

Elucidate

Vol. 7 Issue 2, April 2010

ISSN: 1742-5921

Statements and opinions expressed in this newsletter are those of the various authors and should not be taken as being endorsed by CILIP or UKeIG.

This issue of *Elucidate* is edited by Michael Upshall, Oxford, tel: 01865 453410, e-mail: michael@consultmu.co.uk

Elucidate is published by UKeIG, the UK eInformation Group. Membership and newsletter subscriptions are handled by the UKeIG Administrator: Christine Baker, Piglet Cottage, Redmire, Leyburn, North Yorkshire, DL8 4EH, tel/fax: 01969 625751, e-mail: ca-baker@UKeiG.org.uk

UKeIG is a Special Interest Group of CILIP: the Chartered Institute of Library and Information Professionals. CILIP Registered Office: 7 Ridgmount Street, London, WC1E 7AE, Registered Charity No. 313014

© 2010 UKeIG and Contributors

Contents

Bibliographic Management 2.0.....	3
Web 2.0	8
Online	12
Intranets	15
Reference Management	18
Public Sector News.....	20
Meeting Reports	22
ERM's Knowledge Sharing Platform.....	22
Current Awareness	25
Book Reviews	30
Making Knowledge Visible	30
The Complete Guide to Referencing and Avoiding Plagiarism	32
Books of Interest	34
Press Releases	38
About <i>Elucidate</i>.....	46

Bibliographic Management 2.0

Frank Norman

There are now several online tools, many free of charge, for managing researchers' personal collections of scientific literature. Some of them are in the mould of traditional bibliographic management software, but others started out as Web 2.0 applications. These new tools have changed the face of bibliographic management.

The bibliographic reference is the foundation of scholarship (1). A reference is a surrogate for knowledge, a surrogate for research results that have been condensed into a journal article and then stored in the minds of scholars. Reference management therefore is all about knowledge, though we sometimes forget that.

In the early days the main function of personal bibliographic database programs were to provide a readily accessible and searchable store of knowledge, and possibly also to act as an index to a reprint collection (2). Until the early 1990s (3, 4) these remained the main reasons for wanting to use such programs. Annotating and subject tagging references were important functions, but bibliography production was relatively unsophisticated. This was the era before end-user online searching, so having access to your personal database on your desktop was an advantage. The tools at this time emphasised information storage and retrieval.

During the 1990s networked desktop access to major bibliographic databases became common, and personal word-processor packages were widely adopted. These two developments led to changes in personal bibliographic software usage, and the production of a bibliography in an appropriate format became the *raison d'être* of having a personal database. Why bother creating your own comprehensive personal database to search when the whole of PubMed is available to search from your Web browser? Hence, the knowledge component of reference management was pushed aside and we focused more on the notation of the reference – the arcane codes that we use to refer to documents – and on the mechanics of bibliography assembly and production, integrated with the process of writing a manuscript. A large number of programs competed in this market, but two programs became dominant: Endnote and Reference Manager, both owned by the same company. In UK Higher Education, site licences covering both products became available, and we thought we had the situation covered. But nothing stands still, and a new trend emerged towards online bibliographic management tools.

Endnote produced a web-based version called Endnoteweb. It was originally a cut-down version of the main program, and is still less functional than the desktop version of Endnote. A new product called Refworks was designed from scratch as a standalone online tool. EndnoteWeb and Refworks have been competing with each other in the last year or two, launching new versions at a frightening pace. Both are still primarily about bibliography assembly, I feel. A new generation of bibliographic social bookmarking tools have put knowledge back at centre-stage: Connotea, CiteULike, Zotero and Mendeley. I think bibliographic social bookmarking is the next wave of bibliographic management.

Social bookmarking is a way for Internet users to share bookmarks to information resources on the Internet. It's an information science version of "You show me yours and I'll show you mine". The earliest tool (5) was Delicious but others quickly followed, including Connotea, which was aimed at the scientific community. The growth in e-journal availability means that now nearly all journal articles can be regarded as "information resources on the Internet" and therefore can be bookmarked by these tools. Connotea added functionality that lets it recognise different data elements in online bibliographic references and thus bibliographic social bookmarking came into being.

From the early days of Eugene Garfield's Institute for Scientific Information (ISI) and his pioneering work in citation indexing, it was realised that a reference, or a collection of references, can define a topic. Papers that have all cited the same group of references are likely to be closely related in topic. If I am very interested in a particular paper and another three papers have all cited that paper then I am probably interested in those three papers too.

Bibliographic social bookmarking takes this idea a step further. If a scientist has bookmarked twelve papers and I have also bookmarked eight of those papers, then there is a good chance that the other four papers will also be of interest to me. Papers bookmarked by several people who share interests with me (as defined by their previous bookmarks) are also very likely to be of interest to me. As the number of users of social bookmarking increases, so the chances of finding common interests increases. Eva Amsen (7) has described how the adoption of bibliographic social bookmarking could work to the benefit of scientists, comparing it to the way that Flickr has become a large repository of images.

Programs like CiteULike, Connotea, Mendeley and Zotero are at the heart of this trend. They vary in functionality but all are free, and all have grown into the bibliographic world from the Web world, whereas the established products have gone the other way. Connotea and CiteULike are both supported by major publishers; Zotero is an open-source product supported by a US university; Mendeley is a start-up company that has been successful in raising venture capital. These tools have many users now – Mendeley claims to have 8 million references shared, with 100,000 users (6). These new tools have also been marketed at scientists and researchers directly, bypassing library support. We now need to become familiar with these tools, embrace them if they are useful, and ensure that their developers are aware of the role of libraries in providing support for bibliographic management.

Libraries have started to take note of these tools. In 2008 in the USA the Northwestern University Library organised a workshop called CiteFest (8) to compare established tools like EndNote and RefWorks with newcomers such as Zotero, CiteULike and Connotea. Attendees worked through a series of exercises to test the functions of each product. Citefest declared Zotero the winner of their challenge. In 2009 I helped to organise a workshop held at University College London, "Bibliographic Management meets Web 2.0". It focused on the needs of researchers, who are heavy users of these tools. Representatives from six of online bibliographic management tools put their products through their paces and attendees had a chance to try some exercises (different from but inspired by the CiteFest exercises). Martin Fenner, one of the co-organisers and a speaker at the event, summarised the day on his blog (9) suggesting that since "all the reference managers demonstrated were up to the challenge (though Connotea and CiteULike couldn't put references into a Word document) it would be wrong to declare a winner". He also pointed out that "the market is developing so fast, that a feature comparison will look very different 12 months from today". Martin has produced a comparison chart (10) that shows the features of all the products (and others too) in a simple visual way.

Early in 2010 "Innovations in Reference Management" (11) was held. This event, IRM10 for short, was organised by the TELSTAR project "to showcase and discuss innovative ideas and developments in the use of Reference/Bibliographic Management software." This featured several of the same products again, but also included some usage case studies. The TELSTAR project is subtitled "Integrating References and Citations into Learning Environments" but the event considered the needs of researchers as well as students. The organisers of IRM10 suggested that there is "a lack of 'community' to discuss and collaborate around the practice of Reference Management" adding that many of the products lack a user group. The TELSTAR project blog (12) captured the main speakers' talks. Also in 2010, Martin Fenner co-organised another workshop, this time for a group of German librarians, "Reference Management in Times of Web 2.0" (13). A similar list of products was reviewed, but this workshop focused more specifically on Web 2.0 aspects of the tools, once more observing that there was no clear leader – it was more a matter of personal choice.

Portability is now a key requirement for bibliographic management tools, so users are looking for online tools that are flexible and easy-to-use. Users also want tools that support interaction with research collaborators. Easy sharing of references and the ability to tap into community knowledge is an interesting development but it has not yet become a 'must-have' feature. It may not be easy for the new generation of tools to wean users away from their existing tools, but since these new tools are mostly free of charge, they come with a low barrier to adoption. Although it is true that in general scientists are not rushing to adopt Web 2.0 tools, they will use tools that save them time and money. The ability to see what is this week's most-read paper in your field of interest in Mendeley or CiteULike, or to see what papers are popular in your network of contacts, is a small thing but could become important especially as the user

base grows. It is an interesting time for bibliographic management.

