



eLucidate

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The NISO IOTA Project: Improving OpenURLs Through Analytics

Elizabeth Winter

The inspiration for the IOTA (Improving OpenURLs Through Analytics) project came in 2008, when Adam Chandler of Cornell University started thinking about OpenURL quality issues. Chandler had been puzzled as to why OpenURLs sometimes would not resolve properly to lead users to the desired resource, so he began reading about the problem. At about the same time, Cornell professor Eric Rebillard wanted to improve linking out of the database L'Année Philologique, so Chandler and his colleague David Ruddy teamed up with Dr. Rebillard to see if they could find a way to measure OpenURLs from L'Année Philologique and determine how they could be improved. This project was awarded a Mellon Planning Grant, and during the project Chandler and his colleagues developed a method for extracting metrics from OpenURLs to determine how "good" an OpenURL is (i.e., how likely is it that a particular OpenURL will resolve with success and lead a user to what s/he is looking for). The final Mellon Grant report is available at

<http://metadata.library.cornell.edu/oq/files/200902%20lannee-mellonreport-openurlquality-final.pdf>

From this, the OpenURL Metrics Working Group, later renamed the IOTA Working Group, was born.

Chandler approached NISO with some of the findings of the L'Année Philologique work and began to gather data and to build the working group. IOTA is a two-year research project attempting to examine OpenURL data and determine if it is possible to develop a qualitative report that would help an OpenURL provider (a publisher or online hosting service) to quickly compare their OpenURL quality to that of their peers, using a method that is fair, transparent, and scalable across millions of OpenURLs and hundreds of providers. Users, of course, benefit greatly from OpenURL and the resolver system that currently exists, and OpenURL has enabled them to reach the scholarly information they are looking for much faster now than in the time before link resolvers. Nevertheless, following a reference link in an attempt to access the full text frustrates users too often when full text actually is available. Often this is because the metadata in the OpenURL sent by the source vendor is not sufficient to link the user to available full text.

The IOTA Working Group hopes to achieve a number of outcomes. The group intends to develop a qualitative report that will help an OpenURL provider to quickly compare their OpenURL quality to the quality of OpenURLs from other OpenURL providers. It may also be possible for the group to

make recommendations for link resolver vendors, as parsers and link-to syntax also play an important role in successful OpenURL resolution, and currently each link resolver vendor uses its own parsers and link-to syntax for OpenURL resolution. The group hopes that its work will lead to better OpenURLs across the industry, and ultimately to more success for library users. The work the group is doing will determine whether these outcomes will be possible, and how recommendations might be made that will allow the scholarly information community to achieve them.

The IOTA Working Group has been gathering data for several months, and Chandler and others have built an OpenURL quality metrics reporting system at <http://openurlquality.niso.org/>. The system allows an operator to use analytics and run reports to examine the types of elements that are showing up in OpenURLs and the frequency with which a variety of OpenURL elements (such as article title, ISSN, DOI, authorlastname, startpage, endpage, etc.) show up in OpenURLs from a wide variety of source databases and source vendors. There are currently approximately nine million OpenURLs in the system, which have been supplied by libraries and intermediaries. Available reports are described more fully on the project Web site.

Another desired outcome of the project is a vendor completeness index. One of the premises the group is working with and attempting to test is that the more information a source provides as part of an OpenURL, the higher the likelihood that that OpenURL will enable a user to reach the full text, if it is available. One question the group is trying to

answer is “Is it possible to show the relative ranking of source vendors based on how complete their OpenURLs are?” Of course it is not just the *number* of elements present in an OpenURL that lead to success. It also matters *which* elements are present. For this reason, the group is also trying to determine if it is possible to create a weighting index for the elements that are likely to show up in OpenURLs, to create an accurate picture of the overall quality of the OpenURLs coming from a particular source.

There are a lot of variables and ways of approaching the problem. As not much work has been done in this area, and the group is making progress on the initiatives mentioned here, IOTA is off to a good start.

