 2008): 50-56. (<http://doi.acm.org/10.1145/1409360.1409376>) – Interesting discussion of trends and approaches concerning digital preservation. The world is "awash in digital data". In fact, we produce way more than we could ever possibly preserve. Determining what gets saved and how is comparable to strategies for dealing with infrastructure in the physical world. The approach must be "useful, usable, cost-effective, and unremarkable". Conceptually, the author discusses the 'Branscomb Pyramid' model where data is tiered off according to its value, whether personal (e.g. photos, tax records) or more widespread (e.g. government data or irreplaceable cultural artifacts). Each level requires a different solution and different body in charge. The author concludes with a helpful 'Top Ten Guidelines for Data Stewardship' which boil down to planning ahead, being organized, and being ready for change. – LRK*

Dietrich, Dianne, Jennifer Doty, and Jen Green, et al. "[Reviving Digital Projects](#)" *The Code4Lib Journal* (5) (2008) (<http://journal.code4lib.org/articles/685>) – Building new digital applications is often exciting and fulfilling, but grinding out voluminous documentation for them is not. The only thing that is worse is trying to maintain or migrate an old system only to find that the inner workings of said system are, in the words of Churchill, "a riddle wrapped in a mystery cloaked in an enigma." Of course, this isn't new: computer specialists have been wrestling with this problem since there were computer specialists. However, each new generation rediscovers this problem afresh, and it bears repeating. In this paper, the authors describe their travails reviving the University of Michigan Library's Online Atlas of Michigan Plants and offer cogent guidelines to consider when contemplating reviving other abandoned systems. – CB*

E-publishing

Kaser, Dick. "**SIIA's Global Information Industry Summit: Content Industry Considers Business Models**". *Information Today* 25 (10) (November 2008): 29-30 – Interesting summary of the some of the issues discussed at SIIA's global summit in September. Key theme is how traditional news publishers can make money when people are increasingly expecting their news to be free via the Internet. Whether there is a future for traditional print media is debatable. - MdS

Education

Ito, Mizuko, Heather Horst, and Matteo Bittanti, et al. "[Living and learning with new media: summary of findings from the Digital Youth Project \(white paper\)](#)" *Digital Youth Research and The John D. and Catherine T. MacArthur Foundation* (November 2008) (<http://digitalyouth.ischool.berkeley.edu/files/report/digitalyouth-WhitePaper.pdf>) – Most adults seem to be aware that young people integrate digital media and online communi-

cation into their lives in ways not understood or experienced by most adults. The question of how this online life shapes young people's experience of literacy, learning and authoritative knowledge are explored in these results of a three-year study of 800 youths and young adults. The results and implications for the education profession (and libraries) are exciting and challenging. Young people are motivated by a desire to manage and strengthen existing friendships, as well as "geeking out", a highly social and engaged way of peer-based, self-directed learning. The report suggests that adults can play an important role in the online life of young people – by removing barriers that deprive teens of access to online participation, and by setting learning goals when teens are engaged in interest-driven online learning. – WC*

General

"Forecast 2009: What's on the Horizon". *Information Today* 25 (11) (December 2008): 1-48 – Insights on what 2009 holds for us from some of the information world's most notable observers, including Anthea Stratigos and John Blossom. Obviously, the current financial crisis informs much of their thinking, but some of the predictions include the rising importance of mobile platforms for content distribution, increased adoption of cloud computing, and the rising importance of social media as a marketing tool for content producers. – MdS

Fogel, Karl. [Producing Open Source Software : How to Run a Successful Free Software Project](http://producingoss.com/) Sebastopol, California: O'Reilly, October, 2005. (<http://producingoss.com/>) – This stupendously useful book addresses not simply the tools valuable to open source products, which are subject to change, but the human factors of these projects, which are timeless. Throughout the discussions of version control, wikis, licensing, and other "how-to" issues, Fogel repeatedly circles back to people issues, with a strong emphasis on that *bête noir*, communication. Fogel's deep experience with open-source projects shines through in chapters such as "Social and Political Infrastructure," where he frankly addresses one of the larger mysteries of open source development: who gets to decide? The chapter called "Money" should be read by any non-profit organization embarking on an open-source project, as Fogel clarifies the need to shake piggy-banks to provide quality assurance, usability testing, documentation, and even development. "Producing Open Source Software" is not only good reading for anyone involved in open-source development, but it is also an engaging and useful introduction to open source for library managers and operational staff trying to wrap their heads around this very important software development model. The book is available online free in multiple formats, but also available for purchase in a handy dead-tree edition. – KGS*