1. Tim Birkhead, *Times Higher*, 4 Jan 2008.
<http://www.timeshighereducation.co.uk/story.asp?sectioncode=26&storycode=400029>
2. Eugene Garfield, (1983). In *The Application of Mini- and Micro-Computers in Information, Documentation and Libraries*. pp 79-84. Sci-Mate™: A User-Friendly Information Storage and Retrieval System for Microcomputers <http://garfield.library.upenn.edu/papers/316.pdf>
3. Thomas E. Wolff, (April 1992), *Database*, pp 34-39. Personal Bibliographic Databases: An Industrial Scientist's Perspective.
4. JHRD Correia, (1990) *CABIOS*, 6(2), 126-7. Management of personal bibliographic reference using a simple database program
5. http://en.wikipedia.org/wiki/Social_bookmarking
6. Techcrunch (2009) Mendeley, the-Last.fm-of-research, could be world's largest online research paper database by early 2010. <http://bit.ly/3i0ypP>
7. Eva Amsen (2008) How to get scientists to adopt Web 2.0 technologies.
<http://blogs.nature.com/eva/2008/08/19/how-to-get-scientists-to-adopt-web-2-0-technologies>
8. CiteFest citation tool Face-Off. <http://citefest.pbworks.com/>
9. Martin Fenner (2009) Bibliographic Management meets Web 2.0.
<http://blogs.nature.com/mfenner/2009/08/01/bibliographic-management-meets-web-2-0>
10. Martin Fenner (2010) Reference manager overview.
<http://blogs.nature.com/mfenner/2009/03/15/reference-manager-overview>
11. Innovations in Reference Management (2010) <http://www.open.ac.uk/telstar/event>
12. TELSTAR project blog. <http://www.open.ac.uk/blogs/telstar/tag/irm10/>

13. Martin Fenner (2010) There is still so much to learn in reference management.
<http://blogs.nature.com/mfenner/2010/02/22/there-is-still-so-much-to-learn-in-reference-management>

Frank Norman is Librarian of the MRC National Institute for Medical Research in London.

Web 2.0

Phil Bradley

Web 2.0 and social media tools are changing the Internet landscape, not least of which with regards to websites. This column will look at that challenge, providing some examples and consider the fact that searchers now need to look much more widely for their data than ever before.

Rather ironically, for a column that's looking at Web 2.0 resources and concepts, I'd like to start with something that's very much Web 1.0, and that's the website. We're all very familiar with websites, and for many people, that's still what the Web is. I still hear lots of people talking about their websites; improving them, getting higher rankings for them with search engines, and more broadly, people talk about searching for a website that they can use. Even on a very trite level, many people will have their website address on their business card as a main point of contact.

Now, I don't deny that websites are still very important – of course they are – but they are really only one part, and an increasingly small part at that, of the presence an organization should have on the Web. One of the most important things that Web 2.0 resources have allowed us to do is to walk some way away from the website, and to start using other tools in conjunction. I think that increasingly a website needs to have an entire satellite of other resources surrounding it, and as information professionals we have to consider this from two different angles. Firstly, if we have any input into the development of a Web presence (and not too long ago that would have been 'website'), it's important to remember all of the extra elements that need to be included in a blended approach, particularly so that it's possible to update the content on a site quickly and easily using third-party resources. Secondly, when we're looking for information it's important to bear in mind that just looking for data on webpages, or indeed just looking for websites, doesn't really work any longer, and a search that is limited to just that will increasingly fail to return useful, valid and most importantly current data.

Consequently, let's take a look at a few of the ways in which data can be blended into a website using some of the common Web 2.0 tools (or in some cases concepts) that we have at our disposal.

News and updating

If you have a library website, or more realistically some library webpages, you need to be able to update them quickly. If you can't update your webpages in a few seconds I would contend

that you don't have anything other than an attractive brick wall. Perhaps the quickest and most effective way to update a page is to use Twitter. The media hype would of course have you believe that the resource is of no value other than to find out what a celebrity had for breakfast, but those of us who use it on a regular basis are aware that it's an extraordinarily useful tool; one that can be used in many different ways. Twitter is an effective broadcast tool, and one that doesn't require you to follow lots of people or indeed be followed back. There are many widgets that allow you to take 'tweets' and send them on to another resource.

Hidden at the bottom of the Twitter home page is a link charmingly entitled 'Goodies'. This in turn takes you to a page of widgets, and one of those is a Profile Widget (http://twitter.com/goodies/widget_profile). Once you have chosen the preferences, appearance and dimensions it can then be cut and pasted into the HTML of a webpage. When new tweets are added they are reflected in the widget. Consequently, if the library is going to be closed due to bad weather a quick tweet to that effect can be made, and you can return to bed safe in the knowledge that the page has been updated to warn people not to try and visit. Of course, the widget could be used for anything that you want to broadcast – closing time, new books, links to useful sites and so on. When I visit sites I am increasingly on the lookout for a Twitter feed so that I can see exactly what the organization or individual is doing.

Another approach is to use one of the bookmarking services that are available, such as Delicious at <http://del.icio.us> and the widget that they provide via an RSS feed can also be very useful. By carefully choosing tags to append to bookmarked pages and resources it's possible to update individual pages with targeted content. One of the pages on my own site that provides information on Twitter (<http://www.philb.com/twitter.htm>) also has a collection of items that I've bookmarked in Delicious which have 'twitter' as a tag. Since my Delicious feed isn't updated as often as my Twitter stream there is slightly more longevity in the links, and therefore used accordingly.

A weblog can also be pulled into service in like fashion. Resources such as Feed Informer allow you to take an RSS feed and place it onto a webpage. When the blog is updated, so is the content in the widget and on the webpage. Obviously, since the link will be going to a blog post the content can be more in-depth and informative.

Images

It's odd to think that when Sir Tim Berners-Lee first started developing the World Wide Web he didn't give a great deal of thought to images, given that they are such an integral part of the Internet as we now know it. If I need to find images for whatever purpose the first place that I invariably go is to Flickr and an advanced search for images made available under a

Creative Commons licence. I'll then explore further to find groups, discussions and experts in different areas – Flickr is a great social media tool based on images, but it's much more than that.

As well as being a useful image search engine your own images can easily be embedded on webpages, in blog posts, linked to via Twitter and so on. Flickr badges can display the most recent photographs in an account and if placed on a webpage/blog etc. can provide searchers with an easy way to find more information about your organisation. There are also many different resources such as BigHugeLabs (<http://bighugelabs.com/>) which let you do interesting things with your images; posters, mosaics, jigsaws and so on.

Collaborative tools

There are plenty of times when you want to produce content in conjunction with colleagues in other companies, in which case a wiki may be what is required. Link from your site to a wiki and back in order to give people an opportunity to add their own content, or simply to read what others have written. The advantage given by a wiki is simplicity – users can create webpages with embedded content without having to learn HTML. The content can be updated real time, without waiting for content to be added by a technical support person.

Equally it's always worth looking for wikis to see if there are any that cover the area of interest that you have; the Library Success (A best practices wiki) at <http://www.libsuccess.org/> is a good example of how librarians are collaborating with colleagues to provide a 'one-stop' shop for ideas and information for each other. Next time you need to research something, see if there's a wiki for it.

Social networking

With 450 million users it's hard to ignore Facebook, although many people are trying their best to! Although blocked in many workplaces, Facebook is a good resource to use to search for current trends, and although I wouldn't necessarily trust the content in detail it's often a good starting place. It's also another opportunity to market what the library or organisation is doing, by creating fan pages or a group, posting content, updates and interacting with users. Edinburgh City Libraries fan page at <http://bit.ly/bWclhS> is vibrant, interesting, continually updated and pulls in content from their other resources, such as their Flickr site.

Multimedia

YouTube is the second largest search engine in the world behind Google, in terms of the number of searches run per month. It's a great place to get practical 'how to' advice, but also a resource to use in order to publish your own. Library inductions, how to use library resources, introductions to staff, subject areas, all of these can be done quickly and easily now. With the ease of capturing video via the many devices now on the market, this is an obvious tool to use. Alternatively, creating podcasts or using other audio resources such as Voxopop at <http://bit.ly/ccf5uj> allows people to quickly and easily collaborate. These tools can produce content which can then be embedded elsewhere, or added into other third party resources such as Animoto (<http://www.animoto.com>) or Slideshare (<http://www.slideshare.net>) to mix and mash data together in new and interesting ways.

Home or Start Pages

A home or start page is the page that comes up when you start your browser – your company home page perhaps, or Google's search page. There is a particular type of resource that allows you to create your own start page – almost a personal portal onto the Internet if you will. Netvibes (<http://www.netvibes.com>) is a nice example of this – add widgets that allow you to check email, run searches without leaving the site, check the news from major broadcasters or publishers, read RSS feeds and so on. Because all the data comes directly to you a start page saves a lot of time, and because you're using it via the website and not downloading anything you can read it wherever you are. Perhaps even more importantly, Netvibes allows you to produce pages that are public facing and which can be instantly updated, embedding content from many other resources. Dublin City Libraries Netvibes pages at <http://www.netvibes.com/dublincitypubliclibraries#Home> is a lovely example of the way in which data can be pulled together from multiple sources.

Summary

While webpages and websites are still absolutely essential, and can act as an 'anchor' for any organisation they are far less flexible and consequently less important in comparison to many of the other tools that are available. Similarly, when looking for information it's important to increasingly remember to check many more sites for content; just using Google isn't really an option any longer (was it ever?) and searchers need to cast their nets much wider. Which makes for a much more interesting time!

Online

Joy Cadwallader, Aberystwyth University (Aberystwyth Online User Group)

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

EDINA

<http://edina.ac.uk/landlifeleisure/>

Updates to Land, Life and Leisure, the weekly digest of news and resources for the study of agriculture, rural life, tourism and the environment will end in August 2010, following a decision made “regrettably” after consultation. Document delivery will end, however the 20 year archive will become freely available until at least August 2011 and subscribers to EDINA CAB Abstracts will still be able to cross search both products. EDINA welcomes suggestions for alternative, sustainable delivery models.

