

eLucidate

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Contents

Web 2.0 Round-up	3
Online.....	10
Intranets.....	16
Meeting Reports	18
UKeiG Intranet Forum meeting 19 February 2009	18
Current Awareness	21
Call for abstractors for <i>eLucidate</i>.....	30
Books for review	31
Press Releases & News	32
Notes for Contributors to <i>eLucidate</i>.....	38

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 have a Twitterfeed for the 2009 UKeiG Conference at <http://twitter.com/ukeig2009>.

Web 2.0 in general

How to Delete Accounts from any website

"I'm sorry.. sob..it was not meant to be. We seem to have grown apart over the last few months. It's not you, it's me – I've moved on. I hope we can still be friends, but perhaps not. It's good-bye I'm afraid and I hope that you can forget all about me and find someone else...."

If only ending relationships with social networking sites were that easy. PC Magazine's "How to Delete Accounts from Any Website" <http://www.pcmag.com/article2/0,2817,2342599,00.asp> takes you through the steps you need to take to delete your 'stuff' from 23 services. You may have thought it was hard enough trying to stop Facebook being your friend but, as many of us have discovered, Google Blogger is in a class of its own:

This Google-owned blogging service has accounts that can't be closed. What Blogger does offer are steps to "create the same effect." First, delete all blogs associated with the account, and remove any personal info from your user profile. Blogger even suggests you enter false information in the required fields to get around them. That's all you can do.

The first two steps are the most important. Number 1 is to determine if blogging is a good fit for your company – it may not be. Remember just because other similar organisations are doing it does not mean that you have to follow suit. There may be other, more appropriate channels of communication for your company. Number 2 is to determine if your company is willing to invest in a blog. Although blogs can be built on free platforms, time and money will be needed to customize it. Then there is the cost of allocating staff hours for blogging, maintaining the blog and managing comments and feedback.

Jeremy Wright, CEO of b5media, noted, “A bad blog is worse than no blog. A dead blog is worse than no blog. But an engaging blog is one of the best things in the world that you can do for your business.”

The remaining steps are:

3. Create a strategy
4. Ensure that everyone is on the same page
5. Determine the Involvement of PR
6. Select Bloggers
7. Train the Bloggers
8. Write Posts
9. Realize that the Blog doesn't need a tone
10. Edit
11. Establish a Comment Policy
12. Develop a Promotion Strategy
13. Establish a Measurement program

The comments to the posting take up more room than the article itself, but are worth reading. A couple of them mention the initial time involved to get started, but that it is worth it in the long run in terms of increased traffic and business.

Facebook

Why local government shouldn't be on Facebook

This is an interesting post from Simon Wakeman (<http://www.simonwakeman.com/2009/02/25/why-local-government-shouldnt-be-on-facebook/>), who is Head of Marketing at Medway Council in southeast England, as well as a freelance communications consultant. It voices concerns that many of us have in using Facebook, not just within the public sector but also for commercial, private sector organisations. Although he says that he does not believe that Councils should have a presence on Facebook, he thinks it is better that councils are trying Facebook rather than avoiding it altogether.

I suspect that the following from the posting will resonate with many people's feelings about using Facebook in the professional environment:

The oft-repeated adage about "build it and they will come" is as wrong on Facebook as it is anywhere else on the Web.

Just because you have a presence on Facebook (whether it's as a corporate body or for a specific service area), that doesn't mean you're automatically using Facebook to its greatest potential as a communications tool.

Try searching out people in your area using Facebook already. Look for groups that are concerned with your area. Try to spot activists among the groups – who seem the most active and vocal?

Once you've done this think about how to engage with these people appropriately – and I don't mean send them a message saying "I see you're from XXX, why not join our group?"

The discussion between readers and Simon in the comments at the end of the article are also worth serious consideration.

Status of UK Local Councils' Facebook Fan Pages and Groups

Another useful listing from LizAzyan Research on what UK local councils are doing with respect to social media. As well as detailing which local councils are doing what on Facebook (<http://www.lgeoresearch.com/status-of-uk-local-councils-facebook-fan-pages-and-groups-as-of-16th-january-2009/>) there is a good table showing the difference between Facebook Fan Pages and Facebook Groups.

Google Docs

Google Docs suffers privacy glitch

Google has discovered a "privacy glitch" (<http://news.cnet.com/google-docs-suffers-privacy-glitch/>) that inappropriately shared access to a small fraction of word-processing and presentation documents stored on Google Docs.

"We've identified and fixed a bug which may have caused you to share some of your documents without your knowledge. This inadvertent sharing was limited to people with whom you, or a collaborator with sharing rights, had previously shared a document," Google said in a note they sent to affected users.

So the data was not shared with the world at large, only with those with whom you have collaborated in the past. But that person may have left the company or not have permission to access that particular document. Google estimates that the problem affected only 0.05 percent of documents stored on their service. Although that might seem a small number, given the increased usage of Google Docs, it could represent hundreds of thousands of documents.

This highlights potential security issues of Web 2.0 and cloud computing. However, local storage is not necessarily more reliable. There seems to be no end to the list of privacy, security and data protection breaches resulting from stolen or lost laptops, USB sticks and even hardcopy documents left on trains.

RSS

Ten Reasons Why 'Enterprise RSS' Has Failed To Become Mainstream

This article by Mike Gotta

(<http://www.socialcomputingmagazine.com/viewcolumn.cfm?colid=659>) is a response to an article that appeared in ReadWriteWeb and which declared Enterprise RSS to be dead (http://www.readwriteweb.com/archives/rip_enterprise_rss.php). He disagrees that feed readers are the main reason for this, and says that "Enterprise RSS has not taken off yet – as opposed to actually having 'died.'"

He goes on to list what he thinks are ten reasons for the slow take-up of Enterprise RSS.

Richard Hare comments on the posting:

At some point you have to stop focusing on the technology and give people tools which fit with how they work. At British American Tobacco, instead of an IT-style RSS launch which overpromises on functionality irrelevant to 80% of users, we quietly placed a feed on the intranet homepage, and linked it to the Twitter-style updates in our Facebook-style social networking tool/internal directory. At no point did we mention "feeds", "RSS" or any other jargon that could potentially create barriers.

This confirms my own experiences of Enterprise implementation, not just of RSS but also of other Web 2.0 technologies. Those that have been particularly successful have not used terms such as wiki, blog, feeds, nor have they required the user to switch applications to view the information. Instead, services are integrated seamlessly into the Intranet pages. Easy for the user but admittedly not always straightforward for the Intranet development team to implement.

Twitter

Twitter Search – 20 alternative search engines

This list of 20 alternative Twitter search engines (http://philbradley.typepad.com/phil_bradleys_weblog/2009/03/twitter-search-20-alternative-search-engines.html) is a must for Twitter addicts. Personally I still think that <http://search.twitter.com/> and its Advanced Search is by far the best, but Phil gives some interesting alternatives that have unique features.

There are times when you shouldn't be tweeting

This item from the The FASTForward Blog (<http://www.fastforwardblog.com/2009/03/13/yes-there-are-times-when-you-shouldnt-be-tweeting/>) concerns a juror on a civil trial against a building materials company, who was caught tweeting some of his musings, resulting in calls for a mistrial. I assume that the US has similar regulations to the UK in respect of jury service, in that you are not allowed to discuss the trial with anyone other than your fellow jurors. I would have thought that tweeting would come under "discussion" but perhaps the instructions to jurors need to include social media such as Twitter and Facebook messaging in the ban.