To follow the IOTA Project:

Reports:

<http://openurlquality.niso.org/>

NISO page:

<http://www.niso.org/workrooms/openurlquality>

Blog:

<http://openurlquality.blogspot.com/>

Twitter:

<http://twitter.com/nisoiota>

or @nisoiota

To post comments on the IOTA page via Twitter,
use #nisoiota

Some statistics about librarians' confidence in the
quality of OpenURLs can be found in an article by
Adam Chandler, "NISO IOTA: Improving Open-
nURLs Through Analytics, in Context", in the
journal *Against the Grain*
<http://ecommons.cornell.edu/handle/1813/19495>

This article cites page 33 of

http://www.uksg.org/sites/uksg.org/files/uksg_link_resolvers_final_report.pdf

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Web 2.0

Phil Bradley

Chat and discussion resources

Some of the many ways to talk to others on the Web

Introduction

One of the things that I've noticed when dealing with social media is that there are now just so many different ways to communicate with and talk to people. In the old days it was really easy; you rang them up and talked to them over the telephone, or you wrote to them. For really exotic forms of communication you could send them a telex or a telegram or fax. However these days there are so many different ways to talk to people it makes my head spin. Obviously I can use e-mail but if I know that they use Twitter I can send them a direct message there. On the other hand, if they are heavy Flickr user then I could always send them a memo using Flickr mail. If they are on Facebook I can catch them in Facebook chat, and much the same can be said if they are a Gmail user since I can use Google's own chat functionality. Alternatively I can use the Microsoft live messenger service; this is one I use a lot myself as I find it particularly useful and easy. If I prefer to listen to their voice and have them hearing mine I can always use Skype and have a chat with them

that way. These are just a very few of the different ways in which I can talk to people.

What I thought I would do in this column is introduce you to a few different resources that you may wish to try out yourself by getting one of your friends or colleagues (otherwise known as "victim") to help you out. As an aside, I have noticed that chat room facilities are something which people do find quite difficult to get used to. I will quite often open up a chat room and encourage people to come in, and many do so, but despite encouragement they will sit there for a few minutes and then disappear again. I'm not sure if it's because they can't quite work out what they are supposed to do, if they feel self-conscious, or they simply do not like the environment. Perhaps it's a combination of all of these reasons. However, given the current financial situation, and the limited availability of finance, I suspect that a lot more of us are going to have to get used to resources of this nature because we are simply not going to have the money available to travel to a variety of different

locations in order to have meetings. Therefore, if you can get a good grasp of how these resources work, you will be well placed inside your organisation or information service to provide colleagues with good examples, and will be seen as a technological guru which is never a bad thing for information professional.

Chatrooms

The first resource I would like to mention is TinyChat, which is available at <http://www.tinychat.com>. This is an extremely effective resource, since it gives you a wide variety of different ways of conversing with people. You can make a chat room for free simply by going to the website and typing in the name of the chat room that you would like to create. There is nothing to install, nothing to download, everything works within your browser. You can choose to have a chat room that is simple text, by which I mean everybody types in what they want to say, or you can choose to have a video chat room instead. This resource allows you to share up to 12 broadcasts simultaneously, so you can have text video and audio chat with a group of people connecting from anywhere in the world. All that you require for this is a microphone and a webcam, and these days new webcams will generally come with an integral microphone which will install itself automatically on your system. I have found that if you get more than three or four people using video chat, however, the system does slow down, so I wouldn't advise this if you don't have a fast broadband connection. It's also worth making the point that not everybody needs to have a webcam available: some people can use that facility while others can simply choose to type in their responses.

Another resource that I like is a very straightforward chat room resource called Chatzy (at <http://www.chatzy.com>); this is a good alternative to Facebook Skype and Windows live, since it has no registration steps, and your friends can join instantly, it's free, with no advertising, it does not require Flash or any installation on your computer, it works with all major browsers and is simple and easy to use. When you go to the website, you simply have to fill in the name you wish to use, and the title or subject of the chat room. You can then send e-mail to your friends or colleagues to invite them into the room with a message. Simply click on the button to create your chat room and it is up and running.

If you don't like either of those two options, you could try using Meebo (<http://www.meebo.com/>). Once again this is a very flexible resource as it allows you to create your own chat rooms, invite friends and colleagues, and have discussions when you wish to. You can also add this resource to your own website, and embed the chat function directly onto a Web page.

Training and presentations

If you're interested in a chat room with a slight difference, you may wish to consider a resource that will allow you to do some training or presentations. There are many of these available, although the most sophisticated are commercial and they can cost several hundreds of pounds in subscription charges per year. Before paying large sums of money I would suggest that it's a good idea to take a look at WiZiQ (<http://www.wiziq.com>) this resource is a web-based platform (which means it runs in the browser and you don't have to download or install anything) and is designed for anyone who wants to teach and learn live online.