Google

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

The decision on the Google books lawsuit settlement has been delayed again. Judge Chin listened to a range of opinions (5 for the settlement/18 against) at a “fairness” hearing on February 18th. Meanwhile ResourceShelf (<http://www.resourceshelf.com>) have spotted this article in *The Chronicle* (<http://chronicle.com/article/Google-Starts-Grant-Program/64891/>) reporting that Google have approached “select” academics with offers of \$50,000 to create a, “collaborative research program to explore the digital humanities using the Google Books corpus”. They also report that Google have eight disciplines in mind: literature, linguistics, history, classics, philosophy, sociology, archaeology, and anthropology. There is a deadline of April 15th for submissions, but details are not available on the Google website.

NAMTEC

<http://www.mi-21.com/>

MI-21 (Metals Information for the 21st Century) is a database of more than 50,000 of metals and related consumables, built from data in the World Metal Index (WMI) and TWI (The Welding Institute). MI-21 allows subscribers to identify ferrous and non-ferrous metals for use in new structures and repairs, to compare products by individual elements/properties, and includes both old and new products and standards. The consumables service a range of

processes including welding, brazing, soldering, spraying and surfacing. Trial access is available. Established in 2002, NAMTEC (the National Metals Technology Centre) is, “a knowledge transfer organisation to provide technical information and advice to metals and metals manufacturing companies across the UK”.

News Corporation

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

The Times newspaper has announced that their online newspaper is to become a subscription-only service. From early May subscribers will be charged £2 a week for access to *The Times* and *Sunday Times* online. A 24-hour pass will also be available for £1. This follows an announcement in January from the *New York Times* that in 2011 they will introduce a threshold number of articles per month; readers wanting to read more will need to pay. These are just two directions taken by major international newspapers to make money from their previously free online content in an attempt to increase declining revenues from their printed papers, and the progress of these strategies will be closely monitored. *The Times* is owned by News International, a subsidiary of News Corporation, founded by chairman and CEO Rupert Murdoch.

OCLC

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

OCLC have sold NetLibrary to EBSCO along with rights to license a selection of databases owned by other publishers which OCLC currently provide via FirstSearch. NetLibrary ebooks and eAudiobooks will be available via NetLibrary and the EBSCOhost platforms, and titles will continue to be indexed in WorldCat. The OCLC press release assures libraries that access to the NetLibrary titles they have purchased is secured in an agreement with EBSCO. It also includes this quote from OCLC president and CEO Jay Jordan, “We are focusing our resources and investments on WorldCat services and on building a range of new Web-scale services for libraries”. In a further move indicating OCLC’s move away from the role of hosting and selling other publisher’s content, OCLC have announced that they will be working with H.W. Wilson towards the transition of library subscriptions for H.W. Wilson databases in FirstSearch to the WilsonWeb platform over the next 16 months.

OUP

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

The latest version of the *Oxford Dictionary of English* (not the same as the *Oxford English Dictionary*) is available with free access to the online version.

Oxford Scholarship Online has been enhanced by 500 pre-2008 e-book titles with a further 110 pre-2008 to be added in April, and 199 new titles added in February. Subscribers can also download new MARC21 records for all titles.

Reed Elsevier

<http://www.reed-elsevier.com/>

Lexis for Microsoft Office is a new service whereby LexisNexis subscribers can make use of Search, Background and Suggest buttons in MS Office applications to call up information direct from LexisNexis, to be displayed in a window to the side of the document in use. Lexis for Microsoft Office is scheduled for launch for Microsoft Office 2007 in spring 2010, and will be available with Microsoft Office 2010.

UKSG

<http://www.uksg.org/serials#handbook>

On March 8th the UKSG reported new and updated content for their E-Resources Management Handbook: six new chapters (making 27 chapters in total) and two updated chapters. The new chapters are Peer review, E-resource management and the Semantic Web, and COUNTER (which are “overviews of publishing technologies and processes”); and “How to survive as a new serialist: A beginner's guide to working with vendors” and “cancellation workflow” (which were originally published as “NASI guides” from NASI North American Serials Interest Group and which are claimed to “provide really practical support”). The two updated chapters are “New resource discovery mechanisms” and “Usage statistics and online behaviour”.

Thomson Reuters

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

Available to US WestLaw subscribers now, WestLawNext is the “largest product launch from Thomson Reuters, Legal in more than a decade” (from their press release). WestLawNext includes the new search engine WestSearch which provides natural language (and Boolean) searching across the whole database, search results including treatises and secondary materials, refining tools, ranking by relevance, full case history (keycite), a store of your last year's searching history and customising tools. These details and more available in Robert Ambrogi's blog: <http://www.legaline.com/2010/01/first-look-at-westlawnext.html>. Customers should expect to pay more for the new platform.

Intranets

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

A month in the life of an intranet consultant

Monday 1 March

I arrive in Copenhagen, the venue for the IntraTeam Event. (www.intrateam.com) Three days of workshops and presentations on intranets, and always some excellent networking opportunities. Late in the evening I find that one of the workshop presenters has not been able to come, and so my workshop on collaboration on Tuesday has grown from 25 to over 60. I spend much of the night revising the slides and indeed the overall approach.

Tuesday 2 March

Lots of police around the hotel. Tragically it turns out that a Norwegian stewardess has been brutally murdered in the hotel overnight. Many delegates are being interviewed. My workshop in the afternoon goes well but is more of a lecture than I would like it to be. One of the outcomes is a list of success factors for collaboration

- Support from T-shaped managers, who have department 'depth' but also a breadth of experience and reputation across the organisation
- The goal must be well defined, and measurable
- The goal must be one that people feel passionately about
- There has to be a common commitment
- Members of the team must trust the others
- Good collaboration starts with good information
- Recognise that collaboration is a skill
- The technology is fit for purpose

The concept of the T-shaped manager comes from *Collaboration* by Morten Hansen (Harvard Business School Press), which is probably one of the best books yet written on the subject. T-shaped managers have a depth of knowledge their own department but are also very aware

of what is going on in other departments and work on establishing good networks that their staff can then capitalise on.

Wednesday/Thursday 3/4 March

The conference opens with a stunning presentation by Jane McConnell (www.netjmc.net) about what makes a good intranet, and what the future holds for intranets. This theme of futurology is taken up by James Robertson (Step Two Designs) looking at 2015 and a paper from me on intranets in 2012. Many other excellent papers, and overall a very good conference. So consider attending next year. The only problem with attending conferences is that business has to go on, and so some late nights are required to respond to clients and prospects.

Saturday 6 March – Monday 8 March

Working over the weekend! I'm on my way to a Royal Society of Chemistry Editorial Board Conference in Brussels. A weekend of workshops, including one on social media. There are many specialised social media applications for chemists. However most of those attending (members of the Editorial Boards of RSC journals) are professors, and it was interesting to see how few used any form of social media. They already have well established networks, and use email to stay in contact.

Tuesday 9 March – Wednesday 10 March

Off to Paris with James Robertson. We are taking part in a NetStrategyJMC Breakfast Meeting, which starts at 9 and ends at 12.30. Some breakfast! Around 40 major French companies are present to hear an excellent keynote from Florence Devouard, President of the Wikipedia Foundation http://en.wikipedia.org/wiki/Florence_Devouard. Her subject was effective collaboration, and made the point that connections and conversations are just as important as the act of collaboration itself. James Robertson spoke about the Intranet Innovation Awards. Entries are now open for the 2010 awards, and you can find details at <http://www.steptwo.com.au/iia>.

Thursday 11 March

Back in London, and hosting a lunch for a group of intranet consultants, including James Robertson. A very lively discussion about how to undertake intranet assignments, and also about whether intranet maturity roadmaps have any value. No clear viewpoint emerged on that topic.

Monday 15 March – Thursday 18 March

I am very proud to be a Visiting Professor at the Department of Information Studies at the University of Sheffield, and this is a week in which I work with students in the first two years of undergraduate studies in information management, and also lecture to students on the MSc courses. This is always highly enjoyable, and I get questions that my clients would not ask. That makes me think carefully about some of the views I have on intranets and intranet technology. It is quite a challenge talking to undergraduates about intranets because most of them will only have seen the University intranet, about which my lips are sealed.

Monday 22 March – Friday 26 March

A mixture of writing some more chapters of *The Intranet Governance Handbook*, which is due to be published by Facet Publishing in the Autumn, and continuing to work on a project developing a 2010-2015 intranet strategy for a major European company in the high-technology business.

Monday 29 March

I tend to think that most companies will by now have some form of intranet. However today I had a meeting with a UK company with offices in around 70 countries which has managed to survive the recession well without an intranet. However various business problems are now arising which could be largely solved by installing an intranet. This is probably going to be my first 'Build an Intranet' project in ten years of consulting.