As Joe McKendrick says:

Along with legal proceedings, occasions such as driving, job interviews, performance review sessions, religious ceremonies, and first dates come to mind as times to hold off on the urge to tweet. The world will wait for you.

How to tweet yourself out of a job

Unless you have locked your updates, your Twitter tweets are **public**. I shall repeat that – unless you have locked your updates, your Twitter tweets are **public**. And even if a company or person is not following you they can still pick up your derogatory comments about them, as one person found to their cost.

Many organisations now monitor Twitter as part of their market and competitor intelligence. Set up search alerts on your organisation's name and products and you can see what people are saying about you within a few minutes of their tweets leaving their iPhone, Tweetdeck or whatever.

How to Tweet Your Way Out of a Job (<http://bhc3.wordpress.com/2009/03/17/how-to-tweet-your-way-out-of-a-job/>) recounts the sorry tale of a person who had received a job offer from Cisco. Unfortunately, after hearing the joyful news the potential employee tweeted:

Cisco just offered me a job! Now I have to weigh the utility of a fatty paycheck against the daily commute to San Jose and hating the work.

timmylevad from Cisco responded:

Who is the hiring manager. I'm sure they would love to know that you will hate the work. We here at Cisco are versed in the Web.

There are further details and comments at Careers – Big Brother – How Not to Get a Job Via Twitter

(http://blogs.eweek.com/careers/content001/big_brother/how_not_to_get_a_job_via_twitter.html) but it really is stating the obvious. If your updates are public, then anyone can find and view them. I would go further: even if your Twitter updates are private and you have to approve people to follow you, when it comes to Twitter you would still be well advised to keep your thoughts about the merits of future employment to yourself. It is all too easy to RT a comment into the public Twitterverse.

Note: RT stands for re-tweet, not Radio Times as I first thought! Caused me no end of confusion when I first saw the abbreviation.

YouTube

Cambridgeshire Council uses YouTube to encourage new councillors

Article from Dave Briggs blog looking at how Cambridgeshire County Council is using YouTube to encourage new councillors (<http://davepress.net/2009/03/05/cambridgeshire-county-council-uses-youtube-to-encourage-new-councillors/>). The videos are of the leaders of the three main political groups on the Council saying why it is important for people to become involved in local government.

UK Local Councils on YouTube

This list of UK local councils on YouTube from LizAzyan Research (<http://www.lgeoresearch.com/local-councils-on-youtube/>) is a table giving information on UK local council YouTube channels (as found on 10th February 2009). Information includes the channel name, date joined, number of subscribers, number of videos and the video title with the highest views.

Online

Joy Cadwallader, Aberystwyth University (Aberystwyth Online User Group)

Please send your submissions for the next edition to jrc@aber.ac.uk.

Exchange rate crisis for research libraries

Research libraries in the UK are struggling to meet the costs of electronic journals charged in dollars and euros. An article by Zoë Corbyn¹ in the Times Higher Education Supplement this month quotes Research Libraries UK (RLUK) chair Mark Brown, head of the library at the University of Southampton, expressing his fear of libraries being forced into making cancellations. Another RLUK member, Tony Kidd, assistant director of Glasgow University Library, explains how they have had to request extra funding to cover the shortfall. He also mentions how the problems are exacerbated by VAT being payable on electronic journals but not on printed journals. Michael Jubb, Director of the Research Information Network (RIN), described the serious situation for university and other research libraries required to provide essential journals for quality research while costs rise. The RIN are investigating the problem as a matter of urgency.

192.com

<http://www.192.com/>

192.com have augmented their online people search with 22 million names and addresses from the 2009 Electoral Roll, including 3.5 million registered to new addresses last year. A further three million records will become available in February. A premium service providing detailed information from the Roll including director information is available on subscription.

¹ Corbyn, Z “Journal subscriptions at risk as weak pound hits library budgets” *Times Higher Education Supplement* 1 January 2009 (Accessed: 19 January 2009)
<http://www.timeshighereducation.co.uk/story.asp?sectioncode=26&storycode=404810&c=1>

Adam Matthew Digital

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

Digitised papers contemporary to the Nixon presidential administration are available for subscription via Adam Matthew Digital in a new online product. Sourced from Foreign and Commonwealth Office files in The National Archives, Kew, the Nixon Years 1969-1974 provides specialist content of interest to researchers including Nixon's successes including the creation of the EPA, and the more infamous activities resulting in Watergate.

ARTstor

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

ARTstor are to enhance their Digital Library with 80,000 high quality photographs through a collaboration with Magnum Photos this spring. Magnum Photos is owned by its contributors, and was formed in 1947 by Robert Capa, Henri Cartier-Bresson, George Rodger and David "Chim" Seymour. The collection will provide more depth to ARTstor in documentary subjects, spanning from the Spanish Civil war to present day.

Europeana

<http://dev.europeana.eu>

Europeana is a free portal directing users to prestigious digital content hosted by national libraries throughout Europe, funded by the EU, member states and cultural institutions. The site was launched on November 19 and received unexpectedly high numbers of hits. The service, hosted on three servers in the Netherlands, failed a number of times under load with 13 million hits per hour from 4,000 concurrent users (measured on November 20) and was taken down. A successful relaunch took place on December 22 following a significant hardware upgrade.

Gale Cengage

<http://www.gale.cengage.co.uk/>

State Papers Online 1509-1714 is a new database of digitised historical documents from the Tudor and Stuart Period. Devised in partnership with the National Archives and an advisory board of academic staff, the completed database will consist of four parts. Part I of *State Papers Online* consists of the State Papers Domestic for the Tudor era (1509 – 1603) and is available now. When completed, by 2011, *State Papers Online* will provide a comprehensive resource for research into the Tudor and Stuart periods.

In December 2008 Gale acquired HighBeam Research Inc. Highbeam's premier product is HighBeam Research Library, a CODiE award-winning online reference service, which includes selected articles from important newspapers, magazines, journals, archives and other reference works. HighBeam also produces Encyclopedia.com.

The Geological Society

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

As part of the Charles Darwin bicentenary, the Geological Society have made the 10 papers submitted by Darwin to the Society available for viewing online as PDFs in their Lyell collection for 2009. The papers, three in the *Transactions of the Geological Society of London* and seven in the *Quarterly Journal of the Geological Society*, include the first and second parts of the geology of the Voyage of the Beagle (1832-36).

JISC Collections UK National Academic Archive

http://www.jisc-collections.ac.uk/catalogue/ukna_archive.aspx

Following a purchase by JISC Collections, the Burney Collection has been made available free of charge for unlimited online access by UK HE, FE and Research Councils until December 2013. Digitised in 2007 through collaboration between the British Library, Gale/Cengage and the National Science Foundation, the collection was acquired by the British Library a year after the death of Reverend Charles Burney (1757-1817), a classical scholar and schoolmaster. The online collection contains 1,270 titles and consists primarily of parliamentary papers, London newspapers, periodicals, English regional papers, Irish, Scottish and American newspapers.

British Periodicals Collection I and II consists primarily of the digitised UMI microfilm collections Early British Periodicals, English Literary Periodicals and British Periodicals in the Creative Arts, and consists of nearly 500 titles from the 1680s to the 1930s. Editors and subscribers include William Cobbett, Daniel Defoe, George Eliot, and Samuel Johnson, and the periodical versions of stories such as Elizabeth Gaskell's *North and South* in their original context. Subject areas include literature, philosophy, history, science, the fine arts, the social sciences, music, drama, archaeology and architecture. The collections have been made available free of charge for unlimited online access by UK HE, FE and Research Councils until December 2013 via JISC Collections. Subscribers to ProQuest's Periodicals Archive Online will be able to cross-search British Periodicals content in the same platform.