Waller, Vivienne, and Ian McShane. "[Analysing the challenges for large public libraries in the twenty-first century: a case study of the State Library of Victoria in Australia](http://firstmonday.org/htbin/cgiwrap/bin/ojs/index.php/fm/article/view/2155/2060)" *First Monday* 13(12)(1 December 2008) (<http://firstmonday.org/htbin/cgiwrap/bin/ojs/index.php/fm/article/view/2155/2060>) – Don't let the words "large public libraries" and the specific location of the case study put you off. This paper has something of relevance to most people grappling with strategic planning while questioning of the role of libraries in the current information ecology and information

economy. The debate about the role of libraries and the use of physical library spaces is nothing new, and these debates have carried over into the role of libraries in the online world. Having a thorough knowledge of the nature of this changing online environment is one of the biggest challenges facing large public libraries. To this end, the authors identify a significant research gap in the area of understanding the changing nature of information-seeking and information-provision, and are currently engaged in research to address that. However they contend that the usefulness of that research data could be enhanced by the "development of a library policy framework that clarifies and re-evaluates institutional goals". – WC*

Information access

De Braal, Bernice; "You've never had it so healthy". *Information World Review* 252 December 2008: 29-30 – Leading patient information sources are reviewed in the context of the widening of public access to health information and choice in the UK. Topics covered include; Treatment Choice, Health Encyclopedias, Patient Feedback, Clinical Information and Charity Websites. Weblinks are provided for the sources cited. - RH

Tenopir, Carol, and Donald W. King. "[Electronic Journals and Changes in Scholarly Article Seeking and Reading Patterns](http://www.dlib.org/dlib/november08/tenopir/11tenopir.html)" *D-Lib Magazine* (November/December 2008) (<http://www.dlib.org/dlib/november08/tenopir/11tenopir.html>) – 'If we build it, they will come', has been a guiding principle of most libraries putting their content online. One advantage of having done so now for several years, is studying the effect, if any, that such access has on scholarly reading habits. This the current authors have done since 1977. In this article, they offer a shortish yet interesting review of their findings, particularly in how reading habits relate to what eventually gets cited. There is a difference and the narrower scope of what makes it to the bibliography may, the authors suggest, be due "to peer pressure in the form of choosing more often to cite those [items] that are cited by others." – LRK*

Brown-Sica, Margaret. "Playing Tag In the Dark: Diagnosing Slowness in Library Response Time" *Information Technology and Libraries* 27(4) (December 2008): 29-32 – This article summarizes the steps taken by systems librarians at the Auraria Library in Colorado to diagnose and resolve slow response time when users queried proprietary databases. As the authors point out, many factors affect the speed (or lack thereof) of library databases, and many of those factors are outside the control of the library itself. Systems librarians at Auraria set out to improve the response time, which they defined as "the time it took for a person to send a query from a computer at home or in the library to a proprietary information database and receive a response back, or how long it took to load a selected full-text article." Librarians began by testing bandwidth on library computers, and by consulting the university's IT department to determine if anything they were doing could potentially be impacting the library's traffic. Both investigations led to dead ends. The next factor up to be checked was the proxy server (III WAM); perhaps unsurprisingly, testing revealed that the response time was better when traffic was not routed through the proxy. As a result, the library stopped routing in-library traffic through the proxy server, leading to some gains in speed for those inside the building. Next up

was an investigation of the proxy server hardware; a switch and some cabling were replaced, leading to additional gains in response time. In addition, specifications for a new server (already scheduled to be purchased) were changed: the new server will feature additional memory and a second processor. Overall, the article offers a specific roadmap for diagnosing and resolving response time problems, and as a bonus it is written in approachable language that should be easy-to-follow for those systems-librarians-by-default among us. – AC*

Information management

"[Big Data](#)" *Nature* (4 September 2008) (<http://www.nature.com/news/specials/bigdata/>) – This special focus is interesting even if you aren't the proud owner of petabytes worth of data or more. In fact, as the owner of considerably less than that, it is the very contrast that I find fascinating. How can such a large pile of data be managed? What are the particular issues faced by data centers that manage such data (on this point, Cory Doctorow's piece "Welcome to the Petacentre" was particularly enlightening). Clifford Lynch also has a piece. We were uncharacteristically late to the game on this one, so the issue has long since disappeared from the newsstand. Check it out online or at your local library. – RT*

Information retrieval

Hane, Paula J. "More Research-Sharing Tools and Search Engine Improvements." *Information Today*, 25 (11) (December 2008): 7-14 – This article contains some useful overviews of new information handling tools including A.nnotate, Zotero, Zoho and Microsoft's SearchPerks which is an interesting development in Internet search. -MdS

Norris, Michael, Oppenheim, Charles and Rowland, Fytton. "**Finding open access articles using Google, Google Scholar, OAlster and OpenDOAR**". *Online Information Review*, 32 (6) (2008): 709-715 – Interesting review of the strengths and weaknesses of these different search engines for finding OA materials. The general Google search engine and Google Scholar prove themselves against OAlster and OpenDOAR showing there is a lot of work for these specialist search engines still to do. -MdS