You could therefore consider it to be a virtual classroom or a good presentation medium. It is free for everyone to use and takes just a few seconds to register. You can integrate online using images, PowerPoint presentations and documents. You can choose to use it also for audio and video sharing, and the live chat enhances the interaction among the participants. The owner of the room has complete control over class, so it should always be able to run smoothly. You can choose when you wish to run a session and invite whoever you would like to it, upload your PowerPoint presentation for example and go through it screen by screen, encouraging participation from your friends, colleagues, or delegates. The session can also be saved for people to view afterwards.

Another resource in the same area is Vroom from Elluminate

(<http://www.learncentral.org/user/vroomreg>).

However, while this is a free resource it is really designed as a loss leader for the full Elluminate product, and so you are limited to a total of three people in any one session but you can also use video, audio or text chat with an interactive whiteboard, apps sharing, and file transfer.

Summary

These are a few different resources that are available to you, but of course there are many others and I have included just a few of them at the end of this column in case you wish to explore further. As with so many other Web 2.0 or social media resources, the tool is much less important than the activity. I have been using chat rooms since the mid-1980s so I am very familiar with the way in which they work, but if you are new to them they can be very difficult indeed. They are difficult not in terms of the technology but in terms of the

communication itself. If you have a lot of people talking or typing at the same time you will notice that a variety of different conversations take place simultaneously and it can be quite difficult to keep on top of them. Obviously the more people that you have in a room the more typing or conversing takes place, so initially you may wish to just explore these resources with one or two friends. It also helps if you are a touch-typist because you really do need to be looking at the screen to keep involved with the conversations rather than looking down at your keyboard typing in what you wish to say. While this can be initially quite daunting, as with so many other things, the more you experience chat rooms, the easier they become, and the more familiar with them you are.

Finally, social media really lives up to its name in this area. Social really does mean social and so the next time you are considering having a conversation with colleagues, or you are dreading the idea of getting up at some awful time in the morning to travel to a different part of the country for a meeting, you may find that one of these resources can really come to your rescue.

Other resources

Spread

URL: <http://www.spread.com/eu/start/startpage>

User Limits: 3 for free

Uses: Live audio/video, Powerpoint presentations, screensharing, live recording, Whiteboard

Registration/Download: Registration required.

Zorap

URL: <http://www.zorap.com/Landing.aspx#>

User Limits: Up to 50 people.

Uses: Video chat, music, watch video, share images

Registration/Download: Software download required

Adobe Connect Now

URL: <http://www.adobe.com/acom/connectnow/>

User limits: 3 people

Uses: Screenshare, chat

Registration/Download: Registration required

Skype

URL: <http://www.skype.com/>

User limits: Up to 25 people

Uses: Voice and video

Registration/Download: Download and Registration required

Webex

URL: <http://www.webex.co.uk/>

User Limits: none

Registration/Download:

Notes/Experiences: 14 day trial available free of charge

Microsoft Office Live Meeting

URL: <http://office.microsoft.com/en-us/live-meeting/>

User Limits: none

Registration/Download

Notes/Experience: 30 day trial available free of charge

GoToMeeting

URL: www.GoToMeeting.co.uk

User Limits: none

Registration/Download

Notes/Experience: 30 day trial available free of charge

Adobe Connect

URL:

<http://www.adobe.com/products/acrobatconnectpro/>

User Limits: none

Registration/Download

Notes/Experience: 30 day trial available free of charge

Online

Joy Cadwallader, Aberystwyth University (Aberystwyth Online User Group)

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

Mobile apps from the British Library; the end of Delicious? A UK national library catalogue

British Library

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

The British Library has launched its first app for the iPhone, iPad and Android, which they have developed with Toura (www.toura.com). Called Treasures it showcases “over 100 unique or rare items” in the British Library, using high-quality images enhanced with audio and video. Content is browseable by subject, and include poems, maps, manuscripts, sketches and musical scores. It is available for £2.39 for iPhone, iPod Touch and Android, and Treasures HD is available for the iPad for £3.49.