Sapiens Publishing

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

Sapiens Publishing have launched the Global Library of Women's Medicine, a free full-text online service providing, "442 specialist chapters on women's medicine, plus 53 supplementary chapters, authored by over 650 expert contributors citing more than 40,000 references". Features include expert peer-review of all content, continuous updating with editing led by Professor John J. Sciarra and supported by an international board, links to PubMed and FDA, a video library, interaction and a section on Safer Motherhood. Further features are available free to medical professionals. Sapiens Publishing is based in Dumfriesshire.

AHRC

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

A £750,000 award has been made by the Arts and Humanities Research Council to the Universities of Oxford and Liverpool to digitise 113 previously unpublished medieval

manuscripts from 1317 to 1458. The Gascon Rolls, as they are known, are administrative records including diplomatic material from England's rule of Gascony during much of the Hundred Years War 1337-1453. Outputs from the project will include a fully-searchable online resource and a printed edition of the Gascon Rolls. The project enlists the assistance of the National Archives, King's College London and the Ranulf Higden Society.

askSam Systems

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

askSam Systems, an information management software company, have made a fully searchable collection of over 220 of Barack Obama's speeches, available online in full-text form. The speeches date from 2002 to 2009. askSam provide their own free e-book reader, and the speeches can be downloaded in an e-book format.

British Library

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

The British Library have made more 440 hours of oral history freely available online from the "The Living Memory of the Jewish Community" project 1987-2000, which recorded 186 interviews with Jewish survivors of the Holocaust, and their children. The online collection, Jewish survivors of the Holocaust, has been selected from those recordings, and includes the experiences of 66 Jewish people before, during and after the Second World War, including "anti-Semitism in the build-up to the war, the ghettos and concentration camps of the war period itself, survival in hiding, and making a new life in Britain".

East London Theatre Archive

<http://www.elta-project.org/>

The East London Theatre Archive (ELTA) has been digitised and made freely available to view online, following a JISC funded project, in partnership with the University of East London and others. More than 15,000 rare playbills, photographs, posters and press cuttings, mainly from the V&A Theatre Collections with additional material from photographer Jamie Lumley and theatre historian John Earl, focus on East London theatres, including the Hackney Empire. Content includes posters for early appearances by Paul Merton, Julian Clary and Jo Brand. A podcast is available on the JISC website with the ELTA project manager Yvonne Klein.

JSTOR

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

JSTOR have merged with Ithaka, another not-for-profit organization providing research, strategic and administrative services to institutions and individual projects. The archive service Portico is part of Ithaka, containing more than 8000 e-journals and more than

4000 e-books, as is NITLE, a service collaborating in the use of technology with US undergraduate-level higher education. JSTOR and Ithaka have already worked together on ALUKA, a scholarly collection of primary and secondary resources from or about Africa.

Following a JISC-funded project in partnership with research libraries UK (RLUK) JSTOR have made an initial release of 8,200 pamphlets from a collection of over 20,000 19th Century British pamphlets in the Universities of Newcastle, Durham, Manchester, Liverpool and Bristol, as well as LSE and UCL. Online access is free to existing JSTOR participating institutions until June 30 2009, as further content is added. Contributors and subject matter include Charles Babbage, W.E. Gladstone, Thomas Paine and Robert Peel.

Open Access Week

<http://www.openaccessweek.org>

The first international Open Access Week will take place from October 19 to October 23 2009 to raise awareness of Open Access. In 2008 Open Access Day was “celebrated” on 120 campuses in 27 countries; new contributors this year include eIFL.net (Electronic Information for Libraries), OASIS (the Open Access Scholarly Information Sourcebook) and the Open Access Directory (OAD). Organizers are encouraging participants to “mark Open Access Week by hosting an event, distributing literature, blogging – or even just wearing an Open Access T-shirt”.

Thomson Reuters

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

ISI Web of Knowledge has been enhanced with Global Health and Global Health Archive from the not-for-profit organization Centre for Agriculture and Bioscience International (CABI). Global Health contains more than 1.2 million records since 1973 from more than 3,500 journals and other sources, with more than 90,000 records added annually.

Thomson Reuters have announced plans to launch a streaming video service, with a mixture of live and on-demand content, to deliver financial news and related content. The new service, which is undergoing testing, is part of \$1 billion programme to revamp the corporation’s news coverage. Thomson Reuters have recruited 120 journalists and technical staff to build content, including staff from CNBC and CNN, although they have been making job cuts in other departments.

UK Serials Group

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

New chapters of UKSG’s *The E-Resources Management Handbook* have been published; one provides copyright advice to UK e-librarians (Louise Cole, Kingston University) and another considers how impact factors are considered (Jo Cross, Taylor and Francis). Five further chapters comprise interviews with senior figures from firms

including SirsiDynix, Serial Solutions and SAGE. UKSG plan more updates in 2009 and provide e-mail alerts.

UK Research Reserve

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

Following a successful pilot project with eight libraries at the Universities of Birmingham, Cardiff, Exeter, Liverpool, Newcastle, Southampton and St Andrews, plus Imperial College London, the UK Research Reserve (UKRR) programme has been officially launched. £9.84 million has been made available over five years for the British Library (in partnership with HEFCE) to store and maintain journals no longer required by HE libraries, and facilitate easy access to the material as required by researchers. Further copies of each journal will be held by research libraries for safe-keeping. UKRR plans to increase HE library membership of the scheme.

Intranets

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

Over the last few months there seems to have been a rapid growth in organisations looking to migrate their intranet to Microsoft Office SharePoint Server 2007, or MOSS07 as it is colloquially known. At the excellent IntraTeam Intranet Conference in Denmark in March 2009, over 80 per cent of delegates were managing intranets in an organisation implementing Microsoft Office SharePoint Server 2007 (MOSS07). The 2009 Global Intranet Trends survey from NetStrategyJMC (<http://netstrategyjmc.com>) indicated that 55% of respondents were either implementing, or planned to implement MOSS07 in 2009.

These are just two indications of the level of adoption of this product worldwide, where it is estimated that Microsoft has sold over 100 million seat licenses. As a result an increasing number of intranet managers are finding that IT departments are targeting them as potential high-visibility users of the Web content management, search and collaboration capabilities of the product. Indeed, in principle, MOSS07 would be an ideal intranet platform, ignoring for the moment the problems of migrating content from the current content management application to MOSS07.

Already some MOSS07-based intranets have been selected for the Nielsen Norman Intranet Design Awards 2009, and many others are in the process of development, even if only at the pilot stage at present.

As a departmental solution, MOSS07 is regarded as offering good value for the required investment in licences and development, as it provides users with an integrated package of enterprise and Web content management, search, records management, business intelligence and forms management. MOSS07 is an integrated suite of applications designed to work together. None of these applications offer the levels of functionality and performance that would be expected from individual products from specialised vendors.

The challenge for intranet managers is to balance the benefits of an integrated suite of applications against the investment that has already been made in other content management, collaboration and search applications. It is very important to recognise that MOSS07 is not an out-of-the-box application; it is more of a development platform where the project team needs to be business-led, but have very close relationship with the development team.

