

eLucidate

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You're Booked! Information services for Forensic Science

John Goodier MSc MCILIP

For the past ten years I have been an Information Specialist at The Forensic Science Service, a wholly-owned Government company, formerly the Home Office Forensic Science Service. The FSS is a major provider of forensic science services in England and Wales, and we in addition involved in some work overseas

When I tell people where I work, they become very interested in what I do; more so than when I worked in other areas of science such as environment, agriculture and health, which are of concern to most people. A lot of what I and my colleagues do is standard library and information work – books, journals, on-line searching, and so on, but the rest of it is different. The question “Can you find the origin of this children’s garment?” led to the linking of Adam, the torso in the Thames back to Germany. We tracked it primarily by the buttons, as there are a limited number of major button producers. In another murder case the body was bound with a distinctive plastic tape but to get the evidential value of the tape we need to know how many rolls were sold. That one was easy as I recognised it as a Gilbert & George Christmas special sold by the Tate Modern. Shoe sole patterns are another case where the number sold is important for evidential value. The rarer the item is, the more likely the link of evidence to suspect. Product information is only one part of the evidence, but it helps to building a case. Sometimes the ingredients that comprise a product are important. If someone squirts a liquid at another person, it is critical to the prosecution whether the product would fall within the Noxious Substances Act of 1861. A drain cleaner with caustic soda would; one with a few surfactants and some cheap perfume would not. COSHH sheets usually solve these cases, but in other cases we need information on all the ingredients, and in these case we need to get fuller details from the manufacturer. In crime scenes where a tool or a knife had been used to break into a building or a collection box, we try to get sample of the suspect knife from the manufacturer so the scientists can try to replicate the marks left on the target.

One group of products that we often need information on is alcoholic drinks. People accused of driving under the influence give the police an account of what they have drunk, and we need to know its strength to relate the blood-alcohol test results to the account. We have built up a database of beers and ciders, with container sizes and strengths, which our scientists can use. However if they come across a new drink, then using the Internet, phoning companies and even looking at shelves in supermarkets are ways in which we find the strength.

We have had a couple of suspected poisonings where superseded pesticides based on arsenic or mercury may have been used. These require a bit of historic research to sort them out. I was once asked about an industrial product and the label had an old letter-and-number dialling code so I converted it to the modern number and dialled it. That was a lucky day, since the same firm on the same site still made the product, so we could get all the information wanted.

There are many more tales I could tell, and some that I cannot as the cases are still ongoing. Those I have told give some idea of how wide enquiry work goes. In the ten years I have been doing this, we have moved more on to the Web and away from printed directories. Company websites will often give a UK contact, which can be useful in getting information from non-UK companies. There is a lot of product detail on company sites. Wikipedia, although not 100% accurate (and which reference books reach that level!), is useful, with technical information on a wide range of topics. For illicit substances, there are a number of user support websites that have good information. Often there are references to academic articles which can be followed up. Deep and strategic Web search plays an important part in our approach to the Internet. To give a simple example, one of our pharmacists had a wrong address for a company in Europe. The website did not give any address that looked anything like what I was looking for, so I clicked on the "Jobs with us" button. The company had two sites, and what my colleague had was a mixture of the addresses of these.

We make extensive use of online databases via Dialog. We also produce our own database, FORS, which we sell access to. FORS is a bibliographic database that is focused on forensic science. Although the major databases cover much that is of interest to forensic scientists, they do not cover all the forensic and police magazines. Publications like "Police Professional" and "Police Review" will have accounts of major cases that may suggest new ways of investigating crimes, and these will be included in the database. In one recent article there was an account of a person found with child pornography images. It was shown that the person with the images was the perpetrator of the assault shown in the picture. Carrying out the assault is a more serious crime than possessing the image. An examination of the wrinkles and small scars on the hand in the image were compared with the hands of the suspect. We add to the database any reference we obtain for the forensic scientists, and this includes papers from any date, so material that is not on the current online databases gets included. The old references to mercury and arsenic products come into this category. There are 80,000 items on FORS, and for many cases the scientists can identify the papers they need. We reckon that about 90% of papers used by our scientists come from FORS. The rest are found from online searches done by the Information Specialist and ordered from The British Library. When the BL does not hold the publication, we get help from colleagues abroad to contact the publisher or author. We have a 99% success rate in getting journal articles. When the defence expert is quoting a paper in court we have to get a copy very quickly, and we usually manage it.

We still have a book collection in the library. The parts of it that are well used are the toxicology reference books, and the case history and evidence interpretation books. There are also book collections in laboratories. One of the largest is with the firearms experts, who have identification books. Support and management areas, such as finance, human resources and computer services also have collections of books. We manage almost all the book and journal purchases for the organisation, so the book catalogue has a complete list of books allowing them to be shared with in the organisation.

The Information Service Group at The Forensic Science Service is moving toward a more e-based service. We are in the last stages of moving FORS onto OLIB library management system, as the software we use to produce it is no longer supported. We are including the book catalogue and the Alcohol By Volume database on the new software. We are exploring the idea of blogs and wikis as a way of letting staff share information. One area is to allow those scientists who give evidence in court to share their experience of this. Our R&D teams are keen to use more e-resources and we will be involved in facilitating this.

The Information Service Group had recently become part of Learning and Education Services, and we are seen as part of the ongoing intellectual development of the organisation. There are currently three members of the Group; Rina, based in Birmingham with our R&D and Intellectual Property teams, runs the technical enquiries. Sarah, based in London, is the Library Manager and I run FORS, but we all get involved in most things. The three of us are qualified information scientists and CILIP members. In the past, some of the information specialists were not trained librarians, but had previously worked in the operational part of the organisation. The advantage of being trained is that we know what is possible and how to do it. But as none of us has been a forensic scientist, we have to learn their ways of thinking. In most libraries if you cannot answer an enquiry, well that's a pity. Forensic scientists want to know where you have looked, who have you asked, because they will be asked in court. It is in court that matters. So the job is a mixture of information science and more unusual enquiries.

One last tale; I was asked to find out when fibre tipped pens were invented. Some illegally held birds eggs were marked with dates from the 1930s. The scientist could show that the marks were made with a writing implement that left a single line rather than a mapping pen which leaves two lines. Fibre tip pens did not exist in the 1930s. The reason I recall this story is that a few weeks later I read in a newspaper an account of the trial, and my small input was mentioned. It is the involvement in the expert evidence in Court that make this job different from my previous jobs.

Web 2.0

This column was introduced about eighteen months ago and was admirably compiled by Karen Blakeman. UKeiG is now seeking a contributor who can provide a regular update in this fast-moving area. If you are interested, or can suggest someone, please contact the editor.

Online

Joy Cadwallader, Aberystwyth University (Aberystwyth Online User Group)

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

Danish Royal Library

<http://www.kb.dk/>

ProQuest have begun a pilot project with the Danish Royal Library to digitize more than 2000 15th and 16th century books. The project, which forms an extension of the Early English Books Digitization Programme, will feature high-resolution colour page images, a multi-lingual interface and detailed indexing of features such as illumination and marginalia. The collection includes the earliest books printed in Denmark.

The Danish Royal Library has also gone into partnership with Google Books for the scanning of over 1.6 million volumes. Curator Erland Kolding Nielsen said, "I believe Danish culture and Danish material on the Web would disappear in the Anglo-Saxon deluge". The Danish government, who had been unable to find sufficient funds for the digitization project, have welcomed the partnership.