Tuesday 30 March

Time to write my *Elucidate* column, and to review a paper submitted to the *International Journal of Information Management* on information governance. The concept of information governance is slowly developing, and I suspect that it will become more visible in the course of this year as companies begin to realise that they have information management problems, but using the term information governance links into compliance and regulatory requirements which could help to put in place some much needed internal policies on how best to manage information. Keep a track of this discussion in the months ahead. It could offer new opportunities to for UKeiG members to make a significant contribution to their organisations.

Reference Management

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

Symposium on referencing

Quality referencing is key to the success of anyone gathering information and yet is an area many users – whether students or staff – often find perplexing. Imagine then how difficult it must be if English is not your first language or you are from a culture that is less concerned with the issues of academic writing. If you deal with international students and academic writing you will find like-minded professionals at the Symposium scheduled for 9th June in Bradford. It is organised by Colin Neville, and funded by the LearnHigher and WriteNow Centres of excellence in Teaching and Learning. It promises to be a symposium that will encourage discussion of the issues and a sharing of experiences, and will be a must for anyone who works in this area. Further details from

<http://www.learnhigher.ac.uk/learningareas/referencing/international-students-referencing>

Book on referencing and avoiding plagiarism

Aside from organising the Symposium Colin has revised his popular “The complete guide to referencing and avoiding plagiarism” which now includes sections on dealing with international student concerns on referencing and plagiarism. A review of the book can be found later on in *Elucidate*.

Reference software update

Owl document repository is a multiuser knowledge-based system, written in PHP for publishing files and documents on the Web. It allows Microsoft PowerPoint indexing of documents, custom document types and an integrated search tool. You can also upload multiple files at the same time and have file expiry dates where files can be removed on those dates. A useful way of keeping track of full text documents for referencing. Further details from <http://owl.anytimecomm.com/>.

Knowledge Tree is a content management programme which is available on open source and helps in version control of documents so that you reference the most appropriate item. It also helps in reducing paper – a worthwhile option ☺. Further details at www.ktmds.com/.

ResourceMate offers a two-minute challenge to see if this product will help with managing your references. Primarily a cataloguing and circulation system, it has some features to enable it to be a useful reference tool if your collection is on the large side. Of particular note is allowing users to help the librarians from their home computers and have their work merged into the main computer. A useful feature if your organisation runs with volunteers.

Further details from <http://www.resourcemate.com/>.

Endnote and Reference Manager

Adept Scientific, main providers of training to these two software packages, is hitting the road and taking the training up to Scotland. Given recent strikes in the air and on the rail this is a useful development to ensure you get the most out of these products.

http://www.adeptscience.co.uk/media_room/2010/03/26/calling-all-endnote-reference-manager-users-in-scotland/

The APA 6th Edition Style update is now available for Reference Manager versions 8-12, to ensure citations follow the latest formatting requirements of the American Psychological Association. You can download the new files from

<http://www.refman.com/rmapa6th.asp>.

2Collab and Mendeley

Some may have already heard the news that [2collab](#), a product of Elsevier, is no longer accepting new users. A reading list alternative for these users could be Mendeley which provides an opt-in transfer of any 2collab public library folders.

Further details from <http://www.mendeley.com/blog/press-release/2collab-users-can-now-import-their-libraries-into-mendeley/>

Factsheets on referencing

The ever popular factsheets on referencing and reference software have now been updated and you will find them on the UKeig website. Feel free to circulate them as you see fit.

Public Sector News

Jane Inman, Customer and Communications Manager, Environment and Economy, Warwickshire County Council
[\(\[janeinman@warwickshire.gov.uk\]\(mailto:janeinman@warwickshire.gov.uk\)\)](mailto:janeinman@warwickshire.gov.uk)

More open data...

In the last issue of *Elucidate* the move to open data with the launch of data.gov.uk and londondata.gov.uk was covered, and this continues with the release this month of the promised free mapping from Ordnance Survey. A range of Ordnance Survey data is to be free from 1 April 2010.

My interpretation of what is freely available in 'Ordnance Survey Free', which is a package of products free at the point of use, without restrictions on re-use, is:

- OS Street View (a 1:10 000 scale raster product)
- OS VectorMap District
- 1:50 000 Scale Gazetteer
- 1:250 000 Scale Colour Raster
- Miniscale (a 1:1,000,000 scale raster product)
- Code-Point Open provides accurate
- locations for 1.7 million postcodes in England, Scotland and Wales.
- Boundary-Line
- Meridian2
- Strategi

The public sector has been promised a centrally-funded Public Sector Mapping Agreement by 1 April 2011. This would make Ordnance Survey products, including high specification OS MasterMap, free at the point of use for public-sector bodies, and subject to no limits on re-use when used internally within the public sector for public sector activities. This would cover all the definitive national datasets that the public sector needs to provide vital and valuable services to the public.

You can read the government's response to the consultation at:

www.communities.gov.uk/documents/corporate/pdf/1528263.pdf

The Audit Commission have added their voice to the debate about releasing data, and is encouraging discussion about what information the public might be attracted to use. However, it expresses concern about whether or not the data can be trusted; but perhaps putting it out in the public domain will be a way of having it challenged, corrected and refined. www.audit-commission.gov.uk/nationalstudies/localgov/thetruthisoutthere/pages/default.aspx

Progress on Transformational Government

It is reported that Directgov, the government's flagship site and focus for citizen information, is now receiving 20 million hits a month. The development of the site is linked to a planned closure of other government websites under the *Transformational Government* initiative. It is anticipated that the work of closing down sites will be 95% complete by the end of the year.

Local Government websites

Sadly for those of us working in local government, research by Webcredible has identified websites in this sector as the most difficult to use. This is largely about navigation. This statistic must improve, as figures from Lightspeed Research show that 86% of the people surveyed had used the Internet to access local council or government information, and 91% thought that extending the information and services available on the Web was a good use of public funds. Certainly as budgets tighten in the public sector, more dependence will be placed on Web technologies to deliver the information and access to services that local authorities must make available to their citizens.

One authority (my own!) Warwickshire County Council is confident it is the first authority to launch an iPhone app of its website. It can be downloaded from

www.warwickshire.gov.uk/iphone.

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

ERM's Knowledge Sharing Platform

UKeiG Intranets Forum, 26 February 2010

Angela Cleaver, Maitland

The latest Intranets Forum meeting was held at the offices of Environmental Resources Management (ERM) in St Mary Axe, EC3, overlooking the famous Gherkin building. About 25 UKeiG members attended to learn more about ERM's Knowledge Sharing Platform, which was recognised as one of the world's top ten best intranets in a 2009 survey by Nielsen Norman Group.

To put the intranet in context, we learnt that ERM is a leading global provider of environmental, health and safety, risk, and social consulting services, and has 137 offices in 39 countries, employing approximately 3,300 staff. Dr Bonnie Cheuk, our host, is responsible for knowledge management, internal communications, the intranet and the ERM website.

When she joined four years ago, she made the decision to rebrand 'knowledge management' as 'knowledge sharing'. This was later redefined as 'knowledge sharing and communications' and shows how ERM is placing increasing emphasis on promoting real dialogue and two-way communication.

ERM wants every consultant to be able to tap into the expertise of others and find relevant information and documents quickly, so that they can provide the best advice for their clients and grow their careers. That is what the intranet does. It was created in Sharepoint 2007 and uses mostly out-of-the-box features. It replaces Lotus Notes, which was in use prior to this but without any real governance.

MINERVA is managed by an intranet team of five, and Bonnie introduced us to two of them at the start of the session. They support the 200 site managers (who have other roles in addition to looking after their intranet sites) spread throughout the firm. The name MINERVA was chosen by staff in a vote.

After giving us the general background, Bonnie took us on a live tour around MINERVA, which really is an award winning intranet incorporating so many interesting features. Topics that stood out for me included:

1. Urgent requests

This appears at the bottom of the home page and is where anyone in the firm can post a question. ERM staff have always been happy to share information with their colleagues but often didn't know when help was required. This feature solves that, and we could see that many responses had been submitted.

Service-line metadata are added to the question, so that it also appears on the service area page, along with a status tag showing whether the question is still active or has been resolved.

2. Safety Zone

Safety is an important part of ERM's work and every meeting starts with a 'safety moment'. Likewise on MINERVA, every week a different colleague shares a safety moment. This is done via a blog, and allows others to add their comments.

3. Staff profiles

All postings include a link to the profile of the submitter fed from Active Directory. Staff can also add further information about themselves. Following a campaign run with the support of management the original completion rate of 35% rose to 100%!

4. Statistical analysis

The most popular blogs and top pages are announced at regular intervals.

At the other end of the spectrum, a site closure process is started for those sites with few visitors.

Search queries are analysed to see if they bring back the right sites, and Best Bets are created where necessary.

5. Strategy Development Process

This, for me, was really impressive and shows how MINERVA slots in at the heart of ERM. In September 2009 a new Strategy Development Process started, which included a new interactive intranet site storing all the relevant information. Five channels for knowledge sharing were set up:

- a) Global office face-to-face meetings were held to inform staff about the process and introduce the various methods by which they could add their views. A Flickr-type photo library was set up so that staff could upload any photos they had taken during these meetings.