Like all enterprise applications, the only certain way to get the best out of MOSS07 is to devote appropriate resources, time and vision to planning before launching a pilot

application, to confirm that an investment in MOSS07 is being put to good use. Microsoft recognises this, and provides a range of checklists and governance documentation to support planning.

Steps for building governance into MOSS07:

<http://office.microsoft.com/download/afile.aspx?AssetID=AM102321871033>

Framework for a SharePoint governance plan:

<http://office.microsoft.com/download/afile.aspx?AssetID=AM102310201033>

Key governance considerations in a SharePoint deployment:

<http://blogs.msdn.com/joelo/archive/2006/08/23/key-governance-considerations-in-a-sharepoint-deployment.aspx>

Governance checklist guide:

<http://office.microsoft.com/download/afile.aspx?AssetID=AM102306291033>

MOSS07 is still, in Microsoft terms, in the early stages of development. Over the next few years the product will continue to develop to meet market requirements, and also to integrate more easily with current and planned Microsoft products such as Windows 7 and Office 14. Even at this early stage a number of critical success factors that have emerged from the early adopters of MOSS07. Four are of paramount importance:

- MOSS07 should only be implemented when it will demonstrably meet the current and anticipated needs of users, and not because the organisation has purchased a licence.
- Carry out the level of detailed planning that would be carried out for any enterprise application. Any failure to plan ahead is likely to result in the need to undertake an extensive and expensive re-build at a later date.
- The development process should be carried out with very close links between business and IT departments, around the world if required.
- Do not assume that because MOSS07 meets departmental or other small-scale deployments it will be both easy and beneficial to roll it out across the enterprise.

If you would like to learn more about MOSS07 and find out about a further 16 critical success factors, then I am giving a workshop on SharePoint for Intranets at the Thistle, City Hotel, Barbican on the 21st May. <http://www.ukeig.org.uk/training/2009/May/SharePoint.html>
No technical knowledge of MOSS07 is required.

Meeting Reports

UKeiG Intranet Forum meeting 19 February 2009

The meeting was hosted by Lawrence Graham at 4 More Riverside, (next to City Hall and overlooking the Thames and the Tower of London). There were two presentations:

How would a Librarian design an Intranet System?

Jennifer Smith

Jennifer used to be a law librarian, but was frustrated by information systems that didn't organise information in the way that she felt they should. She has therefore been working with her IT Professional colleague, Ben Summers, to develop an information management system, known as 'OneIS' (pronounced 'One IS') that can be used by small businesses to organise and share their information. Although they didn't set out to build an intranet this is, in essence, the end product, but it is able to deal with information in a variety of formats.

As an information professional, Jennifer felt that the system should be one that:

- Manages information well
- Presents no IT hassles
- Engages users

Managing and finding information

Most existing information systems are designed for information in a specific format, e.g. contact details in the Outlook address book, Word files etc in shared folders, records of books in a library catalogue. However, users often don't know which format has been used for the information, or it may be spread over different formats. The aim was therefore findability, which meant having everything all in a single well-indexed system.

The user enters metadata including the 'subject' selected from a taxonomy developed to meet the needs of most businesses. During testing, users were happy to spend time entering metadata because it was so easy to use and they could see immediate benefits. The speed and quality of search retrieval was tested using 20,000 documents. Jennifer and Ben are confident that users will be able to find the information they need; the full text of all formats is searchable and information can be found whether or not it is linked to an Intranet page. Users can also browse for information via the taxonomy, or discover information by using indexing terms as links to information, for example returning all the documents by a specified 'Author'.

Engaging users

Engaging users is achieved by an appealing, uncluttered design, features to 'push' information, and making the system easy to use, to encourage staff to share information. The home page has a noticeboard for news items, where users can add, for example, links to other websites, rather than e-mailing them to colleagues. Users can also opt for RSS feeds, and daily, weekly or monthly e-mail alerts. To ensure intranet pages are kept up to date with minimum staff effort, continuously running searches can be embedded into pages for certain information such as staff lists or press releases. Updating Intranet pages is simple, and there is version control for documents.

No IT Hassles

The OneIS system is hosted externally and accessed via a secure website so there is no requirement for in-house IT support – nothing to install or maintain. This reflects the growing move towards services being hosted externally: as Steve Mills of IBM put it¹, 'If all you need is the milk, why buy the cow?'. Jennifer and Ben offer a 'ready to use' starter system. This can be upgraded to the Premier system, which can be customised to suit the business's needs. Future developments are planned to include room bookings, annual leave booking etc.

Jennifer and Ben were pleased by the interest in the concept of this product by the Intranet Managers at the meeting.

For further information, see: <http://www.oneis.co.uk/> or contact Jennifer: Jennifer.smith@oneis.co.uk.

Intranet Survey of Imperial College Library Staff Intranet

Janet Corcoran

Janet reported on this survey which was undertaken as part of their Library's Knowledge Management Project.

Initially, informal responses were collected on how the Intranet was used, what users found difficult, and their likes and dislikes. There were good results from this, but also some contradictory responses, for example, some staff preferred to have central editing of Intranet pages (by Janet or her deputy), while others did not.

This was followed by a more formal survey, asking broad questions about how the information should be organised, what would make it easier to find information and other suggestions for improvements. Unfortunately, there was a low response rate from the 150 Library staff, probably because the survey took place during a period of uncertainty prior

¹ <http://www.information-age.com/channels/business-applications/features/303246/living-without-an-it-director.shtml>

to restructuring of the Library. Nevertheless, the survey produced some useful ideas and some modifications to the Intranet have been made or are planned as a result.

One of the technical challenges is to introduce a search facility, which has not been possible to date as the Library staff Intranet is accessed by a secure log-in from the College Library website. Also, it uses the same design, which has been found to confuse some staff.

Janet commented that Library staff probably expected information to be found in a single location, but she has provided many different routes to the same information, and maintains an A-Z index and site map to overcome the lack of a search engine.

The presentation led to a discussion about the layout of Intranet pages, for example, whether navigation menus should be on the left or right side, and the need to make allowance for the size of different computer screens to avoid scrolling down to find useful information.

UKeiG Group members also shared their experiences of obtaining feedback from Intranet users. One suggestion was to require them to complete a questionnaire before accessing a document such as their monthly expenses form, although it was agreed that the responses might not be so reliable. Others had carried out one-to-one interviews, which, although time-consuming, gave a good insight into users' problems. Focus groups could also provide good quality feedback.

As always, the Group members enjoyed hearing about how others met the challenges of managing their intranets and helping users to find information they need.