Digital Economy Bill

<http://services.parliament.uk/bills/2009-10/digitaleconomy.html>

The Digital Economy Bill, announced in the House of Commons on 23/11/09, has been welcomed by the British Library, as it will permit them to digitize orphan works, which comprise 40% of their in-copyright collection.

A more controversial aspect of the bill (in clause 17) is the power conferred on the Secretary of State to amend copyright legislation to reduce online copyright infringement. Opposition to clause 17 has been bolstered by a group of members of the House of Lords, including Lords Puttnam and Bragg who tabled a motion indicating the need for greater parliamentary scrutiny to any changes in copyright law.

Gale Cengage

<http://gale.cengage.com/>

The Financial Times Historical Archive 1888-2006 is now complete, and available exclusively through Gale Cengage. Subscribers can search 790,000 pages including news, market listings and adverts and includes a scrolling timeline of highlights. Updates will be added annually.

Gale Cengage have also released a range of specialist collections for subscription, either digitized from their microfilm holdings or from content previously unpublished online at institutions worldwide, under the name Archives Unbound. They intend to enhance Archives Unbound with 25 extra collections each year, with collections varying in size (5,000-200,000 pages) and subject (supporting multi-disciplinary research in history, political science, science, ethnic studies and more).

Google Books

<http://books.google.com/>

The second revision of the Google Books Settlement (dated 13/11/09) will be subject to a final hearing on 18/02/10 with the deadline for objections set for 29/01/10. One of the amendments of the second revision is the exclusion of most books printed outside the USA. Objectors to the revision continue to cite issues of copyright, privacy and the fate of orphan works. A motion to reject the revision tabled by Amazon has been denied by Judge Chin.

On 09/01/09 Google apologized to the China Written Works Copyright Society (CWWCS) for allowing snippet views of their works on Google Books. A statement appeared on the Chinese Writers Association website and Erik Hartmann, head of Google Books in the Asia-Pacific region, made a personal appearance on Chinese state-run TV citing a breakdown in communication for the problems.

In a surprise move Frederic Mitterrand, the French Culture Minister, has announced his intention to negotiate a public-private scanning partnership with Google, although he would reserve rights, "to exchange files without confidentiality or exclusivity, in total transparency and with total respect for copyright."

JISC

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

JISC is, “postponing all current capital funded calls and invitations to tender (ITTs)”, until the HEFCE board meeting on 28/01/10. HEFCE have been asked by the Department for Business, Innovation and Skills (BIS) to give “careful consideration” to how they will pass on funding reductions. HEFCE will make these decisions at the meeting on 28/10/01. Following the announcement of the cut in funding to the Intute resource discovery service, this can only provoke further disquiet among JISC’s many stakeholders.

Newsbank

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

Following a procurement process undertaken by the National Library of Wales as part of the Welsh Assembly Government’s Libraries for Life strategy, Newsbank have been chosen to provide local, national and regional newspaper resources online in Wales to public, HE, FE and health libraries, the Welsh Assembly and the National Library in a contract running from 01/01/10 to 31/03/11. Welsh titles in the collection include the *Daily Post*, the *Western Mail* and the *South Wales Evening Post*.

OCLC WorldCat

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

The WorldCat Mobile app is now available for the Google Nexus One mobile phone. On their website WorldCat lists their mobile app, compatible for Windows Mobile 5.0, Blackberry (Video tutorial), Palm OS 5.4 or later, Apple iPhone, Nokia and MIDP 2.0 devices. Other content discovery tools providing mobile apps include Summon (ProQuest) and EBSCOhost.

Meanwhile WorldCat has been augmented with 4.5 million records from the JSTOR archive, 4.8 million records from the Swiss National Library Network, and records from the conference sources PapersFirst and ProceedingsFirst.

Springer Science+Business Media

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

Springer Science+Business Media are to be bought by a private equity consortium consisting of Swedish PE group EQT and the Government of Singapore Investment Group (GIC), with EQT taking 82% of the holding. The deal will be subject to European and US anti-trust tests

before it can go ahead. The publisher Informa had also shown interest in the purchase from the current PE owners Cinven and Candover, however this interest does not appear to be going any further.

In another agreement, the Springer Science+Business Media English-language paperback collection will become available through Amazon as part of their print-on-demand service CreateSpace. The books will be available for order online, and titles will be manufactured and shipped on the same day that they are ordered, ensuring they are never out of stock.

Intranets

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

When did intranets begin?

At an intranet conference in Zurich in November there was a discussion about who invented the word 'intranet', and when. In a presentation I was giving I had suggested that 2009 marked 20 years of intranets, as 1989 was the year that Lotus Notes was launched. The word 'intranet' was certainly in common use in mid-1994 when Netscape was set up by Jim Clark (Sun Microsystems) and Marc Andriessen, who was on the team that had developed the Mosaic browser at the National Center for Supercomputing Applications (NCSA). This was developed into the Netscape browser, and launched as a software package (which was later named SuiteSpot) for what were termed intranet applications. Netscape also commercialised the LDAP protocol, which had been developed at the University of Michigan, the home of NCSA. Netscape revenues in 1995 were around \$300m from intranet licences alone, and this started to worry Microsoft, who then rushed out Internet Explorer 1.0, which ironically was also based on the work that NCSA had done on the original Mosaic browser.

Although Internet Explorer 1.0 integrated with Windows 95, few customers used it, preferring instead to use Netscape. IE 2.0 was Microsoft's first cross-platform browser, available to both Macintosh and 32-bit Windows users, and then in the summer of 1996, Microsoft released version 3.0, which triggered a mass exodus from Netscape's browser to Internet Explorer, primarily because Netscape charged around \$50 for its Web browser, while Microsoft gave Internet Explorer away for free. And the rest, as they say, is history.

Where will intranets go?

Time for some crystal ball gazing. This is the year that Smartbook PCs are going to arrive, and Google have just launched their challenge to the Apple iPhone. Add in 4G mobile technology giving enhanced mobile cellular access, and without doubt 2010 is going to be the year that users expect to have high-speed wireless access to their intranet. Several search vendors, notably Autonomy and ISYS-Search, are providing search applications that cope with some of the challenges of mobile handset access, and of course cloud computing (exemplified by Google Apps) is shaping up to be a major new technology. All of this says to me that if you do not have a mobile access strategy for your intranet, and your competitors do, then their staff are going to have a significant advantage.

2010 is also going to be the year when Microsoft release, and heavily promote, SharePoint 2010. If you think your IT department was aggressive in deploying SharePoint 2007 then you have seen nothing yet! There are some good reasons to move to SharePoint 2010 in 2011, and they all need a lot of preparation work in 2010. There are also some bad reasons to move, like hoping that the mess you are in with 2007 will be sorted by moving to 2010. It will just get worse. Remember that SP2010 is more a new product than a seamless upgrade, and plan for things to get worse before they get better.

Next up I see a lot of effort going in to expertise connectivity, as organisations continue to keep staff numbers to a minimum. Note that I did not say that there would be a lot of expertise directory effort. There are many other ways to support knowledge exchange, for example if you take a look at

<https://www.research.ibm.com/journal/abstracts/rd/536/chenthamarakshan.html>, a very interesting paper entitled "Leveraging social networks for corporate staffing and expert recommendation". It will cost you \$10 to download, but is well worth the investment.