Delicious

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

Following conflicting reports in the information press, it has emerged that the link-aggregating service Delicious is not due to close. The Delicious blog <http://blog.delicious.com/> apologises for the mixed messages and states “we believe there is a ideal home for Delicious outside of the company”,

which suggests that Yahoo intends to sell Delicious. Rumours had emerged following staff lay-offs announced by Yahoo and a leaked slide that labelled Delicious and a number of other Yahoo services as “Sunset” (see [this post](#) at TechCrunch).

Gale Cengage

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

Gale Cengage have augmented their Historical Newspapers Collection with the [Picture Post Historical Archive, 1938-1957](#). A popular and populist newspaper, *Picture Post* campaigned on a number of issues, including the persecution of Jews in Nazi Germany. *Picture Post* publisher Edward G Hulton is also remembered for the Hulton Picture Library, which is now part of [Getty Images](#). The *Picture Post* archive includes 50,000 searchable pages, which subscribers will be able to cross-search with other Gale historical newspapers in Gale NewsVault, due in 2011.

JSTOR

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

Partners JSTOR and the University of California Press have launched the [Current Scholarship Programme](#), which allows participating libraries to access current issues of journals on the JSTOR site, beginning with 174 titles from 19 publishers this year, alongside the existing archives. The launch also includes some new journals and other titles not previously available online. Content formats such as full-text HTML journals and multimedia-enhanced content are now also available.

Nature Publishing Group

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

Some Nature Publishing Group (NPG) articles can now be “view-only” rented for \$3.99 for 24 hours through the [DeepDyve](#) platform. The content archive extends to 2008, and so far comprises *Nature*, *Nature Biotechnology*, *Nature Cell Biology*, *Nature Medicine*, and *Nature Chemical Biology*. iPhone users can also view the content through the nature.com iPhone app and the new nature.com Reader for iPad app. Rental buttons will be added to the nature.com site. DeepDyve is also offering 30-day and annual subs for another range of titles on the nature.com iPhone and iPad apps, with a week’s access model also due soon. *Nature* is available free through the iPad app until the end of February and the iPad app is free from the iTunes App store.

OCLC

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

An announcement from [The Combined Regions](#) and OCLC outlines plans to provide a catalogue search of 50 million books and other items in 80% of UK public libraries. A proof of concept for a combined national public library catalogue for the UK will be ready for viewing by libraries in March this year. The catalogue would be built from data already held in WorldCat and gathered from 149 UK local authorities.

World Oral Literature Project

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

The World Oral Literature Project at Cambridge University has launched the [Database of Endangered Languages and Cultures](#). The Database sources data from [UNESCO Atlas of the World's Languages in Danger](#), [Ethnologue Online, 2010](#) and Cambridge’s Professor William Sutherland’s Red List, which takes internationally accepted criteria for measuring extinction threat e.g. to birds or animals, and applies them to languages. The database has been funded by a Small Research Grant from the British Academy, and the Charles E. Chadwyck-Healey Charitable Trust. Search results list (where available) the extinction threat, the estimated number of speakers, a map of the language distribution, and links to language resources and sound recordings. The Project site notes “of the world’s over 6,000 living languages, around half will cease to be used as spoken vernaculars by the end of this century”.

Intranets

Dion Lindsay (dion@dionlindsayconsulting.com)

Welcome to Dion Lindsay, new columnist for eLucidate.

Are Intranets out of date? Could you manage an Intranet from your mobile? Plus reviews of a SharePoint 2010 title

As I begin to take up editorship of the column, this issue is a mixture of thoughts based on the UKeiG's Intranet Forum, mention of a report that suggests that Intranets are out-of-date thinking, and reviews from Martin White, until very recently editor of this column, and future contributor to the pages of *eLucidate*.

Where are the Intranet managers?

It has always impressed me, given how the issues (real or exaggerated) of confidentiality hover in theory behind discussions of cases and good practice in the world of intranets, just how keen people involved are to share their experiences and learn from others. UkeiG has an Intranets Forum and over the last two years between a quarter and a fifth of the 120 or so members have attended each meeting – with engaged debate as well as well-received presentations from intranet managers.