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

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, 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

Stvilia, Besiki, and Corinne Jorgensen. "**User-generated Collection Level Metadata in an Online Photo-sharing System**" [Library & Information Science Research](#) (13 January 2009) (<http://www.sciencedirect.com/science/journal/07408188>) – In this pre-press article, the researchers examined metadata provided by users of the photo-sharing website Flickr. Their goal was to see what they could learn about how users classify content, and if any of that knowledge could potentially be applied to our own systems. The researchers examined 3,000 photos from 879 individual users, 300 photoset (album) descriptions, and discussions from 200 group photo pools. Overall, the team found that Flickr users focused primarily on identifying people, places and activities in their photos. They also found many users who did not use tags at all on their photos, and instead relied on photoset descriptions to provide metadata. For those who did use tags, they were used both individually (to identify a particular friend) and collectively (to identify a public event or place, for example). This data was mapped against a previous photo sorting and identification study, and the authors provide a brief analysis. In addition, they also briefly compared Flickr's group categories and the guidelines for posting within those groups to a handful of current metadata frameworks. Continuation of the research should yield some interesting, more concrete, recommendations. [AC]*

ARL Digital Repository Issues Task Force. **The Research Library's Role in Digital Repository Services: Final Report of the ARL Digital Repository Issues Task Force** Washington, DC: Association of Research Libraries, January 2009. (<http://www.arl.org/bm~doc/repository-services-report.pdf>) – In this report, the Association of Research Libraries Digital Repository Issues Task Force takes an in-depth look at institutional repositories (IRs) and the roles that research libraries should play in them. It's a big-picture analysis that focuses on major IR issues, and it includes a horizon analysis

that envisions what the IR environment will look like in 2015. It suggests a half-dozen areas of focus for research libraries' IR efforts, and concludes with a call to action that recommends five major actions for them to take regarding IRs. In conclusion, the report states: "Some may wonder if libraries can afford to develop repository services, especially in a time when research institutions face shrinking resource bases. The Task Force members believe that neither research libraries, nor the institutions they serve, can afford to do without repository services. Such services have a powerful potential to enable key work and enhance the effectiveness of a wide range of functions across research institutions. Researchers and scholars with access to a spectrum of repository services will possess a substantial advantage in conducting cutting edge research, delivering high quality teaching, and contributing valuable services to society." [CB]*

Kennan, Mary Anne, and Danny A. Kingsley. "The State of the Nation: A Snapshot of Australian Institutional Repositories" *First Monday* 14(2)(2 February 2009)

(<http://firstmonday.org/htbin/cgiwrap/bin/ojs/index.php/fm/article/view/2282/2092>) – The development of institutional repositories in Australia has been stimulated by government policy and funding that supports open access and the dissemination of research. This paper provides a snapshot of what this policy has produced. In 2003 the Australian government provided funding for the development of research information infrastructure, which stimulated several testing and implementation projects. One of the projects investigated the feasibility of using open source software. Most of the universities surveyed for this paper have, or soon will have, institutional repositories with open access to the public. Despite this wide take-up, funding for the projects is not secure. The existence of institutional mandates (requiring researchers to deposit published works in the repository) is not widespread, but likely to grow. Libraries and library staff play a very clear role in developing and managing repositories within their institutions, with some sharing the load with information technology departments. [WC]*

de Groat, Greta. **Future Directions in Metadata Remediation for Metadata Aggregators** Washington, DC: Digital Library Federation, February 2009.

(<http://www.diglib.org/pubs/df110.pdf>) – This is an interesting report for anyone who has labored in the orchard of metadata aggregation (as I have). de Groat reviews various aspects of the following metadata elements: topical subjects, genre, names, geographic information, dates, title information, type of resource, addressable raw object, rights, and identifiers. For each of these, she identifies one or more desired services (for example, a desired service for genre is "Ability to accurately and consistently search by genre when appropriate"). For each of those desired services she looks at metadata support, existing tools, desired tools, provides comments and occasionally a bibliography. A glossary and appendices are included. Highly recommended for any metadata wranglers. [RT]*

Digitisation projects/preservation

Hadro, Josh. "The LJ Academic Newswire Newsmaker Interview: Brad Wheeler on the Hathi Trust" [LJ Academic Newswire](http://www.libraryjournal.com/article/CA6626869.html) (9 January 2009) (<http://www.libraryjournal.com/article/CA6626869.html>) – One of the more important recent developments in libraries is the creation of the [Hathi Trust](http://www.hathitrust.org/) by the University of Michigan, Indiana University, and a number of other large research institutions to hold the files digitised by the Google Books project at those various institutions. Since you're talking about millions of digitised books, with all the resulting page images and OCR'd text, the technical challenges are substantial. In this interview, Wheeler reveals some of the technology and techniques behind the Hathi Trust and how they are planning to put up a public interface to this archive. This is definitely an initiative to watch, and this piece gives a look under the hood for those of us interested in the technical infrastructure that supports it. [Full disclosure: I blog for *LJ* and work for OCLC, which is collaborating with the Hathi Trust] [\[RT\]](#)*

Darnton, Robert. "Google and the Future of Books" [New York Review of Books](http://www.nybooks.com/articles/22281) 56(2)(12 February 2009). (<http://www.nybooks.com/articles/22281>) – This erudite essayist takes on Google's impact on books, libraries, learning, and society, especially in light of its recent agreement with publishers. "After lengthy negotiations, the plaintiffs and Google agreed on a settlement, which will have a profound effect on the way books reach readers for the foreseeable future. What will that future be?," he ponders, and then immediately answers: "No one knows, because the settlement is so complex that it is difficult to perceive the legal and economic contours in the new lay of the land." Darnton holds out much for us to ponder as well, but he is also as bereft of solutions as we are: "Whether or not I have understood the settlement correctly, its terms are locked together so tightly that they cannot be pried apart. At this point, neither Google, nor the authors, nor the publishers, nor the district court is likely to modify the settlement substantially. Yet this is also a tipping point in the development of what we call the information society. If we get the balance wrong at this moment, private interests may outweigh the public good for the foreseeable future, and the Enlightenment dream may be as elusive as ever." [\[RT\]](#)*

E-publishing

Nick, Nicholas, Nigel Ward, and Kerry Blinco. "A Policy Checklist for Enabling Persistence of Identifiers" [D-Lib Magazine](http://www.dlib.org/dlib/january09/nicholas/01nicholas.html) 15(1/2)(January/February 2009) (<http://www.dlib.org/dlib/january09/nicholas/01nicholas.html>) – These authors from the Australian Persistent Identifier Linking Infrastructure (PILIN) project (funded 2006-2008) report on a policy checklist that was a partial outcome of their work "to strengthen

Australia's ability to use global persistent identifier infrastructure, particularly in the repository domain." They correctly proclaim that "policy is far more important in guaranteeing persistence of identifiers than technology," an assertion also made by others in previous publications. Toward the end of establishing policies to ensure identifiers are persistent they have developed a checklist that organizations can use to work through what needs to happen. They also adhere to a point John Kunze has made in the past (as cited in the article) that organizations should declare their intentions regarding identifier persistence. Having good intentions is one thing, but a solid statement of responsibility is another. [RT]*

Education

Houghton, John, Bruce Rasmussen, and Peter Sheehan, et al. **Economic Implications of Alternative Scholarly Publishing Models: Exploring the Costs and Benefits**

London: JISC, 2009.