And finally there will be a high level of interest in providing better search for intranets, as the rate of addition of content and changes in business requirements outstrip the redevelopment of the information architecture. Now you may think that I am biased, given my professional interest in enterprise search, so have a look at

<http://www.cmswatch.com/About/Press/201001-Search-Specialized/> and also <http://www.cmswatch.com/Trends/1764-Searching-Terrorists>, both from CMS Watch, which has a good reputation for being right. So also have a look at <http://www.cmswatch.com/Trends/1760-2010-Technology-Predictions> for more predictions to start your year.

Where will you go to see intranets?

There is always the UKeiG Intranet Forum, which is free to members, and Janet Cochrane is always looking for speakers and venues. Arguably the best intranet conference of the year is the IntraTeam conference in Copenhagen on 2-4 March

(<http://www.intrateam.com/Default.aspx?ID=3905>). There are many cheap flights to Copenhagen and the conference is well worth coming to. All the sessions are in English. For a list of all the intranet conferences in 2010 go to <http://www.intranetfocus.com/blog/entry.php?entry=74>.

Enough twittering, which is an excuse to say that I have joined the Twitter crowd at #intranetfocus.

Reference Management

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

In the last column I gave an overview of the packages available that were free, on open source or available via commercial routes. What I did not highlight (and thanks to Alan Aitken for mentioning this) are those packages that organisations may well pay for through institutional subscriptions. For the researchers, these are seen as “cost free” although institutions are tied into the bibliographic tool that is provided with the package. Such packages include

- Refworks
- Endnote Web

Refworks is a basic reference software package, aimed mainly at graduates, and works exclusively with Microsoft Word. Currently there are no plug-ins for Open Office, iWorks or Word Perfect for Linux. Before formatting (outside of Microsoft) users need to convert the paper to RTF. There is a new version due out at the end of January 2010. This may be an issue, and suggests that users may be forced to use a specific word processor to use a university-provided subscription service.

Often the downside is that once researchers leave the organisation they would have to pay to continue using the service or change packages. Refworks, in recognition of this, has just begun an Alumni program that allows alumni to stay with Refworks, provided the organisation maintains a subscription.

Endnote Web is a Web-based version of the latest available version of Endnote, if you subscribe to ISI Web of Knowledge. It is a bit clunky in parts, but mainly services the post-graduate audience, or those researchers who work between home and office, and who wish to download toolbars onto computers they use most often and thence access the data from either location. The issue here is more about students who do most of their work on publicly accessible PCs, as most will not allow the downloading of toolbars. Again, organisations are dependent on retaining subscriptions to a specific package. When times are tough this might be a reason to retain a subscription

Kile

For those against Microsoft domination and who use TeX/LaTeX, there is Kile 1.9.3 open-

source software, which has been developed by Jeroen Wijnhout. It is a user-friendly TeX/LaTeX editor for the KDR desktop environment, with the easy insertion of citations and references

<http://kile.sourceforge.net/index.php>

Citation Machine

It may be that users simply require the use of something like Citation Machine which, via a simple interface, allows you to add your data and have a reference list fully formatted in your chosen (albeit small number) style.

<http://citationmachine.net/>

iCyte

A new package worth exploring is iCyte, which enables you to highlight and save text on any webpage allowing you to recall the most relevant information. It is available at

<http://www.icyte.com>

AIP UniPHY

AIP UniPHY, a reference management product overlaid with social networking technology to allow, encourage and facilitate connections between users and research output, has been developed by the American Institute of Physics. Content is taken from the API's SPIN database, essentially basic author information, and enables you to create author profiling. Although set up for the physical sciences it does have applications and uses across most disciplines. Users need to build their profiles and then build the network they wish to be associated with. A unique feature is the graphical representation of your results (for example, worldwide location of authors in your chosen field). This can be developed further to include views of who has worked with whom, and where.

<http://www.aipuniphy.org/Portal/Portal.aspx>

ResearchGATE

Although ResearchGATE is a professional network for scientists, it has a useful tool that enables researchers to add papers to the network for discovery, especially those which are open access and so can be linked to. The cite and share options are also embedded.

<https://www.researchgate.net/>

The screenshot shows a web browser window displaying a ResearchGate publication page. The browser's address bar shows the URL: https://www.researchgate.net/publication/6036611_Emergency_medicine_in_the_Comoros_Islands. The page content includes:

- Publication details:**
 - Title: Emergency medicine in the Comoros Islands
 - Authors: G. Ramaljarjoana
 - Impact factor: 2.55, Cited half life: 4.5, Immediacy index: 0.98
 - Journal: Resuscitation
 - Abstract: The Federal Islamic Republic of the Comoros lies off between Madagascar and the Southeast Coast of Africa, and comprises a group of three islands with a total population of 651,901. The average annual income per capita is US\$ 470 and life expectancies at birth are 59.3 years for men and 63.9 years for women. It became independent from France in 1975 and for the past 17 years, Comorians have made significant progress in improving their healthcare system. The islands are frequently beset by natural disasters such as active volcano eruptions and hurricanes which resulted in the development of a special Emergency Response Program with the United Nations Disaster Management. The main focus of emergency medicine is disaster management and hospital-based clinical practice. There is a paucity of literature on emergency medicine in Comoros and this is the first article to report the current status of emergency medicine in Comoros Islands.
 - Resuscitation, 01/05/2008; 77(1):18-20. I like this!
 - ISSN: 0300-9572
 - DOI: 10.1016/j.resuscitation.2007.07.033
- Open Access:** Make this article Open Access in ResearchGATE! The publisher allows you to upload a full-text version (post-print) to your profile!
- Join ResearchGATE. It's free.** ResearchGATE is the leading professional network for scientists. It's free of charge. Join now for free and use our advanced semantic search engine to query a database of more than 35,000,000 publications. Plus take advantage of the opportunity to connect with over 200,000 scientists from across the globe.
- Form fields:** First Name, Last Name, E-Mail, and a Sign up now button.
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 - Beset: 18%
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 - Comoros: 100%
 - Disasters: 65%
 - Islands: 45%
 - Medicine: 45%
 - Natural: 17%
 - Years: 18%
- Science & Research Jobs:**
 - Assistant Professor for Veterinary Medicine at Oregon State University Corv... (Assistant Professor, Oregon State University)
 - Lecturer/Fellow in Emergency and Critical Care Medicine/Internal Medicine... (Associate Professor, University of Pennsylvania)
- Similar publications:**
 - Disaster medicine (Authors: N S Oster, The Mount Sinai journal of medicine... 64(4-5):323-8. "The American College of Emergency Physicians defines a medical disaster as occurring when the destru...")
 - The political economy of FEMA disaster payments (Authors: Thomas A. Garrett, Russell S. Sobel 02/2002; "We find that presidential and congressional influences affect the rate of disaster debaration and L...")
 - Emergency management: expanding the disaster plan (Authors: Kevin L. Ross, Caryn M. Bing Home healthcare nurse. 07/2007; 25(6):370-7; quiz 386-7. "A comprehensive emergency management plan (CEMP) is key to minimizing the disruption of patient care...")
 - A decision support system for managing forest fire casualties (Authors: Marc Bonazountas, Despha...)

Finally, a recommendation on identifying practical solutions for open source can be taken from Nicole Engard's book entitled *Practical Open Source Software for Libraries*, due at the end of May. Nicole is an Open Source Evangelist at LibLime. It provides a very useful overview of open source, explaining what it means, and provides links to a toolbox full of freely available open-source products to use in your library – including reference management options! A full review will appear in a future edition of *eLucidate*.