It has been clear from the start that the centre of gravity for these meetings, as is so often the way, is London and the surrounding counties. And yet the Office for National Statistics 2009 survey on e-commerce and ICT activity¹ (published 26 November 2010!) shows that 24.5% of all business surveyed “had an intranet system for sharing information with employees”. This rises to 89% of businesses with more than 1,000 employees. Though ONS has not produced regional figures, it is hard to think of reasons why they should be dramatically less in the rest of the country than for the south-east!

The Intranets Forum uses a JISCMail² list for its members to keep in touch between meetings. As

¹ <http://www.statistics.gov.uk/pdfdir/ecom1110.pdf>

² <http://www.jiscmail.ac.uk/>

the new organiser of the Forum, I was examining what that gives us, and the existence of a discussion room facility set me thinking: why wouldn't members, who find it hard to get to face-to-face meetings, want to have a half hour at, say, the end of every week when they can log-in to the discussion room and talk about problems, or share their successes with others? In an electronic way, this echoes an idea of Martin White's back in 2004 or 2005 that intranet managers might tackle feelings of professional isolation by organising local drop-in meetings in cafes or public buildings. So the JISCMail discussion rooms are a facility I'll be trying out in the next few weeks!

With the figures ONS produced, it may be surprising that the great loyalty of members of the forum is not matched by the size of the group! One likely explanation for this emerged at the meeting we held at Lawrence Graham LLP's office on the south bank of the Thames in More London. When we shared our job titles, not one of us was called an Intranets Manager, and very few of us had a full-time job for managing the organisation's intranet. It may be, for example, that the responsibility for intranets is so diffuse that comparatively few of those involved see it as a professional career, to be supported by membership of groups and discussion forums.

Intranet Innovations Award 2010 Winner Arup and Adam Pope

By a happy coincidence, news of Arup's Gold Medal Award in Step Two Designs' 2010 Intranets Innovation Awards reached our Intranets Forum at the end of October. Just in time to organise the presentation of the award to Adam Pope, one of our members, and the client lead for their winning

project at Arup University, which revolutionised their discussion groups. The citation for the award¹ reads "Arup, the global engineering firm responsible for icons such as the Sydney Opera House, has been awarded for the comprehensive overhaul of its internal discussion forums. Employees can



Adam Pope receiving the Intranet Innovations Award from Martin White

now easily navigate, contribute to, and participate in global discussion, even from their mobile device". Wouldn't it be great to see more of these prestigious international awards coming to the UK – indeed to members of the UkeiG?

From Intranet to Digital Workspace

Only space here for a very brief mention of a recent report from the Intranet Benchmarking Forum. *Digital Workplace Maturity Model: from*

¹ <http://www.steptwo.com.au/products/iia2010>

*Intranet to digital workplace*¹ The IBF is a confidential membership benchmarking group, and this future-looking report presents a scenario in which organisations are increasingly subsuming their intranets into the entire “digital workplace”, a place where distinctions between intranets, collaboration and communication applications and electronic ways of working are becoming increasingly porous. The maturity model that IBF proposes for this process uses a metaphor of the evolution of market places: the report is very much worth a read (the full report is available free on its website), and will be reviewed more fully in these pages.

Mobile Access to Information

Martin White

For several years there has been an increasing focus on enterprise collaboration. There are a number of reasons for this, of which the adoption of Microsoft SharePoint has been just one. Collaboration is not easy, and it is good to see the emergence of consultants, such as Michael Sampson (www.michaelsampson.net), Evan Rosen (<http://www.thecultureofcollaboration.com/>) and Morten Hansen (<http://www.thecollaborationbook.com/>), who specialise in identifying good collaboration

practice. Done well, collaborative working can have a major impact on organisational performance and culture, but in my experience few organisations really invest in training and mentoring to support effective collaboration. If you look at the programmes of intranet conferences there is often a lot of emphasis on social media, but collaboration is much more than just providing social media applications. See, for example:

<http://www.cmswire.com/cms/enterprise-20/collaboration-an-intranet-perspective-008273.php>

and

<http://www.cmswire.com/cms/enterprise-20/collaboration-if-it-were-that-easy-we-would-all-do-it-well-008243.php>

If there is one trend that I would highlight in 2011, it would be the rapid deployment of mobile apps that provide employees with access to enterprise information. The 2011 Nielsen Norman Intranet Design Annual report <http://www.nngroup.com/reports/intranet/design/> highlighted that six of the ten winning intranets had a clearly defined mobile access strategy, with a strong emphasis on providing employee directories. The programme for the Mobile Enterprise track of the Global Mobile Forum this year stated:

Not too long ago the term “enterprise mobility” referred to a couple of professionals who used their cell phones and/or any sort of unconnected handheld device to get things done remotely. They were usually responsible for some kind of field work, such as consulting, sales, O&M or customer relationship, commonly known as road warriors.