(<http://www.jisc.ac.uk/media/documents/publications/rpconomicoapublishing.pdf>) – This important report examines the costs and benefits of traditional subscription publishing, open access publishing, and self-archiving for UK higher education. It finds that: "open access publishing for journal articles [i.e., Gold OA] might bring system savings of around £215 million per annum nationally in the UK (at 2007 prices and levels of publishing activity), of which around £165 million would accrue in higher education [...] a repositories and overlay services model may well produce greater cost savings than open-access publishing--with our estimates suggesting system savings of perhaps £260 million nationally, of which around £205 might accrue in higher education." [CB]*

King, Michael. "Open Education: A New Paradigm" *University Business* 12(1)(January 2009): 13-14. (<http://www.universitybusiness.com/viewarticle.aspx?articleid=1192>) – While news of layoffs and headcount reductions are a daily reality, between 2010 and 2025 close to 80 million "baby boomers" will retire. By 2025, "only 20% of workers will possess the skills required by the jobs created today" according to the article's author, and this will create a crisis in education. If these projections hold true, we will see several demands placed on the educational system that will stretch the limits of our current models. The strains created will include the demand for increased delivery capacity to reach people in non-traditional education settings, declining workforce populations in many developed countries which will decrease the potentially population of teachers, and dealing with the ramifications of current poor educational system performance. To address these issues, the author proposes that we have to provide more open access to education. Some of the ways that institutions can do this include providing more transparency in the data individual institutions provide, and making institutional processes more transparent to assure quality and the ability to measure outcomes effectively, Finally, institutions in the future will have to foster an open culture of collaboration that

encourages reuse and sharing of materials across institutions. The author suggests that open-source solutions and cloud computing are two of the major factors that will contribute to the fostering of a more open culture. [FC]*

Brown, Malcolm. "The NetGens 2.0: Clouds on the Horizon" *EDUCAUSE Review* 44(1)(January/February 2009): 66-67.
(<http://connect.educause.edu/Library/EDUCAUSE+Review/TheNetGens20CloudsontheHo/47939>) – "NetGens 1.0" to "NetGens 2.0" is how the author describes the shift in technical requirements of today's college undergrads. In the space of four years, they've gone from an environment where getting a laptop was a big deal to one where pretty much everyone is born with a laptop. Reports indicate that today's 18-29 year olds are the most connected group in history; they're also interacting online the most. The author naturally wonders how these habits will affect IT requirements in higher ed. [LRK]*

Head, Alison J., and Michael B. Eisenberg. **Finding Context: What Today's College Students Say about Conducting Research in the Digital Age** (February 2009). (http://www.projectinfolit.org/pdfs/PIL_ProgressReport_2_2009.pdf) – This preliminary report from the Project Information Literacy <http://www.projectinfolit.org/> at the Information School, University of Washington, is the result of student discussion groups held on 7 U.S. campuses. The message is that research is more, not less, difficult in the digital age and that students are struggling to place their research needs within proper contexts. Plenty of implications for libraries here that deserve our careful thought. The Project Information Literacy project is continuing with a focus on "early adult" research processes and the impact of the design of online resources on them, so keep an eye on the project's website. [SG]*

Meert, Deborah L., & Given, Lisa M. "Measuring Quality in Chat Reference Consortia: A Comparative Analysis of Responses to Users' Queries". *College & Research Libraries* Vol 70 (1) January 2009: 71-83 – This article describes a fascinating and timely research project which measures the quality of service of 24/7 online reference provided by a consortium to patrons of the University of Alberta (UofA), Alberta, Canada. This consortium consists of para-professional and professional reference staff from the UofA and reference librarians from college and university libraries across N. America, as well as staff at 24/7 Reference. The research question asked is: Do UofA and non-UofA chat reference staff answer UofA patrons' questions using processes and measures of quality similar to those set by UofA reference management for in-house reference? The answer is that 94% of the time the UofA staff meet these standards, and that the non-UofA staff (consortial partners) do so 84% of the time.

The research findings should alleviate many fears about the success of virtual reference, particularly in a consortial setting where the people providing the service may have different levels of familiarity and/or knowledge of the institution and its resources. The authors draw attention to the fact that the greatest difference in results between the UofA staff and the non-UofA staff involves knowledge of or access to information about library

procedures, policies, standards and records rather than the more complex requests for academic information or requests for instruction. As a result of this research, a web-page with information about library policies, procedures and standards has been provided which should allow answers to these enquiries to be provided with more ease.

The research is rigorous and uses a quantitative methodology with a sample of 478 transcripts from a population of 2983 transcripts. The questions are broken into four categories: library user information; request for instruction; request for academic information; miscellaneous or non-library questions. The methodology is clear, and could be used by anyone who wishes to repeat the research or who is simply intrigued as to the standards which have been set for in-house reference or the categories and questions which are coming through virtual reference. This article represents a thought-provoking and thorough piece of research. [AMHS]

General

Clark, Larra, and Denise Davis. **The State of Funding for Library Technology in Today's Economy** Chicago, Illinois: ALA TechSource, 2008.

(<http://www.techsource.ala.org/ltr/the-state-of-library-technology-funding.html>) – This timely report – really a selection of mini-reports – provides both insight and advice at a crucial time for libraries (and everything else). The bulk of the report corroborates what those in the field are experiencing or intuit: expenditures are shifting; libraries are relying more heavily on soft money such as fees, donations, and grants; technology budgets are pinched; nobody has enough bandwidth. Then in chapter 7, "Doing More with Less," library technologist Jason Griffey offers tips for stretching those IT dollars, while in chapter 8 John Carlo Bertot taps his years of wisdom to write about increasing broadband capacity for libraries. At 44 pages this is a slim volume, but as Spencer Tracy once said about Katherine Hepburn, "what's there is 'cherce.'" Read it, share it with staff, hand it to trustees and government officials. [KGS]*

Vaughn-Nichols, Steve. "**Hands-on Linux: New versions of Ubuntu, Fedora and openSUSE Push the Envelope**" *Computerworld* online only (December 28, 2008)

(<http://www.computerworld.com/action/article.do?command=printArticleBasic&taxonomyName=Operating+Systems&articleId=9124087&taxonomyId=89>) – Many libraries have considered using Linux on the desktop but few have been bold enough to make the move. In this article, Vaughn-Nichols updates us on the latest versions of three of the most popular distributions of Linux: Fedora, openSUSE, and Ubuntu. For anyone looking for some quick talking points on why Linux is better than either Windows or Mac OS, this article will prove valuable. In addition to the author's tips on how each of these distributions fared during a side-by-side installation comparison, he provides information on the positives and negatives of the additional components in each packaged distributions. Of particular note are the short video demonstrations of each of the distributions that are

embedded within the article, so you can see what the author is talking about rather than just reading about it. [FC]*

Information access

Dempsey, Lorcan. "Always On: Libraries in a World of Permanent Connectivity" *First Monday* 14(1)(January 2009) (<http://firstmonday.org/htbin/cgiwrap/bin/ojs/index.php/fm/article/view/2291/2070>) – Mobile communication has had a tremendous influence on libraries. The socialization and personalization of services has meant that "branding" the library to make it more visible and available to users is key. Rethinking how to promote collections, working collaboratively with other information organizations, and providing local expertise in computing and networks are only some of the effects that libraries are dealing with in this new environment. Dempsey provides an in-depth look at how this generational phenomenon changes the way libraries do business. When communication is always available and through multiple connection points with various levels of content presentation and thoroughness, and the library's current model of content delivery is the desktop or laptop computer, how does this have an impact on the way that we build applications? Dempsey discusses how syndication, synchronization, and feed-based integration affect libraries in five main ways: services, switching, sourcing, socializing and personalizing, and expectations. He then provides examples of how libraries are currently integrating mobile communication, focusing on themes such as space, alerting, reference/enquiry, people presence, and collections. In the end, Dempsey's article provides a concise presentation of mobile communication as it currently exists, and some directions for libraries to pursue in this new user environment. [BE]*