You may also be interested in the UKeIG Annual Seminar and AGM on Wednesday 16th June 2010 in London, entitled "Are you Leading or Following: Practical Implementation of Open Source Applications". If you are using open source (or indeed any other software) in your institution as a reference management tool, and would like to contribute to this Seminar do get in touch.

Public Sector News

Jane Inman, Communications and Information Manager, Environment and Economy, Warwickshire County Council

Janeinman@warwickshire.gov.uk

Election maps

www.election-maps.co.uk/index.jsp

Ordnance Survey has launched an election maps website which show a variety administrative and electoral boundaries:

- Westminster Parliamentary (existing until next General/Elections)
- Westminster Parliamentary (revised-from next General Election) and current Welsh Assembly Constituencies
- Scottish Parliamentary Constituency
- Local Authority
- European Region
- Scottish Parliament/Welsh Assembly Electoral Region
- London Assembly Constituency

It can be searched by postcode or asked to display a particular constituency by name. Be warned that a post code search will bring up the constituency covered by the post code and you need to search again within that to narrow it down to the exact post code location.

Transformational Government

Direct.gov.uk has continued to develop and to attract increasing numbers of visitors. Work continues to rationalize government websites and to focus official information on directgov for the citizen, Business Link for the business sector and NHS Choices for health information.

Legislation

www.opsi.gov.uk

Since 1999 all public acts have been published with explanatory notes, which are designed to make the legislation easier to understand. In April this year the Equality Bill was published with the explanatory notes interleaved and an alternative HTML version was published on the

Parliament website. This approach is to be rolled out for all legislation on the OPSI website in due course.

Local data

Pressure to release local authority information for re-use is growing, and the demand is for it to be made available in machine-readable format so that it can be easily reused. We now have a situation where the legislation (*Re-use of public sector information regulations 2005*), the customer expectation and the technology make it inevitable that more and more information and data will be made available for reuse in numerous applications.

Public Sector News is supplied by ALGIS in LARIA (The Affiliation of Local Government Information Specialists in Local Authority Research and Intelligence Association) 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 www.algis.org.uk

Meeting Reports

Online Information 2009

Lynn Loudon

I am a final year student in Information Technology at Edinburgh Napier University, with an Honours project on the use of twitter by academic librarians, and one of my lecturers, Dr Hazel Hall, recommended the Online Information 2009 conference to me as a source of valuable information and useful contacts. After looking at the event guide for the three-day conference, I found that a number of seminars and exhibitions were of particular interest to me and would directly benefit me in the study of my Honours project. Seminars entitled “Email Is Dead! The Rise of Twitter, Chat and Communities”, “Twitter: Value, Pitfalls and the Impact on the Information Professional” and “Towards the Library of the Future” fitted exactly with the theme of my Honours project and attending Online Information 2009, therefore, seemed imperative to me.

As a mature student with three children and with Christmas on the horizon, there were certain obvious barriers in my way however. I simply did not have the finances to fully fund attending Online 2009, which was being held at Olympia Grand Hall in London. That’s where UKeiG stepped in. I was advised about the student bursaries available from UKeiG and applied for help to fund a trip to London to attend Online 2009. I was delighted when I received a letter notifying me that I had been successful in my application, and that I had been awarded funds towards attending the conference. Dr Hall, who was a guest speaker and moderator at the conference, arranged with Incisive Media, the organisers of Online 2009, that I gain admittance to the conference as a steward and the funding I received from UKeiG went towards my travel and accommodation expenses. I was all set, I just had the nerves to deal with!

I flew down the evening before the conference. Although it wasn’t my first visit to London, it was the first time I had gone anywhere on my own, and I’m not a great flyer. The flight however, wasn’t as bad as my nerves had led me to expect and on arriving in London I didn’t find it nearly as daunting as I’d imagined. On arriving at the Olympia Grand Hall the following morning I was met by my lecturer, Dr Hall. I was very glad to see someone I knew as it was a bit intimidating at first. The Olympia Grand Hall is a vast exhibition and conference centre and it was bustling with people. Hazel soon put me at ease, introducing me to many of the guest speakers and providing me with invaluable networking opportunities, which I took full advantage of.

The first day of the conference was full of seminars and exhibitions, which were highly relevant to my subject area. I attended sessions from Track Two: The Social Web: Transforming the Workplace. The opening keynote address was presented by Dame Wendy Hall and Professor Nigel Shadbolt, who are highly-regarded researchers and leaders in the field of the semantic Web. This provided a valuable insight into the themes that were to be addressed throughout the three days of Online 2009. Also on this day were two of the seminars relating to Twitter which had caught my eye when I first saw the event guide. "Email Is Dead! The Rise of Twitter, Chat and Communities" and "Twitter: Value, Pitfalls and the Impact on the Information Professional" discussed how microblogging has become widespread, both socially and in large organizations, as a means of communication and information sharing, but that these technologies need to be understood in order to be fully capitalized on. The day concluded with a session in which Karen Blakeman, of RBA Information Services, gave instructions and tips for effective use of Twitter and outlined particular legal issues of interest to Twitter users.

On the second day, Hazel took me around the exhibition floor and introduced me to some of the delegates from different organizations including UKeiG. This was an opportunity for me to express my gratitude for the assistance UKeiG had given me. The exhibition floor was huge and there were so many stands and several small theatres holding smaller seminars. These were much smaller and not as intimidating as in the conference rooms. There was a very relaxed atmosphere there and the seminars were short, only lasting around half an hour, which allowed me to attend a few. Again the guest speakers made themselves available for questions, although I didn't ask questions during the audience question time. I did go up to some of the speakers after they had finished and introduced myself and they answered any questions I had and gave me their contact details should I require any further information. Of the main seminars, Track Three was of excellent value to me, with guest speakers Professor Blaise Cronin and Ellyssa Kroski speaking about libraries of the future. I was able to meet both guest speakers and discuss a few things with Ellyssa Kroski in particular, whose work I had referenced as part of my literature review for my Honours project.

On the final day I attended seminars from Track Two: The Social Web: Transforming the Workplace. The opening keynote address was by Charlene Li, co author of *Groundswell: Winning In A World Transformed By Social Technologies*, and a leading authority on the use of social technologies by organisations. The speech addressed the impact of social media in the professional world, which again provided an invaluable insight and helped not only with my Honours project but particularly with my study of knowledge management. I also took the opportunity to visit the Interconnect library stand on the last day and when I explained that I was a student looking for a book on twitters use in libraries, the staff were very helpful and gave me a selection of books to help with my project free of

charge. I was extremely grateful for this, as I would never have been able to afford, or even find these books otherwise.

Attending the Online Information 2009 Conference provided me with an invaluable opportunity to network with information professionals and to learn from their experience. Each seminar I attended provided different expert opinions and ideas, which I might not have been able to discover had I not been able to attend the conference. Everyone was extremely friendly and welcoming, and the experience provided me with the opportunity to learn from professionals in the information industry. I feel better equipped with the knowledge and information skills needed to move forward with my project and my degree course. The entire experience has given me a much needed confidence boost and has invigorated and enthused me for a career as an information professional. I look forward to attending more conferences such as this. I would like to sincerely thank UKeIG and Incisive Media for allowing me this fantastic opportunity, and I assure them that I will make best use of the experience and information I gained from this.