Fang, Jiaming, Peiji Shao, and George Lan. "[Effects of Innovativeness and Trust on Web Survey Participation](#)" *Computers in Human Behavior* 25(1) (January 2009): 144-152) – Web surveys are increasingly used by many organizations – including libraries – to gather data from users and potential users. Given their popularity, it is important to understand how people react when they encounter a survey online. The authors of this study looked at how much two factors impact a Web surfer's decision to complete an online survey: trust in the organization behind the survey, and the surfer's own comfort level with web-based technology. The article provides an in-depth overview of the literature behind these two factors, and the results of a brief survey given to "university students in a computer practical course." The authors found that those who are more willing to try out new technologies on the Web were more willing to take a web-based

survey. They also found that trust in the organization behind the survey is important – a more reputable organization gives the surfer a measure of confidence that the answers they give will be kept anonymous. Of course, the limitations of the study are obvious – college students may not be representative enough for the results to be considered applicable in every circumstance. Overall, the article provides some good background material and points to consider before setting up an online survey. – AC*

Knowledge management/social networking

Perry, Michelle. "**The appliance of science: Web 2.0**" *Information World Review* 252 December 2008: 37-38 – The manner in which research by scientists is being transformed by Web 2.0 tools is analysed with comment from practitioners. The potential of networking sites to facilitate cross-organisational collaboration and the dissemination of research findings are discussed. -RH

Hawkins, Donald T. "**All Things 2.0: The Fall 2008 ASIDIC Meeting Preview**" *Information Today* 25 (10) (November 2008): 32-33 – Web 2.0 was the theme of the ASIDIC meeting in September and how changes brought about by new services can be dealt with by established publishers and disseminators of information. Article contains some useful tips for dealing with change. –MdS

Cain, Thomas J., Joseph J. Branin, and W. Michael Sherman. "[Knowledge Management and the Academy](#)" *EDUCAUSE Quarterly* 31(4): 26-33. (<http://www.educause.edu/ir/library/pdf/EQM0845.pdf>) – The care, organization, and distribution of institutional data appears to be a growing trend within academic librarianship. Ohio State University Libraries was one of the first to recognize this need and provide its institution with a viable solution. This article describes how authoritative data derived from university online systems, such as human resources, registrar, libraries, and sponsored research, were combined to create OSU:pro. The reports and visuals generated by this data provide university administrators with a better understanding of faculty activity, helps faculty to manage research reporting, and offers students and the greater community a way to locate specialists and scholars. While a very complex challenge, it is certainly one that many academic libraries will need to address in the coming years. – SG*

Maron, Nancy L., and K. Kirby Smith. [Current Models of Scholarly Communication: Results of an Investigation Conducted by Ithaka for the Association of Research Libraries](#) Washington, DC: Association of Research Libraries, November 2008. (<http://www.arl.org/sc/models/model-pubs/pubstudy/>) – This study, which involved 301 librarians at 41 institutions interviewing professors about their use of digital resources, attempts to increase our understanding about new models of scholarly communication by identifying a large list of specific resources and asking questions about emerging patterns, genres, quality control practices, and other issues. The survey identifies and discusses eight types of digital resources (e-only journals, reviews, preprints, reference sources, data resources, blogs, discussion forums, and academic hubs) and provides a useful list of over 200 digital scholarly resources (also available online in a searchable

database). Among the study's main conclusions are: digital innovations are taking place in all disciplines; digital publishing is shaped powerfully by the traditions of scholarly culture; many digital resources are small, niche resources; and achieving sustainability is a universal challenge. The study also suggests there is a valuable role for libraries to play in supporting these digital initiatives, through knowledge-sharing with faculty, proactive preservation initiatives, guiding the creation of new projects, and, more generally, serving as a "nexus of communication" on campus. – BR *

Millard, Elizabeth. "[How to Make Web 2.0 Productivity Tools Work](http://www.baselinemag.com/index2.php?option=content&task=view&id=5237&pop=1&hide_ads=1&page=2&hide_js=1)" *Baseline Magazine* (10 October 2008) (http://www.baselinemag.com/index2.php?option=content&task=view&id=5237&pop=1&hide_ads=1&page=2&hide_js=1) – Although written more with a corporate audience in mind, this short article highlights some of the more important things to keep in mind when trying to encourage the use of Web 2.0 tools in an organization. Although some of the suggestions might seem self-evident to Library 2.0 advocates, the author reminds us that if we want to encourage innovation we have to abandon some preconceived notions of how things should be managed. For example, the author stresses the point that we should abandon attempts at detailed productivity measures where Web 2.0 tools are concerned and look instead at overall productivity of workers in relationship to their projects and tasks. Another recommendation is to allow personal use but limit the amount of time people engage in personal work through common understanding rather than rigid control. Finally, the author suggests using microblogging as a recruiting and retention tool. In addition to signifying that the organization is interested in pursuing newer technologies, microblogging and other tools have an additional benefit as they help improve collaboration among workers. – FC*