Information retrieval

McClure, Randall, and Kellian Clink . "How Do You Know That? An Investigation of Student Research Practices in the Digital Age" *Portal: Libraries in the Academy* 9(1)(January 2009): 115-132. (http://muse.jhu.edu/login?uri=/journals/portal_libraries_and_the_academy/v009/9.1.mcclure.html) – Fruitful collaborative effort between a freshman composition professor and an academic librarian that looks at the online research habits of undergraduates. Criteria for assessing student work consisted of the familiar three horsemen of information literacy: timeliness, authority and bias. Not surprisingly, the authors found that students need to work more on developing skills for judging authority and bias. Particularly interesting are the comments from teachers and students on the process. This is one of several interesting articles in the January issue of Portal. The issue is worth the visit just to have a look at Project MUSE's spiffy new website. [LRK]*

Security

Top Web 2.0 Security Threats [Secure Enterprise 2.0 Forum](http://www.secure-enterprise20.org/files/Top%20Web%20%20%20Security%20Threats.pdf) (17 February 2009) (<http://www.secure-enterprise20.org/files/Top%20Web%20%20%20Security%20Threats.pdf>) – This report highlights several security vulnerabilities created by Web 2.0 applications. These include more familiar threats such as phishing, insecure authentication procedures, and insufficient measures taken to prevent automatic account creation/link spamming. Two of the more interesting flaws included were information leakage and information integrity, neither of which is a technical flaw. Instead, they are risks created by the fact that more and more of us are doing things online. "Information leakage" refers to the accidental exposure of sensitive corporate information: the number of employees over time, or turnover at the managerial level. The report notes that by simply surfing sites like LinkedIn, competitors can easily aggregate information to put together a corporate profile. "Information integrity" refers to the spread of misinformation, either intentional or accidental. Erroneous information posted to Wikipedia is perhaps the first example that comes to mind, but in the corporate world this could include bad information posted to a company intranet, or a slow growth of online misinformation that sets off rumors about a company within its industry. While the report is aimed at IT professionals exploring Web 2.0 technologies for enterprise use, the flaws and vulnerabilities pointed out do not disappear when these technologies are used in educational settings, and are worth considering – particularly for special libraries. (It should be noted that the report does not offer solutions to these flaws, but simply points them out and offers some basic information and examples.) [AC]*

Web/intranet design

Matthews, Brian. "Web Design Matters: Ten Essentials For Any Library Site" [Library Journal](http://www.libraryjournal.com/article/CA6634712.html) (15 February 2009) (<http://www.libraryjournal.com/article/CA6634712.html>) – As the subtitle promises, Matthews lays out ten essentials for good library website design. They are, in summary form, 1) Promotion, 2) Segmentation, 3) Visual Cues, 4) Inspiring Photos, 5) Search Boxes, 6) Mobile-Friendly Pages, 7) Feedback, 8) Redundancy, 9) Analytics, 10) An Easy Way to Ask for Help. See the article for details on what these mean, and most usefully, links to example sites that epitomize these techniques. [Disclosure: I blog for LJ] [RT]*

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Call for abstractors for *eLucidate*

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If you wish to volunteer, please contact me at g.cybulska@yahoo.co.uk

Please note that you will need to subscribe to the journal, as we do not provide them for you.

I look forward to hearing from you

Gina

Books for review

Here are some possible titles that UKeiG members might be interested in reading about. The list isn't exhaustive; members are welcome to suggest other books for review. If you are interested in reviewing any of these titles, please contact Michael Upshall (michael@consultmu.co.uk).

Browne and Jerney, *The Indexing Companion* (Cambridge University Press, 2007)

Byron, Berry, Haug & Eaton: *Using Drupal* (O'Reilly, 2008)

Chisholm & May: *Universal Design for Web applications* (O'Reilly, 2008)

Doctorow, Cory: *Content* (Tachyon Publications 2008)

Goldman: *Facebook Cookbook* (O'Reilly, 2008)

Lessig, Lawrence: *Remix – Making art and commerce thrive in the hybrid economy* (Bloomsbury 2008)

Newson, Alex: *Blogging and other social media* (Gower, 2008)

Orna, Elizabeth: *Making Knowledge Visible: communicating knowledge through information products* (Gower, 2005)

Phillips, Angus & Cope, Bill: *The Future of the Book in the Digital Age* (Chandos, 2006)

Sy, Dux: *SharePoint for Project Management* (O'Reilly, 2008)

Thompson, John: *Books in the digital Age* (Polity Press, 2005)

Press Releases & News

TRANSFER update

24 March 2009: UKSG is pleased to announce that 20 publishers have now signed up to its TRANSFER Code of Practice, which provides best practice guidelines and outlines responsibilities to ensure that journal content remains easily accessible in the event of a change of ownership. This means that library and reader access to over 8,000 journals will now be protected in transfers between publisher signatories.

Major signatories to the code include Elsevier, Nature and Wiley, but it is equally appropriate to smaller publishers – those signed up so far include the American Diabetes Association, Earthscan and the Rural Sociological Society. UKSG's objective is to persuade all publishers of the importance and value of endorsing the TRANSFER code.

"Librarians must be increasingly rigorous in assessing the merits of journals and journals packages for renewal or purchase," said Joan Emmet, NERL Program Librarian.

"TRANSFER endorsement is a signal that a publisher understands its customers' needs and is committed to providing a good level of service even in complex circumstances. By implementing standards of practice for the treatment of transfer titles, the job of keeping track of these titles becomes easier both for publisher and customer. The publisher who puts the code into practice will help set apart a journal/journals package when we are reviewing our collections."

The TRANSFER Code of Practice was developed by a cross-party working group to resolve problems encountered by subscribers when journals move from one publisher to another. Many critical issues, such as continuity of access during a transfer or perpetual ongoing access to archives, were previously a grey area in journal sale agreements; this resulted in frustration for end users and librarians as key e-journals became temporarily or even permanently unavailable despite licence terms.

"The TRANSFER code has been extensively fine-tuned to balance the interests of its multiple stakeholders," said Ed Pentz, TRANSFER Working Group Chair. "Libraries and their users benefit from minimal disruption during a transfer – and publishers benefit from the simplified workflow and associated reduction in costs of a standardised process. We've also taken great care to protect publishers' competitive interests. The overall success of the Code depends on widespread adoption by publishers so we hope that many more will soon show their support for their customers by signing up."

For more information, and to sign up to the TRANSFER Code, visit

<http://www.uksg.org/transfer>

For more information, contact:

Ed Pentz, Chair, TRANSFER Working Group

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ProQuest acquires RefWorks

January 18, 2008 (ANN ARBOR, MI) -- ProQuest, a Cambridge Information Group company, has acquired RefWorks LLC, a leading provider of web-based research management, writing and collaboration services for the academic and research communities. Cambridge Information Group has had an ownership position in RefWorks since May 2001. Complete ownership will enable ProQuest to integrate RefWorks into its COS business -- which serves the same market -- creating powerful, single-source networking and management tools for scholars around the world.

"RefWorks has been an important asset for many years. Now, this acquisition allows us to take another step in our larger mission to advance the research process," said Boe Horton, ProQuest Senior Vice President. "In this case, we're reducing barriers to efficient work by giving researchers direct ways to connect with each other and the tools they need to leverage those connections."

Jeff Baer, ProQuest Vice President and General Manager of what is now known as RefWorks/COS, will lead the newly merged group. RefWorks' acclaimed tools -- best known for their ability to help researchers easily gather, manage, store and share all types of information -- are uniquely complementary to COS Scholar Universe. COS Scholar Universe is renowned for its networking capability, which provides direct access to more than 1.4 million active researchers from around the world working in over 200 disciplines. With RefWorks and COS joining forces, researchers will be able to turn to one source for tools that help them identify colleagues with similar research interests around the world, establish alliances and manage joint research projects.