¹

http://www.intranetlife.com/intranet_benchmarking_for/2010/11/the-digital-workplace-maturity-model-part-1.html

But those years are gone, and enterprise mobility now presents itself as a pervasive and ubiquitous mesh of software, middle-ware and hardware requiring seamless integration, state-of-the-art user interface and pristine security. Companies around the globe are compelled to find ways to cope with an increasingly remote workforce, while at the same time protecting the digital information flow that can be stored anywhere in the cloud.

On the other hand, employees hooked on enterprise-provided smartphones are reaching higher levels of productivity with 24X7 availability, but also seek to balance work with their personal lifestyle – ideally using the same handset – which puts even more pressure on their company's IT department.

If you want some quantification of this situation business intelligence vendor MicroStrategy recently surveyed more than 2,400 business and IT professionals, of whom over a third worked at companies with annual revenue of \$1 billion or more. Eighty-three per cent of all respondents will deploy or are investigating deployment of mobile apps within next two years. Whether this happens in 2011 or 2012, we are clearly moving towards the provision of mobile personal information services for employees that will empower them to make business decisions on the site of a client or supplier.

To me there seems to be a paradox here. Organisations are keen to provide enterprise applications to support collaboration, and at the same time are also keen to ensure that away from their desks employees have all the information

they need to drive business forward. This is especially true for access to business intelligence applications, which are not normally seen as being within the scope of an intranet strategy.

If ever there was a time to sit down and work out how to integrate mobile apps into a collaboration strategy it is the next few months. Even with the very high quality displays on current generation smart phones, no one is going sit in the reception area of a prospective client to scroll through document libraries on (for example) a SharePoint platform to find business-critical information. Mobile search and mobile collaboration are going to need some serious attention. Time for some creative thinking!

If you would like to know more about using mobile smart phones to access both enterprise information and also external business information resources I will be running a workshop for UKeIG on 13 April:

<http://www.ukeig.org.uk/trainingevent/mobile-access-information-resources-martin-white>

Reviews

Intranet Design Awards 2011

Nielsen Norman Group <http://www.nngroup.com>

Reading through the Intranet Design Awards report is always such an encouraging start to the year. This year the report profiles AMP Limited, Bennett Jones LLP, Bouygues Telecom, Credit Suisse AG, Duke Energy, Habitat for Humanity International, Heineken International, Korea Telecom, Mota-Engil Engenharia e Construção and Verizon Communications. This is such a diverse group of

organisations in terms of size, sector and geographic location that there is something in this report for every intranet manager. Each of the profiles extends to 30 or 40 pages with quite a number of screen shots. In addition there is a short but useful section on why some of the submitted entries failed to gain an award. According to report authors Amy Schade, Patty Caya, and Jakob Nielsen the critical success factors are to watch people work, conduct usability evaluations, understand the technology, personalise after you create the structure, help content contributors to succeed, consider accessibility and measure ROI. In the case of ROI there is a comment that decreased use can also be a good ROI indicator! For example, Habitat for Humanity saw a 60% decrease in "where do I find...?" questions after launching its improved design. A sure indication that users are getting the content they need more often.

Some of the main themes of this years' winners are a focus on mobile access and on supporting knowledge-management applications. Six out of the ten winners had made a substantial investment in providing access to the intranet by staff working away from the office, double the number in the 2010 awards. It also seems that social media applications are maturing, and are now supporting knowledge management, innovation management, participation rewards and customised solutions.

This report represents excellent value for \$248, as it combines the detailed descriptions of individual intranets that can provide a range of practical solutions for any intranet together with a strategic analysis by authors who have the experience to see beyond the screen shots. It is not a quick read, and there almost needs to be a version with wide

margins for marking up comments. Sadly still no index! Maybe next year?