- b) A “Tell us your insights forum” was created and each week the results were summarised for the business leaders.
- c) An internal “ERM Tweet” application was set up which proved very popular. It resembled Twitter to such an extent that one colleague wanted to know why he couldn’t find it on the real thing!
- d) A telephone hotline enabled staff to dial in and leave a message (anonymously if desired) which was then transcribed and posted on the “Tell us your insights forum”.
- e) Anyone wanting to submit their views anonymously could email a confidential mailbox which only Bonnie could access – so it was not therefore completely anonymous!

Once all the insights had been gathered together, a “CEO Jam” (radio broadcast) was organised, where senior leaders shared what they had learnt so far and staff could call in with further insights. A queuing system operated for asking questions, and staff could also post a question online, although callers by phone had priority.

50 senior leaders then attended a strategy meeting to review and share their own ideas. From the start it was made clear that they would not be able to take on board all staff insights, but they would be able to focus on issues that were important to staff, and consider those they had not considered previously.

The effort put into ensuring that staff had a variety of opportunities to participate, and to do so in the format that most suited them really impressed me. Over 3,100 staff members (from a total of 3,300!) submitted ideas, and these were consolidated into 400 insights.

Plans for the future include upgrading MINERVA to Sharepoint 2010 and at the same time reviewing the current metadata to improve performance. It was interesting to learn that one of the intranet team has a PhD in metadata management – another indication of how serious ERM is about making sure the knowledge sharing process is as effective as possible.

The whole session was very lively and interactive, and Bonnie was a very knowledgeable and engaging presenter, answering a variety of questions relating to metadata, the support given to site managers and intranet governance. I went home bubbling with ideas and inspired by what can be done with the support of senior management and the right team, and I am sure I was not alone.

Bonnie has written an article on knowledge sharing at ERM – see ‘Innovation Co-Creation’ by Bonnie Cheuk (*Inside Knowledge*, February 2010, pp14-18)

Current Awareness

Column editor: Clare Sinclair

Do you feel news from the world of information passes you by? That you can't keep up with the rapidly-changing e-publishing sector? Don't worry – we have solved the problem for you. This column is created by a team of information specialists based both in the US and the UK. They check a range of leading periodicals to make sure you are kept informed about the latest developments of relevance from them. Subjects covered include e-publishing, information access and retrieval, electronic publishing, preservation and virtual libraries.

Digitisation Projects/Preservation

John, Jeremy L., Ian Rowlands, and Peter Williams, et al. [Digital Lives: Personal Digital Archives for the 21st century. An initial synthesis](http://lists.webjunction.org/currentcites/2010/cc10.21.3.html)<http://lists.webjunction.org/currentcites/2010/cc10.21.3.html> London: British Library, 03 March 2010. (<http://britishlibrary.typepad.co.uk/files/digital-lives-synthesis02-1.pdf>). – As more and more of life becomes digital, the challenge of how to preserve our personal archives for the future becomes of greater interest. The *New York Times*, for example, recently addressed the issue in an [article](#) focusing on Emory's efforts to preserve Salman Rushdie's computer files. The Digital Lives project, coordinated by the British Library, has been exploring the technical, ethical, and cultural issues in acquiring and preserving personal digital archives. This 260-page report is a "beta" release of their findings, and will be mandatory reading for anyone interested in the subject (along with Matthew Kirschenbaum's recent report on *Approaches to Managing and Collecting Born-Digital Literary Materials for Scholarly Use*). Especially useful is the report's discussion of and support for computer forensics as an essential tool in data curation. – PH*

PARS Task Force on Audio Preservation Metadata, and MLA BCC Metadata Subcommittee. [Metadata Standards and Guidelines Relevant to Digital Audio](http://www.ala.org/ala/mgrps/divs/alcts/resources/preserv/audio_metadata.pdf) *Association for Library Collections and Technical Services* (Feb 2010) (http://www.ala.org/ala/mgrps/divs/alcts/resources/preserv/audio_metadata.pdf) – In keeping with their mission of applying new technologies to assure continued access to library collections, the Preservation and Reformatting Section (PARS) of the Association for Library Collections and Technical Services (ALCTS) has published a new document: "Metadata

Standards and Guidelines Relevant to Digital Audio". This easy-to-read chart provides a quick overview of metadata standards and guidelines for digital audio projects, including links to standards documentation and examples. The chart is arranged by metadata type, including descriptive, technical, and administrative metadata standards. By creating rich metadata for digitized audio files, libraries can manage and preserve their files for the future. Some of the standards in the document are applicable to other digitized files and collections. The chart was developed by the PARS Section Task Force on Audio Preservation Metadata in cooperation with the Music Library Association Bibliographic Control Committee Metadata Subcommittee. – KC*

E-Publishing/Legal Issues

Adema, Janneke. [Overview of Open Access Models for eBooks in the Humanities and Social Sciences](http://lists.webjunction.org/currentcites/2010/cc10.21.3.html)<http://lists.webjunction.org/currentcites/2010/cc10.21.3.html> Amsterdam: Open Access Publishing in European Networks, 2010. (<http://www.oapen.org/images/OpenAccessModels.pdf>). – With existing humanities and social sciences print book publishing efforts on the verge of collapse, there is a critical need to examine new models that will allow the continued publication of specialized, low-sales-volume books in these areas of study. This report uses case studies to examine eight emerging models for open-access publishing of e-books that show promise for the humanities and social sciences. The open-access models are: commercial publishers (e.g., Bloomsbury Academic), presses established by academies and research councils (e.g., The National Academies Press), presses established by libraries (e.g., Sydney University Press), library-press partnerships (e.g., University of Michigan Press), university presses (e.g., Rice University Press), presses established by academics (e.g., Open Humanities Press), press-commercial publisher partnerships (e.g., TU Ilmenau Press), and other publishing models and experiments (e.g., MediaCommons Press). In the conclusion, the author states: "In general, although there are many experiments going on at this time, it is still too early to say which publishing and business models will emerge in the open-access book-publishing world as the most viable. Perhaps a combination of funding and subsidies, resource sharing, efficiencies through economies of scale and collaboration, print sales and services, along with free content, will prove to be the most successful. In this respect, publishers may eventually become 'producers,' combining different sources of revenue and funding into a break-even model. But, just as monograph publishing has generally become unsustainable in a print world without some form of subsidies, it seems that open-access monographs will also require additional funding." – CB*

McSherry, Corynne, and Cindy Cohn. [Digital Books and Your Rights: A Checklist for Readers](https://www.eff.org/files/eff-digital-books.pdf) *Electronic Frontier Foundation* (February 2010) (<https://www.eff.org/files/eff-digital-books.pdf>). – In a new white paper, the Electronic Frontier Foundation (EFF) encourages

readers to understand their rights when purchasing and using digital books. It gives readers questions to ask, and why these questions are important. Topics include privacy, licensing and ownership, digital rights management (DRM), censorship, and compatibility. The white paper introduces readers to the concepts of the first sale doctrine, the ways companies can track (and share) your reading habits, and the open EPUB format. A must read for libraries and readers alike. – KC*

Schiller, Kurt. **A happy medium: ebooks, licensing and DRM**, *Information Today*, 27 (2) (February 2010): 1, 42, 44 – This article discusses some of the issues facing ebook users and information professionals who provide them for customers. It gives some real examples of where licensing and copyright issues have impacted on how people can “own” ebooks and how some DRM solutions may be subverting established practice. -MDS

Information Management

Foster, Allan. **The boss just said ‘do more with less!’: The Business Information Survey 2010**, *Business Information Review*, 27 (1) (March 2010): 8-26 – Some very interesting results from the 20th Business Information Survey, carried out in the UK. The qualitative approach (in-depth interviews with information managers) works well, and the comments from the interviewees presents a mixed picture for both business information users and providers. Although the survey points to signs of some recovery in this marketplace, the overall conclusion seems to be that the hard times will be with us for quite a while, and cost cutting and greater accountability will permeate information services. – MDS

Information Retrieval

Jacsó, Péter. [Metadata mega mess in Google Scholar](http://emeraldinsight.com/10.1108/14684521011024191) *Online Information Review* 34(1)(2010): 175-191. (<http://emeraldinsight.com/10.1108/14684521011024191>). – Google Scholar has many uses but "bibliometric" searches, say, by name of author or journal is not one of them. In fact, in this strongly argued piece, authors are routinely "robbed" of credit because chapter headings, journal names and even menu settings are misidentified as content creators. The parsers doing this are "under-educated" and most problems originate from "a mix of incompetence, carelessness and reckless negligence in essential quality control tests". Reading this litany, it's hard to understand why the company that gave us Wave and Buzz can't do a better job with structured data. That said, it's also hard to see why anyone would use it for "bibliometric" searches in the first place. – LRK*

Knowledge Management/Social Networking

Grensing-Pophal, Lin. **The new social media guidelines**, *Information Today*, 27 (3) (March 2010): 1, 46-47 – Useful article for anyone who is thinking about whether their organisation needs a policy for staff use of social media. This is a fairly controversial area, with conflicting advice from social media advocates and legal advisers. The article offers suggestions for where a formal policy may be appropriate and what it might cover. – MDS