Clark, K., Hammer, M. "**Communities of practice: the VDOT experience**" *KM Review* 11(5), November/December 2008, 10-15 – A case study looking at the implementation of communities of practice (CoP) within the Virginia Department of Transportation. These CoPs are the primary tool used to encourage knowledge sharing and network creation. Guidance is given on how to create a CoP and what needs to happen to maintain the CoP as it matures. – GC

Archibald, D., McDermott R. "**Benchmarking the impact of communities of practice**" *KM Review* 11(5), November/December 2008, 16-21 – Determining the value of a community of practice's (CoP) contribution to an organisation has been difficult to quantify. Funded by the UK's Engineering and Physical Sciences Research Council (EPSRC), this research project surveyed a number of industry sectors. The results of the survey enabled the research team to identify nine key factors that contribute to a highly performing CoP including: training for leaders, use of IT tools and leaders with sufficient time to perform the role. A benchmarking tool has been developed. - GC

de la rue, K. "**The theory and practice of communities**" *KM Review* 11(5), November/December 2008, 22-25 – A review article discussing the fundamentals of communities of practice (CoP). The author defines key concepts, and covers the basic principles of communities and how they work. – GC

Longbottom, C., Bamforth, R. **"Social networking in the public sector"** *KM Review* 11(5), November/December 2008, 30-33 – The public sector has been seen to hold back from adopting social networking technologies for a variety of reasons. This article looks at five areas where social networking tools could help public sector bodies have better interactions with the public. It is suggested that information about the public library can be maintained on wikis. - GC

Legal issues

Caldwell, Tracy; **"A tight embrace"** *Information World Review* 252 December 2008: 18-20 – The settlement between Google and copyright holders affected by its Book Search project is detailed with comment from the industry in a three-page analysis of the agreement. The \$125m settlement is reported to fund the creation of a Book Rights Registry to settle legal claims; though this is currently limited to the US. Commentators note the issues inherent in the process including privacy, orphan works and the future role of book publishing. Caveats about limitations on access are reported alongside worries regarding the potential domination of the information landscape by Google. - RH

Band, Jonathan. [A Guide for the Perplexed: Libraries & the Google Library Project Settlement](#) Washington, DC: Association of Research Libraries and the American Library Association, 2008. (<http://www.arl.org/bm~doc/google-settlement-13nov08.pdf>) – Few copyright cases are as important as the lawsuit brought against Google by the Authors Guild and the Association of American Publishers (The Authors Guild, Inc., et al. v. Google Inc.) over Google Book Search. There is a tentative joint settlement for this lawsuit; however the document is over 200 pages long and it is complex. Needless to say, you are unlikely to want to try to decipher the whole thing yourself. Fortunately, Band, a noted intellectual property expert, has done that for you in a svelte, comprehensible 23-page document. – CB*

Boyle, James. [The Public Domain: Enclosing the Commons of the Mind](#) New Haven: Yale University Press, 2008. (<http://www.thepublicdomain.org/>) – [James Boyle](#), William Neal Reynolds Professor of Law and co-founder of the Center for the Study of the Public Domain at Duke University, is a well-known intellectual property expert. Like Lawrence Lessig, he has a talent for making arcane aspects of IP law clear, and he is a critic of ever more restrictive copyright and other IP laws. Here's a brief excerpt that describes *The Public Domain: Enclosing the Commons of the Mind*: "This book is an attempt to tell the story of the battles over intellectual property, the range wars of the information age ... I try to show that current intellectual property policy is overwhelmingly and tragically bad in ways that everyone, and not just lawyers or economists, should care about. We are making bad decisions that will have a negative effect on our culture, our kids' schools, and our communications networks; on free speech, medicine, and scientific research. We are wasting some of the promise of the Internet, running the risk of ruining an amazing system of scientific innovation, carving out an intellectual property exemption to the First Amendment." In addition to the print version, the book is freely available in [PDF](#) and CommentPress versions. – CB*