Current Awareness

Column editor: Clare Sinclair

This column contains summaries of articles (print and electronic) on current topics, including: e-publishing, information access and retrieval, electronic publishing, preservation and virtual libraries.

E-Publishing

"Read All About It" *The Economist: Technology Quarterly* (12 December 2009): 13-14. (http://www.economist.com/search/displaystory.cfm?story_id=15048695) – Between Amazon putting the holiday hard sell on their Kindle family of e-book readers, and Barnes and Noble attempting to launch their entry into this space (the "Nook"), you're probably just about as fed up with e-book reader hype as I am. But just when you thought you had had enough, here comes an article that runs through most, if not all, of the current and near-term future technologies for e-book screen displays. Most are jaw-droppingly bizarre, from tiny balls full of charged black and white particles to tiny groups of three mirrors. "One way or another," asserts *The Economist*, "inexpensive colour e-readers with video are on their way." So which of these strange technologies will power tomorrow's displays? It's anyone's guess, and those who guess right will make a bundle. – [RT](#)*

Pennerberg, Adam. **"Forget E-Books: The Future of the Book Is Far More Interesting"** *Fast Company* (23 December 2009) (http://www.fastcompany.com/blog/adam-pennerberg/pennerberg-post/say-so-long-book-we-know-it?partner=homepage_newsletter) –

The tag line of this piece serves as the thumbnail summary of it: "Coming soon... It's the end of the book as we know it, and you'll be just fine. But it won't be replaced by the e-book, which is, at best, a stopgap measure." In other words, the post is mostly a rehash of what has long been the visionary replacement of the book—a digital mashup of virtually any type of digital resource (e.g., video) or service (e.g., annotation)—thereby characterising today's "e-book in name but not substance" as a stopgap measure similar to the early days of film, where cameras were simply pointed at stage plays. But the author uses some useful metaphors to make his case, and the comments the post has begun to accumulate are thoughtful and worth your time. – [RT](#)*

General

Brynko, Barbara. “**Industry forecast: weathering turbulent times**”, *Information Today*, 26 (11) (December 2009): 1, 40-42, 46 – A collection of short thought-pieces on where we might be going in 2010 from some of the information industry’s big thinkers. Anthea Stratigos from the US consultancy *Outsell Inc.*, argues that it is increasingly becoming survival of the fittest for information providers, and that being a major brand in this sector is no longer a guarantee of success. John Blossom of Shore Communications sees a future for companies that can make a success of content integration and visualisation services allowing enterprise users to combine data sources to add value. – MS

Schiller, Kurt. “**Augmented reality comes to market**”, *Information Today*, 26 (11) (December 2009): 1, 45-46 – Augmented Reality (AR) is something we are going to hear a lot more about over the next few years. From being something akin to science fiction it is rapidly becoming a reality with AR functionality on many new smart phones. This article explains how different companies including information providers are using AR to enhance their services. What is AR? At a simple level, image pointing your camera phone at a building and the phone’s screen telling you what you are looking at, who the architect was and what other buildings nearby that they have built. – MS

Baumann, Michael. “**The innovators: making the Internet easy, local and efficient**”, *Information Today*, 26 (11) (December 2009): 1, 44 – A short review of three new services available to Web users. The first is Fishound, a good example of a hyper-local Web service. Hyper-local services are, along with AR (see above), going to be an area of growth for the Web over the coming years as the combination of location-aware devices and increasing demand for more relevant and useful information amongst users leads to new and innovative services. The second review is of Connotate, which offers some interesting potential for productivity savings for organisations managing large amounts of content. Finally, the article discusses Safari Books—an ebook service for IT professionals which adds collaborative features to the ebook proposition. – MS

Information Retrieval/Repositories

Jeffery, K. Asserson, A. **Institutional Repositories and Current Research Information Systems** *New Review of Information Networking* 14:2 (2008): 71-83 – An investigation of the relationship between the Open Access publication repository, the research dataset and software repository, and the Current Research Information System (CRIS). The authors outline a future scenario in which the CRIS, underpinned by the CERIF (Common-European Research Information Format) might change the whole business model and workflows of scholarly publication. – ATB

Sefton, Peter. "Re-Discovering Repository Architecture: Adding Discovery as a Key Service". *New Review of Information Networking* 14(2) (2008): 84-101 – This article, based on case studies drawn from the Australian information repository (IR) experience, proposes an alternative distributed architecture for IR systems, including a 'smart' indexer component which would permit superior focus on service provision. – NW

Wolpers, M. Memmel, M. Klerkx, J. Parra, G. Vandeputte, B. Duval, E. Schirru, R. Niemann, K. "Bridging Repositories to form the MACE Experience". *New Review of Information Networking* 14(2) (2008): 102-116 – The Metadata for Architectural Contents in Europe project seeks to harvest and connect data from a diverse range of architectural repositories around Europe. MACE has created interfaces and utilised conceptual tools (ontologies, glossaries and standards) to enable a spectrum of users to find, tag, acquire, use and discuss contents of many architectural repositories, some of which previously had limited accessibility. – ATB

Darby, R.M. Jones, C.M. Gilbert, L.D. Lambert, S.C. "Increasing the productivity of interactions between subject and institutional repositories". *New Review of Information Networking* 14(2) (2008): 117-135 - The authors summarize the conclusions and recommendations of The Subject and Institutional Repositories Interactions Study (SIRIS) undertaken by them for JISC in 2008. Scenarios considering future requirements (drivers) for repository interaction are considered along with associated enablers. – NW

Legal Issues

Suber, Peter. "[Knowledge as a Public Good](http://www.earlham.edu/~peters/fos/newsletter/11-02-09.htm#publicgood)" *SPARC Open Access Newsletter* (139)(2009)(<http://www.earlham.edu/~peters/fos/newsletter/11-02-09.htm#publicgood>) – A key argument for open access is that knowledge is a "public good." But what is a public good? Suber identifies two primary features of a public good: (1) it is "non-rivalrous," and (2) it is "non-excludable." A good is non-rivalrous when users can consume it "without depleting it or becoming 'rivals'." A good is "non-excludable" when "consumption is available to all, and attempts to prevent consumption are generally ineffective." Suber then argues that knowledge inherently has these characteristics, and that scholarly digital texts that embody knowledge could have them: "With the right equipment we can all have copies of the same digital text without having to take turns, block one another, multiply our costs, or deplete our resources ... For the first time in the history of writing, we can record our non-rivalrous knowledge without turning it into a rivalrous material object." However, copyright law and copyright-holder access restrictions limit the promise of digital texts as public goods, unless there is copyright-holder consent to make them freely available. Retention of copyright and self-archiving by scholarly authors as well as funder and institutional open- access mandates help achieve this promise.

A restructuring of scholarly publishing to a model where publishers provide open-access based remuneration that covers their costs, plus a reasonable profit margin, also helps achieve this promise: "As the PLoS [Public Library of Science] analogy of publishers as midwives always suggested, the idea is to stop the midwife from keeping the baby, not to avoid paying for services rendered." – [CB](#)*

Social Networking

Jansen, Bernard J., Mimi Zhang, and Kate Sobel, *et. al.* "[Twitter Power: Tweets as Electronic Word of Mouth](#)" *Journal of the American Society for Information Science and Technology* 60(11)(November 2009): 2169-2188.