Virtual Libraries

Mitchell, Erik. [Using Cloud Services for Library IT Infrastructure](http://journal.code4lib.org/articles/2510) *Code4Lib Journal* (9)(22 March 2010)(<http://journal.code4lib.org/articles/2510>). – The hype around "cloud computing" has been off the charts lately, and yet there is a dearth of actual experience with this strategy for meeting library information technology needs. Therefore, this piece on one library's use of cloud computing platforms is well worth reading. Mitchell begins with a well-done brief overview of cloud computing strategies and some specific examples focused on the library market. He follows with a case study of his own library, and the various ways they are using cloud-based services – including Amazon's EC2 service. The bottom line? "Placing our applications on IaaS [infrastructure as a service] platforms provided us with a flexibility which we had not previously enjoyed with local servers. As a result, the library has been positioned to be more responsive to new developments in the coming years." – RT*

Web/Intranet Design

Vandenbark, R. Todd. [Tending a Wild Garden: Library Web Design for Persons with Disabilities](http://ezp.lndlibrary.org/login?url=http://search.ebscohost.com/login.aspx?direct=true&db=aph&AN=48049875&site=ehost-live) *Information Technology and Libraries* 29(1)(March 2010): 23-29. (<http://ezp.lndlibrary.org/login?url=http://search.ebscohost.com/login.aspx?direct=true&db=aph&AN=48049875&site=ehost-live>). – This article provides an overview of guidelines for creating a website accessible to patrons with disabilities. The author breaks down the major requirements of Section 508 (added to the 1973 Rehabilitation Act in 1998), which requires local and state government agencies to provide accessible versions of all materials on their website. The guidelines include instruction on ensuring that there are alternative means of accessing all of the non-text portions of a page – descriptions of images, transcripts of videos, and the like – as well as other concerns for patrons with a variety of disabilities. After discussing these regulations, the author makes suggestions of how library webmasters can begin to implement them. These include starting out by trying to access the existing site using a variety of assistive technologies, to understand better what works and what doesn't. The author also points out the benefits of fully-accessible sites: they are easier to use for all patrons, and easier for the webmaster to maintain. The author notes it is generally easier to build an accessible website from scratch rather than retrofit an existing site. This article is a great introduction to the topic for a new library webmaster, or anyone who needs a quick refresher on the main requirements of Section 508. – AC*

** 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/>*

Contributors to Current Cites:

Charles W. Bailey, Jr., Keri Cascio, Alison Cody, Susan Gibbons, Peter Hirtle, Leo Robert Klein, Karen G. Schneider, Roy Tennant

Other contributors:

Andrew Brown, Virginia Havergal, Martin de Saulles, Carrie Sherlock, Ann Smith, Matt Treadwell; Donald Tait; Nina Whitcombe

Book Reviews

Making Knowledge Visible

Orna, Elizabeth. *Making Knowledge Visible: Communicating Knowledge through Information products*. Gower, 2005.

The act of communicating knowledge, or stored experience, Orna asserts, is the act of making it visible, of creating information. Orna sets out to discuss, in a sometimes pragmatic book, the creation and dissemination of information products, which consist of any information and a container (a container is the medium of the message, e.g. speech, print, graphics, moving images, etc). She puts forth a firm rationale for why a book on information products is warranted – other similar books have ignored how information gets from one person to another in favour of focusing on how to best tag, categorise or index said information.

The central argument of *Making Knowledge Visible* is that we should recognize information products (referred to as IPs throughout) as essential elements of what an organization does. Therefore they should (1) become a major part of knowledge management (KM) initiatives, and (2) be properly resourced and (3) be included in an organisation's strategic objectives. If I consider those organizations at which I have worked, I believe that information products are created by many – and these range from a clinical topic summary, to an all-users email, to a press release. Two observations are: we do not normally refer to these things as 'information products', and these items receive differing amounts of scrutiny before dissemination. Orna focuses on information products that are obviously products, for example, the information sheet that comes with a packet of pills, the instruction for a lawnmower, a published work, as well as other deliberate, choreographed internal sources of knowledge. This clearly does not jive with her very inclusive definition and she needed to make it clear she was limiting her discussion to typical sources of information.

I found resonances in the section on information culture (Ch. 3) and its impact on information products. An over-emphasis on the role of IT and an undervaluing of information content and management are precursors to information product detriment, and this is something we have probably all observed.

A typo in the title of chapter four, 'The value that IPs add (*add* subtract)' adds more confusion to a chapter that is a little vague to begin with. At times, and this is evident here in chapter four, *Making Knowledge Visible* feels like a collection of quotations from Orna's colleagues; some are interesting and others add little. Perhaps because her scope is so general, concerning all types of information exchange in all organizations, the quotations can feel very

out of context. One such quotation, for example, compares asking a printer to create the design of a leaflet, to asking a drug company to cover all of a person's medical needs, without going to a doctor; this seems interesting enough, but it leaves me scratching my head. This book is clearly not a critique of the printing industry. Nor is the quotation worked into the meat of Orna's argument. This isn't the right showcase for it.

A section focusing on how IPs can subtract value is quite interesting: it explains how the murderer Ian Huntley, was hired as a caretaker because of an omission of previous violent crimes in his police records.

Some readers may find details about how to conduct an information audit (Chapter 9) helpful. 'Chapter 10: Making a start' is a fairly practical list of symptoms that should prompt remedial action, such as information products that "give trouble to a large proportion of users"; it is basically telling us to listen to the complaints about our IPs.

While it perhaps falls a bit short of its intended scope and breadth, *Making Knowledge Visible* is certainly quite skimmable and probably quite helpful to those who are new to knowledge and information management. If I could sum up this book in one sentence, it would be: all information products "should benefit from the combined application of three kinds of professional activity: information technology, information design, and information management" (p.105) – in ascending order of importance, right?

Danielle Worster is a freelance information specialist based in London. She has previously worked with the BMJ, NICE and the University of Ottawa.

The Complete Guide to Referencing and Avoiding Plagiarism

Colin Neville: *The Complete Guide to Referencing and Avoiding Plagiarism*, Open University Press, Feb 2010, 288pp. Price £18.99 (paperback only)

This is the second edition of a guide, first published in 2007, from the Open University Press Study Skills series, and it still deserves its place as a staple of library collections and student reading lists.

Packed with helpful advice, it is however more than just a “how to” manual. The opening chapters acknowledge that many students find the business of referencing burdensome and confusing. The results of a research project on student perceptions of referencing are used to set the tone of the book, using quotes from students to introduce each chapter and main topic, and using examples of difficulties and frustrations to guide readers to relevant sections.

The practical guidance is well organised:

Chapters 1-3 outline the “what”, “why” and “when” of referencing, and these are reinforced by the FAQs in Chapter 7. A wide range of queries and misconceptions is dealt with concisely, sympathetically, and helpfully.

Chapter 4 looks at plagiarism, copying and pasting, and paraphrasing, and is later balanced by Chapter 8, which gives tips for students to find their own voice and express their own ideas.

Chapters 5 and 6 outline the principal referencing style groups, with examples of the most common schemes in use. They are complemented by many examples of referencing for a variety of common and uncommon sources in Chapter 9.

The guide is aimed at students writing essays and assignments. It is written (at times almost too much) in sympathy with the reluctant student, for example, addressing the fear of being accused of plagiarism more than it stresses good research practice and skills development. But, this approach, together with the author’s heartfelt complaint against the plethora of variations in citation styles and lack of absolute standards, does help to win the sympathy of the reader.

As a practical handbook, it is easy to use, particularly the wealth of practical examples in Chapter 9. This section could benefit from more thorough indexing, e.g., the index entry for dissertations directs the reader only to the section on referencing electronic sources, whereas dissertations are also covered elsewhere in detail, in their traditional format.

The guide will be a great source of material for librarians or others teaching referencing and good academic practice, particularly the sections on student perceptions, and the FAQs. For completeness, I would like to have seen more pointers on the use of reference management software and more discussion of differences in referencing practice between subject disciplines.

The essential message about referencing is what librarians and lecturers have been teaching since the beginning of time, namely: get yourself organised, be methodical, spend a little time and effort getting things right from the beginning, and you'll save yourself time and aggravation in the end. One can't help wondering whether students in a hurry will take the time to read beyond the practical reference sections of this book and learn this valuable lesson.

Jill Russell

Library Services, University of Birmingham

Books of Interest

Here are some book titles that UKeig members might be of interest. 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). A copy of the book is provided free for you to review.

New releases from Facet

Facet Publishing, the commercial publishing and bookselling arm of the Chartered Institute of Library and Information Professionals, are pleased to launch its [2010 catalogue](#). The complete listing of practical, authoritative and topical books features over 50 new titles, which together cover a broad reach of LIS developments and highlight the challenges faced by library and information services in the digital age.

Whether you require a good understanding of the increasingly complex legal and regulatory framework that applies to information work, are a cataloguer with a responsibility for ensuring a smooth transition to Resource Description and Access (RDA), or are a publisher concerned with the evolving trends and behaviours in academic libraries, Facet's new 2010 programme provides dynamic, relevant and up-to-date content for you.