Security

Horrigan, John B. "[Use of Cloud Computing Applications and Services](#)" [Pew Internet & American Life Project](#) (12 September 2008) (http://www.pewinternet.org/PPF/r/262/report_display.asp) – More and more of us are getting used to cloud computing – whether we realize it or not. This was the subject of a recent study by the Pew Internet & American Life Project. The study asked if internet users had done one of six cloud computing activities (used webmail, stored photos or videos online, used a service like Google Documents, paid to store files online or backed up a hard drive to an online service) and found that 69% of internet users had done at least one of those activities; 40% had done at least two. Younger users in particular are growing more and more acclimated to cloud computing: 87% have done at least one activity, and 59% have done two. But despite our growing willingness to let someone else store this data on our behalf, we still expect to have control of the data. The study found that 90% of those surveyed said they would be "very concerned" if a company hosting their data sold it; 80% said they would be "very concerned" if their photos and video were used in an ad campaign. This paradox points to a slew of issues, running the gamut from better-educating users about password strength to pushing for more transparency from the companies providing these services. It's also worth considering whether there is a place here for libraries to step in. Can we build on our reputation for protecting our patrons' privacy when it comes to their reading choices, and offer them an alternative storage space for materials relating to their academic pursuits? – AC*

Solove, Daniel. [The Future of Reputation: Gossip, Rumor, and Privacy on the Internet](#) New Haven: Yale University Press, 2007. (<http://futureofreputation.com>) – Daniel Solove, a lawyer and blogger, takes a look at the long term effects of the Internet on personal privacy and the legal ramifications of a loss of reputation. People often struggle with the fine line between privacy and free speech on the Web. You can share personal information about yourself or a friend on a blog, not realizing that it will be there for anyone – including future employers and dates – to see. Solove looks at a libertarian approach to leave things as they are, and an authoritarian approach that would restrict personal expression and finds neither a good fit for keeping free expression on the Web and regulating rumors and gossip. He suggests that the law take into consideration that when we expose information to others, we do expect a certain limit on accessibility. The examples in Solove's book serve as a cautionary tale to anyone who thinks their Facebook and MySpace life is limited to friends and family. Solove says: "We need to spend a lot more time educating people about the consequences of posting information online... Teenagers and children need to be taught about privacy just like they are taught rules of etiquette and civility." The book is available in print from Yale University Press and for free online at <http://futureofreputation.com>. – KC *

Virtual libraries

Breeding, Marshall. "[Open Source Integrated Library Systems](#)" [Library Technology Reports](#) 44(8) (December 2008) (<http://www.techsource.ala.org/ltr/open-source-integrated-library-systems.html>) – As the one person most knowledgeable about the

integrated library systems (ILS) landscape in the United States (and probably beyond), Marshall Breeding is exceptionally well-positioned to take a look at open source ILS software. Here is exactly the kind of straightforward expository look at these options you have come to expect from Breeding. Although it is not an in-depth comparison, he provides charts of specific functions (e.g., faceted browsing, book jacket display, invoice processing, etc.) and identifies which of these each of the four highlighted options supports. Systems covered in this detail include Koha, Evergreen, OPALS, and New-GenLib. Unfortunately, this also makes the shelf-life of this LTR likely to be measured in months. As Breeding himself says, "This report provides a snapshot in time of the open-source ILS products and companies. The world of ILS is evolving rapidly, even more so than previous trends in library technology." So get it now, while it's hot, or else don't bother. – RT*

Rochkind, Jonathan. "[A Primer in Risk: Taking a Critical Look at Common Support Scenarios for Open Source Software](http://www.libraryjournal.com/article/CA6611591.html)" *Library Journal* (15 November 2008) (<http://www.libraryjournal.com/article/CA6611591.html>) – There continues to be much hype and debate about open source software, although we appear to be approaching a level of mature discussion and serious consideration heretofore rarely seen. This piece by Rochkind (a programmer at Johns Hopkins University and well-regarded Code4Lib regular) is an excellent contribution to the kind of level-headed discourse of which this topic deserves. As Rochkind points out, not all open-source software is created (and more importantly, maintained) equally. Any library that chooses to go with open source (and make no mistake, there are plenty of very good reasons to do so, and probably every library already uses open-source software) would do well to consider the source of support, which can range from one or a few programmers who may move on one day to being backed by the full faith and force of a large organization or commercial company. And as Rochkind also points out, even should the support go away you have the option of taking it on yourself, which is an escape hatch that is often not an option with closed source software. All in all, this is exactly the kind of informative and nuanced discussion of options that will hopefully presage a movement away from what often appears to be a religious debate into the realm of business like decision-making. Highly recommended. – RT*

Askey, Dale. "[We Love Open Source Software. No, You Can't Have Our Code](http://journal.code4lib.org/articles/527)" *Code4Lib Journal* (5) (15 December 2008) (<http://journal.code4lib.org/articles/527>) – Open-source software seems to have nearly achieved the level of overall righteousness formerly reserved for Mom and apple pie. We can detect this by how often libraries that write software want to tack the "open source" label onto projects without actually releasing the code. It may happen eventually, but either it is or it isn't. In this piece, Askey skewers the motivations he perceives as contributing to this problem: "perfectionism – unless the code is perfect, we don't want anyone to see it, dependency – if we share this with you, you will never leave us alone, quirkiness – we'd gladly share, but we can't since we're so weird, redundancy – we think your project is neat, but we can do better, competitiveness – we want to be the acknowledged leader, and misunderstanding – a fundamental inability to understand how an open source community works." – RT*