(<http://www3.interscience.wiley.com/journal/117946195/grouphome/home.html>) – Many libraries have jumped into social networking, using a variety of platforms to reach out to their patrons with news and information. Some have already started using the micro-blogging service Twitter, while others are still contemplating its usefulness. In this article, the authors look at how corporations can use Twitter as an extension of their branding activities. The authors used a variety of methods to analyze tweets from 50 brands over a three-month period. They found that on a weekly basis, most tweets about the brands were positive (60%) and about a quarter were negative sentiments. However, looking at the data for the entire time period, the researchers found that more than 80% of tweets mentioning these brands did not contain a sentiment. They were tweets that asked for or offered information, or mentioned the brand in passing. To examine this phenomenon more closely, the authors looked specifically at Starbucks' Twitter activity, and found that there was very little conversation between the Starbucks account and those of their followers (usually fewer than four tweets). While this demonstrates that Twitter may not be a medium for close management of customer relationships, it is a way for a company (or library) to find out how patrons are feeling about the library, and to reach out to those who post questions, complaints or compliments. – [AC](#)*

Virtual Libraries

Pace, Andrew. "[21st Century Library Systems](#)" *Journal of Library Administration* 49(6)(August 2009): 641-650

(<http://www.informaworld.com/smpp/content~db=all~content=a915763651>) – If you are embarking on the search for a new library management system, electronic resource management system, federated search tool or anything else in the library technology family, be sure to wave this paper under the nose of your non-techie library manager, and/or your non-library IT manager. It will provide a good introduction to where computerised library systems have come from over the last several decades, the current state of affairs (both in libraries and the general IT world) and some thoughts about the future. Be prepared to follow

up with some other readings and information about some of the things Pace touches on, like Cloud Computing and software-as-a-service (SaaS). – [WC](#)

Wyld, David C. "[Moving to the Cloud: An Introduction to Cloud Computing in Government](http://lists.webjunction.org/currentcites/2009/cc09.20.11.html)" <http://lists.webjunction.org/currentcites/2009/cc09.20.11.html> Washington, DC: IBM Center for The Business of Government, 2009. (<http://www.businessofgovernment.org/pdfs/WyldCloudReport.pdf>) – The concept of "cloud computing" has been much in the news lately and yet it is easily misunderstood. This report, although aimed at a government audience, can serve as useful introduction to this concept. The first 15 pages or so are all that would be needed to get up to speed on what cloud computing is, and why it might be an important development for virtually any organization. Those wishing to go deeper can read about the ten "major challenges" facing government implementation of cloud computing, and the author's assessment of the future of cloud computing in government, including ten specific predictions. A tip for those printing this – unless you want to study the references, only print the first 60 and skip the final 20. – [RT](#)*

Web/Intranet Design

Griggs, Kim, Laurie M. Bridges, and Hannah Gascho Rempel. "[Library/mobile: Tips on Designing and Developing Mobile Web Sites](http://journal.code4lib.org/articles/2055)" *The Code4Lib Journal* (8)(21 September 2009) (<http://journal.code4lib.org/articles/2055>) – The opening section of this paper gives more than enough evidence as to why libraries of all types need to develop mobile phone applications and interfaces to library services. Some libraries are already taking great steps in this direction, and these initiatives are highlighted. It goes on to outline three important considerations when developing mobile applications, and makes the distinction that mobile developers need to move beyond shrinking content to fit small screens, and instead use the mobile experience as a new way to connect with patrons. The bulk of the article outlines the efforts of the Oregon State University Library to develop mobile applications. It covers some coding that helps to detect whether a person is using a mobile device to connect to an application, and if so, points their device to the appropriate mobile application. The list of ten design recommendations for designing for small screens is very useful, as is the explanation of their testing and validating processes. – [WC](#)*

** Abstracts identified with an * next to the author initials, are drawn with permission from Current Cites, the monthly publication distributed electronically by a team of Librarians and Library Staff and edited by Roy Tennant: <http://lists.webjunction.org/currentcites/>*

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Book Reviews

JSTOR – a History

Roger Schonfeld, Princeton University Press, 2003

Official histories make unlikely page-turners. In their efforts to record faithfully every board meeting, every memo, every item of expenditure, the authors of such works usually manage to wring out any possible enjoyment from the story. The story of JSTOR should be dull indeed: a committee-based initiative for the academic community does not sound over-exciting. Yet *JSTOR – a History* is rather different; it makes for an inspiring read,

Why is the success of JSTOR so important? It should be remembered that JSTOR's very existence was unexpected. Academic institutions would almost certainly never have come up with a similar initiative of their own accord. Harvard University had the idea of digitising all its journals – but not with the intention of sharing the result. JSTOR was initially funded by a trust, but has now moved to a position of autonomy and self-sustainability. This is all the more remarkable in that neither foundations nor universities (JSTOR's main customer) are skilled at operational management (or at becoming self-sustaining).

Although JSTOR is clearly one of the most valuable resources for information retrieval in higher education, its value to academia was by no means clearly understood at the outset. At least a year after JSTOR's launch, Kevin Guthrie, the CEO of JSTOR, believed the organisation's biggest selling point was that it freed up shelf space for other books – not the digital access and powerful full-text searching the resource provides.

What makes the book unusually interesting is that the author provides sometimes startling amounts of information, a no-holds-barred approach that reveals the wrong, as well as the right, decisions, listing for example the publishers who chose not to work with JSTOR (Elsevier, who chose to create Science Direct, Macmillan, publishers of *Nature*) as well as those who said yes. In this way, the author makes us feel caught up in the decisions, and, to a large extent, the partial knowledge, of the time. We see all the messy details of a new venture finding its way: at the end of its first year of operation, JSTOR had a revenue of only 60% of budget, while costs were 13% above budget. Any business start-up will sympathize with such figures, although not all have had JSTOR's patient and understanding backers.

The JSTOR business model was clearly not perfected from day one: the management team stumbled towards the model that exists today. Some key features were correct from the start (an online service, rather than CD-ROM-based), but others were only reached after trial and error. As Kevin Guthrie (who wrote the business model for JSTOR) put it, "During the planning process, non-profit leaders need to think less in terms of what their organization *must* do and

more in terms of what they realistically *can* do” Some of the fascinating details revealed by this study include:

- Although one or two libraries had considered creating archives of digital versions of journals for their own use, no other organisation had seen the benefit of providing such an archive to the academic community as a whole. No commercial or academic organisation would have created what JSTOR achieved.
- It took some years for the organisation to manage the text capture process efficiently. It required not only operational management skills to handle the throughput of content with the keyboarding agencies. In addition, it only became clear after the process had started that the print journal collections of most university libraries are incomplete. It required considerable resourcefulness to track down all the copies (remarkably, some publishers were vague even about what had been published, for example during wartime).
- JSTOR initially planned to digitise content from microfilm copies, but this idea was soon abandoned. UMI (the market leader in microfilming of journals) refused to work with JSTOR, despite repeated approaches – if you are the biggest player in a market, it doesn't make commercial sense to partner.
- Elsevier created its own digital article delivery service, Science Direct, rather than collaborating. Nonetheless, JSTOR's approach shows that a curated bundle from several publishers can be in many ways more valuable than a collection from a single publisher.
- Behind JSTOR is a guarantee that the archived copies will be available in perpetuity. Unlike other initiatives such as CLOCKS, JSTOR now has the resources to ensure that this guarantee can be fulfilled. Because of this, libraries are happy to purchase digital content that they have already bought in print form.
- In passing, the book reveals the inequitable nature of most interlibrary loans (“the non archivers (i.e. non-archiving libraries) can inter-library loan virtually anything from the archivers at any time. To do so, they pay only the direct cost of the loan ... and contribute nothing towards the cost of acquisition or the capital and operational costs of archiving.”