Titles cover subjects ranging from archives and records management, to cataloguing and classification, knowledge and information management and the latest Web 2.0 technologies. One 2010 highlight is [E-books in Libraries: a practical guide](#) by Kate Price and Virginia Havergal, which provides a practical appraisal of e-books: looking at planning and developing e-book collections and delivering them to readers.

Another title to watch out for is [The Future of Archives and Recordkeeping: a reader](#). This timely book asks where the archives discipline has come from and where it must now go to remain professionally relevant in the 21st century.

We will also be publishing [The Tech Set](#), a series of ten practical, fast-paced guides to today's hottest new technologies for information professionals, from [Mobile Technology and Libraries](#) and [Microblogging and Lifestreaming in Libraries](#) to [Wikis for Libraries](#) and [Gaming in Libraries](#).

In addition, in 2010, we will be publishing a number of textbooks including a third edition of the best-selling textbook, [Introduction to Modern Information Retrieval](#) by G G Chowdhury, [Information Policies and Strategies](#) by Ian Cornelius and [Understanding Healthcare Information](#) by Lyn Robinson.

Web 2.0 Tools and Strategies for Archives and Local History Collections

Kate Theimer

February 2010; 272pp; paperback; 978-1-85604-687-9; £49.95

<http://www.facetpublishing.co.uk/title.php?id=687-9>

Collaborative Information Literacy Assessments: strategies for evaluating teaching and learning

Thomas P Mackey and Trudi E Jacobson, editors

February 2010; 264pp; paperback; 978-1-85604-706-7; £52.95

<http://www.facetpublishing.co.uk/title.php?id=706-7>

Copyright for Archivists and Records Managers, 4th ed

Tim Padfield

March 2010; 368pp; paperback; 978-1-85604-705-0; £49.95

<http://www.facetpublishing.co.uk/title.php?id=705-0>

Envisioning Future Academic Library Services: initiatives, ideas and challenges

Sue McKnight, editor

March 2010; 288pp; hardback; 978-1-85604-691-6; £44.95

<http://www.facetpublishing.co.uk/title.php?id=691-6>



Is your Intranet ready for 2012?

Free informal Intranets Forum meeting for UKeiG members

to be held at:

**Lawrence Graham LLP
4 More London Riverside
London SE1 2AU**

Thursday 29th April 2.30 – 4.30 pm

Martin White, Managing Director of Intranet Focus Ltd., will speak about what actions you should be taking to ensure that your intranet is ready to be fully supportive of your organisation in 2012 – the year of the London Olympic Games, and when hopefully the UK economy will be responding to whatever actions the new Parliament takes.

There are some interesting technology developments that will need to be taken into consideration, including the opportunities offered by SharePoint 2010 and the use of the new generation of smart phones to provide remote access to intranet resources.

After the presentation, Brunella Longo will share some information about recent initiatives for using wikis for intranets.

A map and directions are available at http://www.lg-legal.com/contact_us/london.html

Nearest tube: London Bridge

Bookings: If you would like to attend this meeting, please contact:

Janet Corcoran, Imperial College London j.m.corcoran@imperial.ac.uk

If you are not a member of UKeiG but would like to come along to this meeting, visit the UKeiG website <http://www.ukeig.org.uk/join/index.html> for joining details.



UKeig AGM and Annual Seminar

16th June 2010

Getting the source out of the bottle: practical implementation of open-source applications in the information sector

Open Source has many myths and notions about what it can and cannot do for an information organisation – whether its saving you pots of money or simply products that are put together by hacker-wannabes. This Seminar seeks to explore what it means to implement OS applications by providing real, live, examples taken from across the information section so that you can assess for yourself where the advantages and disadvantages lie for your organisation.

Come along and share your experiences

<http://www.ukeig.org.uk/blog/2010/03/ukeig-annual-seminar-getting-source-out.html>

Press Releases

Google Books Bibliography update

Version 6 of the Google Books Bibliography is now available from Digital Scholarship (<http://digital-scholarship.org/gbsb/gbsb.htm>). This bibliography presents over 310 selected English-language articles and other works that are useful in understanding Google Books. It primarily focuses on the evolution of Google Books and the legal, library, and social issues associated with it. Where possible, links are provided to works that are freely available on the Internet, including e-prints in disciplinary archives and institutional repositories.

The following recent Digital Scholarship publications may also be of interest:

- Digital Scholarship 2009 (<http://bit.ly/dCMnd5>): 504-page paperback that includes four bibliographies: the Scholarly Electronic Publishing Bibliography: 2009 Annual Edition, the Institutional Repository Bibliography, the Electronic Theses and Dissertations Bibliography, and the Google Book Search Bibliography.
- Institutional Repository Bibliography, Version 2 (<http://bit.ly/B0Xsf>): Includes over 700 selected English-language articles and other works that are useful in understanding institutional repositories.
- Electronic Theses and Dissertations Bibliography, Version 4 (<http://bit.ly/1eyLv5>): Includes over 130 selected English-language articles and other works that are useful in understanding electronic theses and dissertations (ETDs).

Charles W Bailey Jr

***Illuminea* April issue: Interview with Sarah Thomas: "The library of the future is all around us"**

12 April 2010: The April edition of *Illuminea*, Oxford University Press' quarterly librarian newsletter, looks at the dissemination of knowledge in publishing and libraries. The issue focuses on the digital changes that are affecting the way we procure information as well as the progress being made in developing countries to access new research.

Sarah Thomas, Bodley's Librarian and Director of the Bodleian Libraries, addresses the future of the librarian in light of digital changes, in the first of *Illuminea's* series of interviews with high-profile industry professionals. She says, "The information world has become much more complex. The librarian of the future will have to navigate this sea of information. The skills needed are traditional ones but they will be applied to a much more complex landscape than we ever had in the past".

In *Illuminea's* comment pages, Tim Barton, President of OUP USA, takes a fresh look at the Google Settlement. He explores the possibilities for authors, publishers and readers alike if the settlement comes into force, and extols Google's efforts as "a remarkable achievement".

Illuminea's lead article looks at how OUP and the Wellcome Trust have worked together to provide online access to the Oxford Textbook of Medicine in low- and middle-income countries. The initiative compliments other ventures taking place in the developing world, as described in the article 'Closing the Knowledge Gap'. The piece focuses on projects like Research4Life, HINARI (Health Internet Access to Research Initiative), and AGORA (Access to Global Online Research in Agriculture), which aim to provide the developing world with access to critical scientific and social science research.

Other articles cover the launch of Oxford Dictionaries Online, Oxford Journals' twitter presence, OUP's collaborations with the BBC College of Journalism and *Berg Encyclopaedia of World Dress and Fashion*, and the journals' HighWire platform.

Library listings from WorldCat added to pic2shop iPhone app

DUBLIN, Ohio, March 29, 2010—iPhone users can now download the free pic2shop application to scan book barcodes and find local libraries who have them through WorldCat.

The pic2shop app is one of the original mobile apps designed for consumers who like to comparison shop. A user scans a book barcode with their iPhone, and can compare costs to get the book at various retailers or now a local library. The app uses the WorldCat Search API and WorldCat Registry APIs to deliver results for libraries nearby who hold the item in WorldCat, the world's largest library catalogue. Location and mapping information is also available.

Developed by Vision Smarts, a technology company based in Belgium, pic2shop was the first iPhone app that could read UPCs and EANs. It broadens the availability for book barcode-scanning functionality, as it offers a free download and works on all available iPhones—even

first generation models. In addition, pic2shop works in all countries, although not all users may have nearby libraries with up-to-date holdings in WorldCat. Vision Smarts is also developing pic2shop apps for additional platforms beyond the iPhone.

“Cataloguing books is what we originally had in mind when we set out to build pic2shop more than a year ago. As an avid reader, I find WorldCat truly amazing. I am very proud to help make library results more widely known and available to all pic2shop users worldwide,” explains Benoit Maison, founder of Vision Smarts and lead developer for the pic2shop app.

Mike Teets, OCLC Vice President for Innovation, explains that “putting library results in mobile phone apps such as pic2shop helps remind users that a local library might have the book they’re thinking to buy. And libraries gain extra visibility and value from their OCLC membership, thanks to the cooperative power of WorldCat.”

The pic2shop iPhone app is one of several mobile applications designed for users to access library information from WorldCat. In addition to apps such as RedLaser for iPhone and Compare Everywhere for Android, the WorldCat Mobile pilot app is available for download on all Web-enabled phones in the UK, U.S., Netherlands, Germany, France and Canada at www.worldcat.org/mobile.

WorldCat-related APIs are available to anyone interested in creating noncommercial mash-ups or mobile apps that include library data. Commercial apps like to pic2shop use the WorldCat Search API through partnership agreements.

iPhone users can download the pic2shop app at no cost through Apple’s iTunes app store in their respective countries. The interface is currently available in English, although future translations are likely. A video of how the pic2shop application works with WorldCat data is available on YouTube at: <http://www.youtube.com/watch?v=MHuaDXipWQ>.