Vielmetti, Edward. "[Focus on the interface](http://www.libraryjournal.com/article/CA6599063.html)" *netConnect* (15 October 2008) (<http://www.libraryjournal.com/article/CA6599063.html>) – Mobile phone ownership and

use is growing, and this article is a good summary of what libraries are currently doing to provide library services and resources to mobile platforms. OPACs and library webpages can be specially coded for delivery to a mobile device or take advantage of "transcoding", which reformats regular library websites on-the-fly. Library notices delivered by SMS can help to provide "high-value notification and reminder services". Did you know that at least one library can SMS the title, location, floor and call number of an item found on the OPAC to a mobile device? Customers can then move from the OPAC terminal to the correct floor and shelf location of the desired item, using the information received by SMS. The article also looks at mobile services provided by Amazon and LibraryThing, which provides good food for thought for possible library applications. – WC*

Web/intranet design

Schindler, Esther. "[6 Scripting Languages Your Developers Wish You'd Let Them Use](#)" *CIO Magazine* (13 October 2008)

(http://www.cio.com/article/454520/Scripting_Languages_Your_Developers_Wish_You_d_Let_Them_Use?source=nlc_ciostrategy) – While many people are familiar with the more common scripting languages such as Perl and PHP, this article introduces us to some obscure, emerging, and specialty scripting languages. As has been true since the earliest days of programming language compilers, most of these languages are destined for obscurity as they are designed to fill specific niches that are not well-served by more traditional languages. Nonetheless, you never know where the next major language is going to come from. Who would have predicted in 1997 that PHP would become as important as it has been? The languages that are discussed in this article include Scala, Groovy, Clojure, Lua, F#, and Boo. While it is true that some of these languages are not, in fact, scripting languages that's almost irrelevant. These languages address a multitude of needs, including making it easier for people to learn how to program. The main point of this article is that there is a lot going on in the world of programming languages and it's important for us to keep up. While we may be Perl and PHP code monkeys today, that won't be true five or ten years from now. – FC*

Souders, Steve. "[High-Performance Websites](#)" *Communications of the ACM* 51(12)(December 2008): 36-41. (<http://doi.acm.org/10.1145/1409360.1409374>) – Kind of geeky but worth looking at for those interested in making their Web pages load faster. The author makes clear from the get-go that you can have as powerful a 'back-end' as the big boys (i.e. Google, Yahoo, etc.) and still suffer from slow loading times when the web-page hits the browser. Among the tips he offers: put the CSS at the top and the scripts at the bottom. As the author puts it, "Life's Too Short, Write Fast Code", or in other words, every milisecond counts. – LRK*

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Innovative Training for 2009

Innovative Conference

2009 is the **Year of the Conference**: Innovation in e-Information and you are all personally invited. Please read through the programme (found on the website) to see how promising and practical the event is. If you have any additional suggestions for topics to be covered in the breakouts (which form part of day two) please get in touch with Tracy Kent on t.k.kent@bham.ac.uk or 0121 414 3918.

Innovative Courses and Seminars

The training courses and seminars for 2009 include

Popular courses

- Searching the Internet : Google and beyond
- Web 2.0 in real life
- Essential copyright for information professionals.
- Selecting and implementing Web and intranet search software
- ebooks

New courses

- Engineering information
- Open access resources
- Elearning materials.

Innovative Forums

Members of UKeiG can also take advantage of the Intranet Forums. These are held bi monthly and are often oversubscribed. They provide an opportunity to meet other Intranet Managers to demonstrate, discuss and divulge how to get the most from your Intranet. If you wish to attend or, indeed, help organise an event please contact our Intranets Forum organiser, Janet Corcoran at j.m.corcoran@imperial.ac.uk

Innovative Venues

UKeiG are always looking for new venues to hold our popular courses and seminars so if your organisation are willing and able to offer training facilities we would be pleased to hear from you. Some courses require PC usage, others simply space for presentations and discussion groups. Why not make it your New Year resolution to offer to host an event or – perhaps – organise an event which you think will benefit other information professionals? Just get in touch with Tracy Kent.

Details of location, price and presenters can be found on the website at www.ukeig.org.uk.

Press Releases & News

CIG Makes Equity Investment in LibraryThing

LibraryThing's product to be exclusively distributed to libraries worldwide by Bowker and ProQuest

Bethesda, Maryland - January 22, 2009 - Cambridge Information Group (CIG), a privately held investment firm and parent company to Bowker (www.bowker.com) and ProQuest (www.proquest.com), has made an equity investment in LibraryThing, an emerging provider of online book cataloging services and solutions.