The book reveals a pragmatic, and by no means unblemished record of project management. The JSTOR team made a series of what the author calls “presumptively optimal choices”, in other words, guessing the process was going to be easy, only to discover it was not.

In the course of this narrative, the author reveals revealing details about business models for educational publishing. For example, JSTOR resisted being set up as an offshoot of any single US university because, as Schonfeld delicately puts it, “in the good-natured competitive spirit that has served American higher education so well, if JSTOR belonged to one university library, would other libraries resist paying fees to subscribe?”

Why has JSTOR been so successful that it is now a household name among students on both sides of the Atlantic?

- Although JSTOR captures journals for the academic community, it doesn't capture everything. JSTOR chooses a small proportion of the available journals and creates specific subject-based collections.
- JSTOR was a collective initiative, rather than the implementation of a single person's vision. Although Kevin Guthrie wrote the JSTOR business plan, the success seems to have been a combination of the Mellon Foundation's vision, and a pragmatic management team.
- JSTOR appeared at the right place and the right time: JSTOR's collections are essentially built around a host of non-commercial, not-for-profit journals that had reputation but that lacked commercial awareness.
- "JSTOR's experience demonstrates that, while few libraries were willing to pay for archiving alone, they were willing to pay for access, collection-building, and space savings."
- JSTOR is not primarily about space-saving for libraries – library budgets almost never include capital costs of building and maintaining space. Only 22% of libraries removed hard copies as a result of JSTOR.
- JSTOR's business model had to be a benefit to all parties: to the publishers, the libraries, and to the end users.

There are a few criticisms. The book is too long, at over 150,000 words, and with over 300 pages documenting the first five years of a committee-based digital initiative. But, as can be seen from the examples above, the wealth of well-researched details make this anything but a bland official history. There is no question the book is extensively researched – every statement has an attribution, and, remarkably, the presentations for every JSTOR board meeting, and every email from the time when the events took place, seem to have been preserved. To the author's credit, the story is far from a collective pat on the back to all concerned.

A more fundamental problem is the author's attempt to impose a thematic rather than a chronological arrangement. The result at times is a confusion of multiple perspectives that is anything but clear to follow - a more straightforward chronological approach would have been much clearer:

"This may have been impossible at the time ... there is evidence to suggest that at the time ... JSTOR did not have a clear vision of what its mission and activities would later become ... if [they] had a clear vision of JSTOR's future in

1995, which for these purposes they did not, it is unclear that sharing it ... would have been desirable.”

But these faults are forgivable, when the story is such a powerful and inspiring one. As for lessons to be learned from JSTOR’s experience, there are plenty to be seen. After all, the model of an organisation providing digitisation services for publishers on a non-exclusive basis, and even offering the captured files back to the publisher, is very similar to a more recent initiative, albeit one that has been received with very mixed responses: Google Book Search. How one initiative can be seen as an unqualified success, and the other arouse the fury of whole segments of the publishing community, is an indication of JSTOR’s achievement.

Books of Interest

Here are some book 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, or if you are publisher and you have titles that you think would be of interest to the UKeiG readership, please contact Michael Upshall (michael@consultmu.co.uk).

New releases

Julian Warner, *Human Information Retrieval* November 2009, 200 pp. MIT Press.

An overview of information retrieval rooted in the humanities and social sciences but informed by an understanding of information technology and information theory.

Information retrieval in the age of Internet search engines has become part of ordinary discourse and everyday practice: "Google" is a verb in common usage. Thus far, more attention has been given to practical understanding of information retrieval than to a full theoretical account. In *Human Information Retrieval*, Julian Warner offers a comprehensive overview of information retrieval, synthesizing theories from different disciplines (information and computer science, librarianship and indexing, and information society discourse) and incorporating such disparate systems as WorldCat and Google into a single, robust theoretical framework. There is a need for such a theoretical treatment, he argues, one that reveals the structure and underlying patterns of this complex field while remaining congruent with everyday practice. Neither narrowly practical nor largely speculative, *Human Information Retrieval* meets the contemporary need for a broader treatment of information and information systems.

Julian Warner is on the faculty of the Queen's School of Management at Queen's University, Belfast. He is the author of *Humanizing Information Technology*, *Information, Knowledge, Text*, and *From Writing to Computers*.

Mcafee, Andrew. *Enterprise 2.0: New Collaborative Tools for Your Organization's Toughest Challenges*. Harvard Business School Press, 2009.

Nicole Engard *Practical Open Source Software for Libraries* (mentioned in Tracy Kent's column this month).

Going Beyond Google: The invisible Web in learning and teaching
Jane Devine and Francine Egger-Sider (Facet, £44.95)

Reference and Information Services in the 21st Century: An Introduction
2nd edition, August 2009; 384pp; paperback; 978-1-85604-688-6; £44.95

Community Archives: The shaping of memory
August 2009; 224pp; hardback; 978-1-85604-639-8; £49.95

Libraries and Information Services in the UK and ROI 2009-2010
36th edition, August 2009; 480pp; paperback; 978-1-85604-679-4; £49.95

The Innovative School Librarian: thinking outside the box
Sharon Markless (editor),
June 2009; 224pp; hardback; 978-1-85604-653-4; £44.95

Web Accessibility: practical advice for the library and information professional
Jenny Craven, editor suggested 24/6)

Searching 2.0
Michael Sauers (Facet, April 2009)

Information Science in Transition
Alan Gilchrist, editor
April 2009; 400pp; paperback; 978-1-85604-693-0; £49.95

Managing Electronic Records, 4th edition
William Saffady
paperback; 978-1-85604-699-2; £52.95 (Facet Publishing, May 2009)

Books on Wikipedia

There seems to be a spate of books about Wikipedia. Here are a few – there will almost certainly be others.

The Wikipedia Revolution: How A Bunch of Nobodies Created The World's Greatest Encyclopedia (Hyperion, 2009)

Andrew Dalby, *The World and Wikipedia: How We are Editing Reality* (Siduri Books, 2009).

O'Sullivan, Dan. *Wikipedia : a new community of practice?* (Ashgate, 2009)

Older titles

Know It All, Find It Fast: An A-Z Source Guide For The Enquiry Desk, Bob Duckett, Peter Walker and Christine Donnelly; 496pp; paperback; 978-1-85604-652-7; £34.95 (Facet Publishing, 3rd Edition, October 2008)

Phil Bradley: *How to Use Web 2.0 in Your Library*

(Facet, May 2007); 224pp; paperback; 978-1-85604-607-7; £39.95

This new book from acclaimed author Phil Bradley takes a clear and practical approach as it explains exactly how to use the different types of Web 2.0 technologies, and shows how libraries can get the most out of them (using case studies). Illustrations help guide readers through each step of creating a range of resources, and a companion website, including podcasts from the author, ensures readers are kept up to date with developments in this highly dynamic and fast-moving area.

Digital Consumers: re-shaping the information professions

David Nicholas and Ian Rowlands, editors

256pp; hardback; 978-1-85604-651-0; £39.95 (Facet, August 2008)

The information professions – librarianship, archives, publishing and, to some extent, journalism – have been rocked by the digital transition that has led to disintermediation, easy access and massive information choice. There is a need for a new belief system that will help information professionals survive and engage in a ubiquitous information environment, where they are no longer the dominant players, nor, indeed, the suppliers of first choice.