Axiell develops world’s first mobile application for dual access to library information via iPhone AND Android

Mobile phones and smartphones are now a popular way to access the Internet, making it essential for libraries to provide mobile access to the library catalogue and other library-related activities. Technology and business solutions specialist for UK public libraries and archives, Axiell, is developing new software which will allow library patrons to visit libraries online via their iPhone or Android-based device.

Axiell conceived the application in conjunction with BridgeIT, a Danish mobile software development specialist. BridgeIT has particular expertise in the field of mobile solutions, with emphasis on development for several mobile platforms simultaneously.

In the library sector patrons will be able to search the library's catalogue, receive updates on the items they borrowed and return dates, and to check whether they have any reservations or fines. The new technology interacts seamlessly with Axiell Arena, the 24-hour virtual library portal that keeps track of patrons' interests. The UK market will have access to the application in the second quarter of this year.

Jim Burton, managing director of Axiell UK says, "We are very pleased to be able to announce our world-leading application which provides both iPhone *and* Android access to library information and interactive functions. This makes Axiell the first supplier in the world to offer a mobile solution for both smartphone types. Patrons will be able to use Axiell Arena via our mobile application to open the door to the virtual library, regardless of time and place. This places libraries at the cutting edge of technological development, enables them to offer a raft of new services and creates a platform for reaching new patrons."

Denmark's Gladsaxe Libraries has already signed up to the new technology. Development manager at Gladsaxe Libraries, Esben Fjord, adds, "Libraries have been discussing the potential for incorporating mobile technologies into the library's virtual offers for many years now. The new and advanced smartphones, such as the iPhone, set the scene for completely new and exciting approaches and ways of using the libraries' data. We in Gladsaxe are really pleased to be part of this development which brings a completely new and mobile communication platform into play at the library."

How to build a business case for an Open-Access policy

A new report launched today (25 February 2010) shows how universities can work out how much they could save on their profit and loss accounts as well as increasing their contribution to UK plc when they share their research papers through open access.

The 'modelling scholarly communication options: costs and benefits for universities' report, written by Alma Swan, is based on different types of university. It shows how universities might reduce costs, how they can calculate these saving and their greater contribution to society by following an Open-access route.

Neil Jacobs, programme manager at JISC says, “This is the first time that universities will have a method and practical examples from which to build a business case for open access and to calculate the cost to them of the scholarly communications process. For example working out the value of researchers carrying out peer-reviewing duties or the comparative costs of the library handling of journals subscribed to in print, electronically, or in both formats.

“As universities such as Edinburgh, Salford and UCL lead the world to mandate self-archiving and adopt Open-access policies, this report gives evidence to help universities make informed decisions about how their research is disseminated. There are still issues to overcome and the benefits of adopting an open-access route can be seen through economies of scale, the more researchers disseminate their work through this route the greater the benefits.”

The key findings from the report show:

- The annual savings in research and library costs of a university repository model combined with subscription publishing could range from £100,000 to £1,320,000
- Moving from open-access journals and subscription-funding to per-article
- open-access journal funding has the potential to achieve savings for universities between £620,000 per year and £1,700,000 per year if the article-processing charge is set at £500 or less
- Savings from a change away from subscription-funding to per-article Open-Access journal funding were estimated to be between £170,000 and £1,365,000 per year for three out of the four universities studied when the article-processing charge is £1000 per article or less
- For the remaining university in the study a move from subscription-funding to the per-article Open-access journal funding saw the university having to pay £1.86m more in this scenario

Jacobs adds: “While some research intensive universities may pay more for the subscription-funding to per-article Open-access journal scenario, it should be noted that many research funders, including the Research Councils and Wellcome Trust, may contribute article-processing charges as a part of normal research grants, so that all universities have a potential source of income to cover the majority of such costs.

“JISC is working with partners in the sector to overcome the barriers which exist to adopting open access.”

The report focussed on three approaches to open access:

- Open-access journals – content freely available online using a business model that does not rely on subscriptions
- Open-access repositories – the current subscription-based system is supplemented by the provision of Open-access articles in repositories
- Open access repositories with overlay services – content is collected in repositories and service providers carry out the publishing services necessary, for example the peer-review process

Martin Hall, Vice Chancellor at the University of Salford says: “We have recently implemented an open-access mandate to self-archive. The reason we decided to adopt this approach is that evidence shows that research published online has higher citations and can also be used as a way to promote our competitiveness internationally.”

If you're looking to implement an open-access policy here are four aspects to consider:

- Consult across the whole the university on the barriers and benefits of implementing an open-access policy
- Invest in a university repository; the small investment in setting one up will yield benefits in managing and sharing a university's research outputs
- Set up financial processes to manage income and expenditure for open-access publication charges; this will help researchers publish in open-access journals
- Promote the open-access policy and procedures to all staff to provide researchers with clear guidance on the opportunities open to them.

Supporting materials:

- How to build a case for university policies and practices in support of open access: <http://www.jisc.ac.uk/publications/programmerelated/2010/howtoopenaccess.aspx>
- Publishing research papers: which policy will deliver best value for your university: <http://www.jisc.ac.uk/publications/briefingpapers/2010/publishingresearchpapersbpv1.aspx>
- The report was commissioned by JISC and written by Alma Swan from Key Perspectives Limited. Visit <http://ie-repository.jisc.ac.uk/442> to download a full version of the report.

- Listen to a podcast interview with Alma Swan and Neil Jacobs,
<http://www.jisc.ac.uk/news/stories/2010/02/podcast99openaccesspolicy.aspx>

Mainland China and Hong Kong SAR call on Ingram Content Group for e-book library consortium model

La VERGNE, TN, March 1, 2010 – Ingram Content Group Inc. announced today an e-book agreement with the Inter-regional e-book Consortium facilitated by the City University of Hong Kong (CityU), Peking University and the China Academic Humanities and Social Sciences Library (CASHL), which represents a first-of-its-kind collaboration between the Mainland China and Hong Kong SAR.

“All participating libraries unanimously agree that this consortia initiative has marked a pioneering step in the collaboration between the university libraries in the Mainland and Hong Kong on cross-region collection development, breaking geographic boundaries,” said Professor Steve Ching, University Librarian of the City University of Hong Kong Library and founding member of the Consortium.

The agreement between Ingram and the Inter-regional Consortium provides unprecedented shared access of over 4,000 English language academic e-book titles to 15 university libraries in the Mainland and Hong Kong. The titles from Ingram’s MyiLibrary platform come from over 100 prominent academic international publishers.

“With the expertise of the Ingram team and their comprehensive digital book solutions, we are realizing the strategic vision of university educators on cross-border cooperation and support,” Prof. Ching stated. “Not only has it enriched the resources at individual libraries in the Mainland and Hong Kong, but also has laid a significant foundation for the future development of similar collaborative models.”

The fifteen libraries participating in the Inter-regional consortium include Peking University, Tsinghua University, Renmin University of China, Fudan University, Shanghai Jiao Tong University, Nanjing University, Zhejiang University, Xiamen University, Wuhan University, Sun Yat-sen University, City University of Hong Kong, University of Hong Kong, Hong Kong University of Science and Technology, Hong Kong Baptist University and Hong Kong Institute of Education.

A vision for the academic library and information services of the future

Exploring the challenges faced by higher education, libraries and information services to facilitate strategic planning

22 January 2010 – A visionary project is being funded as part of a joint initiative to explore future scenarios for academic libraries and information services, particularly in the context of a rapidly-changing environment. It will help higher education institutions and organisations look at the challenges faced from a fresh focus and formulate strategies to ensure the sector continues to be a leading global force.

The project partners are the British Library, Joint Information Systems Committee (JISC), Research Information Network (RIN), Research Libraries UK (RLUK) and the Society of College, National and University Libraries (SCONUL). 'Academic libraries of the future' is an 18-month project being undertaken by Curtis+Cartwright Consulting Ltd.

Libraries are fundamental to learning, teaching and research. But the world is changing. How will UK higher education be funded and operated in the long term future? What will be the information needs of users? Factors such as the digital revolution, the knowledge economy, students and researchers as 'consumers' and the global economic crisis, are all transforming the landscape.

Developing and implementing business strategies over a three- to five-year timescale is now commonplace in higher education. Looking beyond this horizon (over ten to 20 years, or more) is less common, and more challenging – but to improve decision-making and plan effectively for the future, this longer-term time scale must be considered.

A series of workshops will be held during 2010-2011 with the aim of imagining and describing possible futures for libraries. They will bring together a wide range of influential stakeholders, including institutional senior managers, librarians, funders, students, researchers, suppliers, technologists, legal specialists and others.

The first two workshops are taking place in February and March 2010 to scope out the broad global environment and consider possible futures for higher education and the information needs of users within these scenarios. These will be followed by smaller focused workshops during the summer of 2010 to gain a more in-depth analysis.

The consultants welcome input from all stakeholders, if you are interested in finding out more or being involved in the project, please contact Dr Claire Davies, email claire.davies@curtiscartwright.co.uk or phone 01483 685022. www.futurelibraries.info

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.