Under the terms of agreement, CIG has purchased a minority stake in LibraryThing and has designated Bowker as the exclusive worldwide distributor for the library marketplace of LibraryThing for Libraries (LTFL), LibraryThing's flagship library product. Terms of the transaction were not disclosed.

The addition of LTFL to Bowker and ProQuest's growing suite of offerings, including AquaBrowser Library(r), demonstrates CIG's continued commitment to helping librarians and their patrons embrace Web 2.0 technologies to enhance and improve the efficacy of their book search and discovery efforts.

LibraryThing is an online service and social network to help library patrons and book-lovers to easily catalog their books. The LTFL product enriches library online catalogs with the power and fun of Web 2.0. With LTFL added to a library catalog, patrons can browse, search and engage in a new and powerful way. LTFL is made up of the Catalog Enhancements, which includes tags, recommendations and other editions and translations, and the Reviews Enhancement, which places 250,000 reviews into library catalogs and lets patrons review books as well. Bowker will make available LTFL as a service level option within its Syndetics Solutions(tm) OPAC enrichment offerings.

"LibraryThing has successfully developed an online service that meets the needs of the 21st century library system," said Andy Snyder, president of CIG and chairman of both Bowker and ProQuest.

"By integrating LibraryThing into Bowker and ProQuest's suite of information services offerings, we will continue to expand our value proposition to the changing global library marketplace."

"CIG is a highly regarded firm that has shown a serious commitment to the library community through its willingness to invest in the development of new resources and solutions that meet the changing needs of libraries in the U.S. and abroad," said Tim Spalding, founder of LibraryThing. "We're delighted to partner with Bowker and ProQuest

and look forward to working closely with their respective management teams in the library services marketplace."

Founded in 1872, Bowker is the global leader in bibliographic information management solutions and services for libraries, publishers and retailers worldwide. With corporate roots that trace back to 1938, ProQuest creates specialized information resources and technologies for libraries of all types and sizes. Together, Bowker and ProQuest deliver information services and solutions to tens of thousands of libraries worldwide.

About CIG

Cambridge Information Group (CIG) is an investment firm primarily focused on education, research and information services companies.

Founded in 1971, CIG continues under the same family stewardship today, with a focus on building companies for long-term success. Headquartered in New York, NY and Bethesda, Maryland, CIG's operating companies employ more than 2,100 people in offices around the world. For more information, please go to www.cigcompanies.com.

Duke University Press to Archive e-Books with Portico

Duke University Press will be archiving electronic books from the e-Duke Books Scholarly Collection with Portico in a long-term strategy to preserve electronic scholarly content. Duke University Press will be the second publisher, after Elsevier, to archive its entire collection of e-books with Portico.

"Libraries increasingly expect publishers to have established reliable preservation arrangements for e-books in much the same way that they have for e-journals," comments Eileen Fenton, Portico's executive director. "We are pleased to work with our colleagues at Duke University Press to respond to this need."

Steve Cohn, director of Duke University Press, adds, "With the shift to electronic publishing, the preservation of scholarly work has legitimately been of increasing concern to libraries. Portico enables us to allay those concerns by providing dependable solutions that assure continuous and perpetual access to archived electronic content. We are very pleased to partner with Portico for the e-Duke Books Scholarly Collection."

The e-Duke Books Scholarly Collection was launched in 2008 and provides online access to scholarly books published by Duke University Press in the humanities and social sciences. The collection is hosted on the ebrary(r) 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.

About Portico

Portico was launched in 2005 with support from JSTOR, Ithaka, the Library of Congress, and the Andrew W. Mellon Foundation. Portico's mission is to preserve scholarly literature published in electronic form and to ensure that it remains accessible to future generations of scholars, researchers, and students. In pursuit of this mission, Portico operates a secure, permanent archive of electronic scholarly journals and books.

About Duke University Press

Duke University Press publishes approximately 120 books annually and more than 35 periodicals in a wide range of disciplines within the humanities and sciences. For more information about the e-Duke Books Scholarly Collection and the Press's other electronic collections, please visit dukeupress.edu/library.

Digital Images for Education: Community Call

The Joint Information Systems Committee (JISC) and JISC Collections invite proposals from the academic sector and publicly-funded institutions, with a goal of life long learning, to provide still and moving images to support education across five broad subject areas:

- History (UK, European and world history)
- Social Sciences (including politics, economics, education and environment)
- Science, Engineering and Technology
- Art and Creative Industries (including images of buildings and works of art)
- Geography (emphasising exploration and the changing world)

The tender will require image rights to be granted for perpetual use within education and bidders will be required to provide metadata that complies with the project criteria. Training sessions in creating metadata will be provided for successful bidders.