RefWorks CEO Earl Beutler will remain a consultant to support strategic projects from RefWorks/COS. The remaining senior management team of RefWorks will report directly into Mr. Baer. The other RefWorks staff will be combined with the COS staff to create a single, integrated organization.

"We're delighted that the senior management staff that has made RefWorks the standard in academic collaboration tools will now be a part of its future as RefWorks/COS," said Mr. Baer. "We're creating a powerful suite of tools that will drive research forward. It's an exciting road ahead."

Customers of both COS and RefWorks can continue to use their current contact numbers.

Classical Research in the Digital Age

19 March 09: The British Library's Archival Sound Recordings project, supported by JISC, today launches a vital new resource for the exploration of western classical music heritage. Bringing together nearly 1000 historic recordings, this freely available online collection allows researchers to easily compare various interpretations of great composers, tracing the impact of globalisation on performance style and its evolution throughout the early 20th Century.

Available works include:

- Bach – Brandenburg concertos, orchestral suites and solo concertos
- Haydn – Symphonies
- Mozart – Symphonies and concertos
- Beethoven – String quartets, symphonies and concertos
- Brahms – Symphonies, overtures and concertos

Celebrating the success of projects such as Archival Sound Recordings, which hosts this collection, the British Library's Unlocking Audio conference on 16 / 17 March will gather academic researchers, application developers and archivists from around the world to explore emerging practices and technologies that support research using online audio, and to evaluate the implications for tomorrow's listeners.

Topics for discussion include:

- Automated melody matching – for finding and comparing music performances
- Computer-aided speech-to-text – helping create fully searchable recordings
- Ways to connect heritage and research collections with users
- Uses of online resources in teaching and research.

Celia Duffy, Head of Research, National Centre for Research in the Performing Arts, Royal Scottish Academy of Music and Drama said: "Digital collections, such as Archival Sound Recordings, have enormous potential for researchers and students. By placing previously inaccessible archives online, they create the potential for new fields of cross-disciplinary research, reflecting the social, cultural, technological and political changes that have shaped contemporary society. In particular, the Classical Music collection provides researchers with the means to easily assess how performance practice has changed over the years and gain fresh insight into familiar works."

Richard Ranft, Head of the British Library Sound Archive said: "Thanks to the support of JISC the Archival Sound Recordings project has unlocked over 36,000 recordings, creating a crucial tool for academic research."

"The Unlocking Audio conference provides us with the perfect opportunity to share lessons learned, discuss best practice solutions and explore innovative methods for online retrieval and delivery with colleagues from around the world, to help us continue to make collections accessible online."

For further information about the archive visit <http://sounds.bl.uk/> and for more information about JISC's digitisation programme visit <http://www.jisc.ac.uk>.

Polar Research Photos

Today, 4th March 2009, sees more than 20,000 photos from 150 years of polar expeditions available online. These images have been made accessible by the Scott Polar Research Institute, thanks to a digitisation programme funded by JISC.

As part of the preservation programme, negatives, daguerreotypes and lantern slides, which form part of a rich but fragile archive held by the Scott Polar Research Institute at the University of Cambridge, are now available to scientists, researchers, scholars and members of the public.

As well as being able to view a range of images, including Herbert Ponting's glass plate negatives from the 1910-13 British Antarctic Expedition, that are so fragile they will never be on public display, visitors to the website will also be able to read extracts from diaries, expedition reports, letters and other personal papers of expedition members.

Polar Explorer Pen Hadow, currently leading the Catlin Arctic Survey which will determine the likely meltdown date of the ice cap, said: "The Freeze Frame archive is invaluable in charting changes in the polar regions. Making the material available to all will help with further research into scientific studies around global warming and climate change."

Heather Lane, Librarian and Keeper of Collections at the Scott Polar Research Institute, said: "The digitisation of these historic photographs allows the Scott Polar Research Institute's resources to reach a wider learning community than ever before. Without this JISC-funded project we risked losing some of the most fragile of items forever and certainly wouldn't be able to give so many people access to otherwise hidden collections that can further the study of polar environments."

Alistair Dunning, Digitisation Programme Manager at JISC, added: "This is one of over a dozen JISC-funded projects which aim to take valuable content that is not easily accessible by scholars or other interested parties and make it available to all. Freeze

Frame will provide an unparalleled record of the living conditions and scientific findings of the explorers which can be used by learners today studying everything from photography and nutrition to global warming and glaciology."

A new exhibition, *Face to Face*, featuring some of the historic photographic portraits discovered during the Freeze Frame project, is currently on a UK tour and opens at Discovery Point, Dundee on 7th March.

Cornell University Library Expands Print-on-Demand Offerings

More than 80,000 Books To Be Offered for Reprint on Amazon.com

ITHACA, N.Y. (Feb. 3, 2009) – Expanding an ongoing partnership with Amazon.com, Cornell University Library is increasing its print-on-demand offerings to more than 80,000 titles.

By the end of 2009, tens of thousands of new books will be added to the approximately 6,000 items in Cornell's collection already available on Amazon. All of the books are in the public domain in the United States, and many are currently out of print.

"Although demand for online access to digital books has been growing, books as artifacts continue to have a real value," said Oya Rieger, associate university librarian for information technologies. "This initiative supports the reading and research patterns of users who prefer the affordances provided by physical books – they support deep reading, underlining and writing comments in the margins. The Web is great for easy access and browsing, but because digital content can sometimes be ephemeral, physical books continue to serve as valuable reference sources on your shelf."

Positive feedback from users helped contribute to the decision to expand the number of titles available. "The publication of this little book adds valuable primary source material for students of the War of 1812. Bravo to Cornell for making it available," one customer wrote. Another said, "Words cannot express how grateful I am that Cornell University saw fit to republish these two papers."

The books that will be added throughout 2009 were digitised with the support of Microsoft over the last two years. These new volumes represent a substantial part of the Library's rare and unique offerings printed before 1923.

They will reflect Cornell's subject strengths, including American history, English literature, astronomy, food and wine, general engineering, the history of science, home economics,

hospitality and travel, human sexuality, labor relations, Native American materials, ornithology, veterinary medicine and women's studies.

Collections already available for reprint from Amazon include New York state historical literature, core historical literature in agriculture, historical math monographs and materials related to home economics.

Cornell University Library has been a cutting-edge participant with print-on-demand services and mass digitization initiatives, partnering with multiple outlets to make its collections available to the public. The partnership with Amazon began in 2006, and the Library is currently engaged in a large-scale digitization initiative with Google that will create 500,000 digitised books over the next six years.

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 the dissemination and/or delivery of digital information. Our membership base is two-thirds academic, one-third commercial, as well as some public libraries. A key aspect of the group is that it provides insight from one area to another: members see it as a way of keeping up to date in areas outside their core. Few other organisations provide this kind of cross-sectoral awareness. The focus of the group is the UK, in the sense that authentication concerns tend to be around JISC tools such as Athens and Shibboleth. But the issues of digital provision are of course global. The most popular training courses we run are on search tools – Google and others; e-books and how to deal with them. Other popular strands include intranets, content management, bibliographic software, and e-books.

Technical level

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

Length of article

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

What to write

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 in the subject area you are writing about.

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.

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

Book reviews are typically 500-750 words. Because UKeiG is independent of any book sales operation, so it is not obliged to have favourable reviews. If you think a book is poor, then please tell us why.