Zhang, Allison and Gourley, Don: *Creating Digital Collections: A Practical Guide* (Chandos, September 2008)

Agnew, Grace: *Digital Rights Management: A Librarian's Guide to Technology and Practise* (Chandos, September 08)

King, Brandy and Reinold, Kathy: *Finding the Concept, Not Just the Word: A librarian's guide to ontologies and semantics* (Chandos, Sept 2008)

Batley, Susan: Information Architecture for Information Professionals (Chandos, February 2007)

Baker, David, and Wendy Evans. Digital Library Economics (Chandos Publishing, 2009)

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

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

Devine, Jane, and Francine Egger-Sider. Going Beyond Google: the Invisible Web in Learning and Teaching. Facet Publishing, 2009.

Engard, Nicole (editor): Library Mashups (Facet, September 2009)

Gilchrist, Alan, editor: Information Science in Transition (Facet Publishing, April 2009)

JISC e-book: The e-Revolution and Post-Compulsory Education: Using e-Business Models to deliver Quality Education (new edition, Sept 2009)

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

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

Zeng, Marcia Lei, and Jian Qin. Metadata. Facet Publishing, 2008.



UKeig's Guide to New Year Resolutions

To make your life easier, here are three simple New Year resolutions:

1. I will be the **best innovative e-Information professional** and will be able to pick up ideas by attending one of the new UKeig training sessions <http://www.ukeig.org.uk/training/index.html> or by attending the AGM Annual Seminar in June 2010
2. I will **keep up to date** with current issues on e-information by reading the UKeig blogs and utilising the website for support and documentation
3. I will make the most of my **valuable membership** of UKeig by joining the UKeig mailing list for both UKeig and the Intranets forum, to exchange ideas with like minded colleagues.
<http://www.jiscmail.ac.uk/> [enter UKeig]

Press Releases

The 2009 Tony Kent Strix Award winner is Carol Ann Peters

14 January 2010: The Tony Kent Strix Award, given by the UK eInformation Group of CILIP: the Chartered Institute of Library and Information Professionals, has been awarded to Carol Ann Peters of Istituto di Scienza e Tecnologia dell'Informazione "A. Faedo".

Carol was nominated for her work on the Cross Language Evaluation Forum (CLEF), the world's leading forum for evaluating cross language searching systems, which Carol initiated and has run for ten years. This annual evaluation exercise has attracted a multi-disciplinary network of researchers to collaborate on shared tasks, to contribute to the CLEF testing resources, and to meet annually to present and discuss results. In its opening year, CLEF counted 20 participants; thanks to Carol's hard work, CLEF has expanded year on year to become a major international event in information retrieval related research: in 2009 it attracted over 130 registrations from individual researchers and leading research groups from Europe, the Middle East, Asia and the Americas.

The nomination noted that none of this would have happened had it not been for Carol Peter's initiation and continued drive to run and maintain CLEF. Carol's tireless work with CLEF has driven the information retrieval community to consider search in more than just the English language that previously dominated information retrieval research; thus she has made an enormous contribution to the awareness and understanding of information retrieval.

Initially, like most of the search evaluation exercises, CLEF adopted a 'pooled test collection' approach to evaluation that was adopted by other well known evaluation exercises like TREC. However, again, thanks to Carol's leadership, CLEF has explored and indeed continues to investigate extensions to this basic model and the development of new metrics for new tasks so as to provide a multifaceted approach to performance evaluation. It is difficult to encapsulate here the huge impact of CLEF. CLEF's academic output is strong, as evidence by the nearly 3,500 citations to the hundreds of papers presented at CLEF workshops. Multilingual search is garnering more interest in professional circles, where previously nationally-based work tasks have been extended to have international scope. As part of a long term plan to consider future directions, Carol has secured funding through a large number of consecutive EC projects, including the latest 'TrebleCLEF' project, which kept CLEF going and provided funding to hold a series

of workshops where CLEF partners engaged with researchers and key industrial contacts in order to understand better how CLEF's outputs were impacting on a series of communities and areas. Carol Peter's contributions to information retrieval have been many and wide ranging, covering all of the areas for which the Tony Kent Strix Award is offered.

The Tony Kent Strix Award is presented each year in memory of Dr Tony Kent, a past Fellow of the Institute of Information Scientists, who died in 1997. Tony Kent made a major contribution to the development of information science both in the UK and internationally, particularly in the field of chemistry. The award is offered in recognition of individuals or groups for an outstanding contribution, practical innovation or achievement in the field of information retrieval. A call for nominations for the 2010 awards will be issued later in the year.

JISC Funding postponement

The recent [grant letter](#) from the Department for Business, Innovation and Skills (BIS) to HEFCE means that HEFCE has to give careful consideration as to how funding reductions arising from the grant letter will be passed on to the organisations they fund.

In the light of the grant letter, HEFCE has asked that JISC make no further commitments of capital funds ahead of the HEFCE board meeting on 28 January 2010 at which decisions on funding allocations will be made.

With this in mind, JISC is postponing all current capital funded calls and invitations to tender (ITTs) from today 5 January 2010, pending the HEFCE board decision and will regrettably not be issuing any new capital funded calls or ITTs until the funding situation is clearer.

What this means is that any capital funded ITT or funding call which has been issued but for which grant letters have not yet been issued, will be put on hold until after the HEFCE board meeting on 28 January 2010.

The ITTs and calls which are affected by this announcement are:

Managing research data grant funding [call](#) 14/09

Developing community content grant funding [call](#) 13/09 - this postponement relates to strand 2 of this call only, please note that strand 1 of this call is unaffected.

If you have questions about whether a bid to an ITT or call you are working on at the moment is affected by this announcement, please email funding@jisc.ac.uk

JISC announces Intute funding cut

December 16th, 2009

We regret to inform our users and contributors that [JISC](#) has announced that its funding for Intute will be cut with effect from August 2010. It is JISC policy that, wherever possible, services move from being fully funded by JISC to being sustainable by other means. Unfortunately in the current economic climate no realistic alternative funding model for Intute as it currently stands has been identified.

Despite this JISC has acknowledged the pioneering work of Intute, its value to the community, and the insights it has given into the use of the Internet in education.

Our current service level will be maintained until 1 August 2010. After this date, Intute will still be available but with minimal maintenance. In addition, we are looking at possibilities to develop Informs and the Virtual Training Suite and offer these as membership services.

We would like to thank those who have used, contributed to and supported Intute over the years.

Our intention is to make a further announcement in early spring with a more detailed description of what we will be able to offer after 1 August 2010.

In the meantime, if you have any pressing questions please send them to us by following our Feedback link, click on [Helpdesk](#), then submit your question selecting "Funding cut" in the "Type of question" box.

Caroline Williams

Executive Director of Intute

About *eLucidate*

eLucidate is the journal of the UK Electronic Information Group. It is published five times each year, in February, March, May, September, and November. Its aim is to keep members up to date with developments in the digital information environment, as they affect professionals. The magazine is provided free to UKeIG members.

Notes for contributors

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 members

Our membership comprises information professionals involved in the dissemination and/or delivery of digital content and services. Our membership base is two-thirds academic, one-third commercial, as well as some public libraries. A key benefit of the group is that meetings and forums provide "crossover" 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 rate 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, it is not obliged to have favourable reviews. If you think a book is poor, then by all means explain why. Members and non-members alike are welcome to suggest books for review or to submit reviews.