Total funding of £750,000 (including VAT) is available for this project. This funding can be used to compile metadata, but **not** to digitise content.

The deadline for receipt of tenders is **13:00 on Thursday 19 February 2009**.

The successful bidders will be announced by **27 March 2009**.

The deadline for delivery of images and film, inclusive of metadata, is **15 December 2009**.

The full version of this call is available at http://www.jisc-collections.ac.uk/media/documents/jisc_collections/digital%20images%20for%20education%20call%20january%202009.doc and further details about the call, and a list of questions and answers on the bidding process can be found at http://www.jisc-collections.ac.uk/projects_and_reports/digi_ed.

Emerald launches eBook series collections

United Kingdom, January 2009 – Emerald Group Publishing Limited is pleased to announce the launch of its eBook series collections; one focusing on Social Sciences and the other on Business, Management & Economics. These two collections both complement the management focus of existing Emerald journals and extend it into new subject areas such as Psychology and Sociology. In total, they represent over 500 volumes and feature leading international authors in each field covered. They are available now at ww2.emeraldinsight.com/ebookseries.

In addition, the Emerald Insight platform was overhauled to allow the seamless integration of these eBook series to the online journal collections. Users can browse both journal and book series content simultaneously, either alphabetically or by subject, and the type of content is clearly displayed.

Rebecca Marsh, Publishing Director at Emerald, comments: “eBook series represent some of the most important and cutting-edge research undertaken on a particular topic. Expert editors commission the leading authors in the field to write individual book chapters that reflect the latest thinking on a topic and help shape the research agenda for the future. Emerald is delighted to have been able to expand its portfolio to offer over 500 individual book volumes (as part of over 100 book series) online.”

“A further exciting development”, she adds, “is the combination of the Emerald journal and book series content into one searchable database, allowing customers to download both journal article and book chapter content in a single search. This development reflects Emerald’s continuing efforts to provide enriched content delivery and service enhancement for its customers and stakeholders.”

The Business, Management and Economics collection includes 65 series titles. Featuring titles from the highly regarded *JAI Imprint*, the collection offers access to a selection of 380 volumes covering subjects such as Strategy, Accounting and Finance, Organizational Studies and Economics.

The Social Sciences collection introduces titles in Sociology, Education and Psychology to the Emerald portfolio. It contains over 180 volumes across 37 series titles.

University of Oxford uses CONTENT to digitise rare First World War resource collections

Birmingham, UK, 08 December 2008: The 90th anniversary of the Armistice sees The University of Oxford launch the final element of two remarkable online First World War archives that provide open access to an unrivalled database of primary source material as part of the JISC Digitisation Programme.

The University of Oxford's 'First World War Poetry' and 'Great War' Digital Archives hold over 7,000 and 6,500 digital images respectively and both use OCLC's CONTENT software to store, manage and make available online, these fabulous collections of highly valued materials.

The 'First World War Poetry Archive' builds on the success of the University's existing Wilfred Owen archive, already referenced by teachers and researchers worldwide. Highlights of the collection include poems, maps, letters and diaries from various eminent 'front line' poets. The works of Wilfred Owen, Edward Thomas, Robert Graves, Isaac Rosenberg, Vera Brittain and Roland Leighton appear alongside other contextual and teaching resources such as photographs, audio and film material.

In addition the University's 'Great War Archive' website brings together thousands of digital images of items submitted by members of the public. The majority of these images are of treasured family heirlooms which have never been on 'public display' until now.

Obviously due to the nature of these materials they were previously widely dispersed and in very fragile condition. They needed to be digitized in order to preserve, improve usability and widen access - delivering the collections digitally via the Web.

"We chose CONTENT as it best suited our requirements for customisation and the many ways in which data can be exported" explains Michael Loizou, Oxford University's Technical Lead.

Kate Lindsay, Oxford University's Project Leader expands "The Great War is arguably the most resonant period in modern British history. These memorabilia and poetry archives will provide easy access to an unrivalled collection of material which will be of use to anyone interested in getting closer to this world-changing conflict... One of the main reasons for building these archives with CONTENT is its versatility in the types of media that it can handle. Our requirements for these archives were very demanding. We invested time working with and customising CONTENT to meet these needs, that the system supports this is one of its main benefits."

Anyone interested in viewing these archives can do so by visiting www.oucs.ox.ac.uk/ww1lit/.

Notes for Contributors to eLucidate

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

Brief for feature articles

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

About the group

Membership is information professionals, involved in dissemination of or receipt of information electronically. A key aspect of the group is that it provides insight from one area to another – members see it as a way of keeping up to date in areas outside their core. Very few organisations provide this cross-sectoral awareness.

Technical level

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

Length of article

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

How to submit

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

Rights

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

About you

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

Editorial process

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

Brief for book reviews

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

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