Martin White

Essential SharePoint 2010: Overview, Governance and Planning

Scott Jamison, Susan Hanley and Mauro Cardarelli

Addison Wesley Microsoft Technology Series

<http://www.informit.com/mstechseries>

The flood of books on Microsoft SharePoint 2010 has begun, with over 300 listed on Amazon as I begin to write this review. I have read only a few of them, so I can't say for certain that this is the best of them, but I think intranet managers will find this book to be of considerable value. As the sub-title indicates, this is not a book about the technology of SharePoint, though there is enough to highlight the differences between the 2007 and 2010 versions, and to explain why planning and governance are so important.

After an overview of SharePoint 2010 there are substantial chapters (typically 30 pages) on enterprise content management, social media, search, business process applications and business intelligence. Other chapters cover security, disaster recovery (more important than most people realise!), planning for training and communications, and using SharePoint for a public-facing Web site. The 590-page book is well illustrated with screen shots, though these are mocked-up for the book and are not production applications.

What I like about this book is the care that the authors and the publisher have taken to make the book readable and useful. The writing style is a model of clarity, given the complexity of the topics covered, and each chapter ends with a summary of key points. Although the authors do have strong connections with Microsoft they are not above highlighting some deficiencies with SharePoint 2010. I liked the comment "It's unclear why Controls is not on the Insert tab but that's a question for the [Microsoft] InfoPath team". That is a good example of the style of writing.

This is not a book for Microsoft developers, though even they may benefit from the overview of the capabilities of SharePoint 2010. The target audience is clearly people who have a managerial responsibility for SharePoint 2010 implementation, who need to get the best return on their investment. The value of the book is further enhanced by a very good index. As you can imagine I have quite a collection of Microsoft 2010 books, but I turn to

this one more than any other, and it is now colourfully adorned with marker pen highlighting. I expect your copy will be as well.

Martin White

Membership of UKeiG Intranets Forum

If you have a professional or work interest in intranets, you will be very welcome in our Intranets Forum! We hold regular meetings for presentations of intranet initiatives and discussions, we support members with a growing JISCMail facility, and all meeting reports are published on the Intranets Forum pages of the UkeiG website. Membership is free to UkeiG members, and £30 per annum to non-UkeiG members. See the UkeiG website for more details – we hope to see you soon!

Reference Management

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

Updates to Bibsonomy, Endnote, and Zotero

Bibsonomy

Bibsonomy, the social bookmarking tool, has released version 2.0.11. With it comes various bug fixes but also some new features including the BibSonomy URL, which now accepts a new parameter "resourcetype". For example, ". "http://www.bibsonomy.org/json/?resourcetype=publication" will retrieve publication posts. When posting a publication that you are the author of, you can add the tag "myown" to it. Also available now is the option to use the checkbox "I am an author" in the editing dialogue edit publication - which adds the tag "myown" to the post. Note that this also causes those posts to appear on your CV page. The migration to Spring Security means the new "remember me" cookie. With the new release your old cookie is no longer valid, and you need to login again. Further details at: <http://bibsonomy.blogspot.com/>.

Endnote Web and Endnote

Endnote Web and Endnote can now be used to manage a list of personal publications within ResearcherID. This is a free author community tool that allows researchers to create their own profile

to eliminate author misidentification (which "John Smith" for example?). There is a number of options for creating a researcher profile, of which one is for a list of publications written by the researcher. This can be populated using Web of Science and now Endnote. You can also make changes if you update your Endnote library. It enables you to compare your publications list with WoS to add Times Cited details automatically. See www.researcherid.com for more details. Endnote now has the complete APA 6th style, including new rules for more than six authors.

Zotero Everywhere

Zotero Everywhere has two main components: a standalone desktop version of Zotero with full integration into a variety of Web browsers and a radically expanded application programming interface (API) to provide Web and mobile access to Zotero libraries. Zotero provides support for Google Chrome, Apple Safari, and Microsoft Internet Explorer. Plugins for these browsers will soon allow users to add anything they find on the Web to their Zotero libraries regardless of browser preferences. Rather than use the Zotero pane in Firefox, users will have the new option of

accessing their libraries via a standalone desktop version of Zotero, available for Mac, Windows, and Linux.

Further details at <http://www.zotero.org/>

Mendeley will tweet for you

A useful way to keep your contacts up to date on what you're doing online is to have services tweet out your activity. Mendeley will send tweets on your behalf if you add a publication to the "My Publications" folder or comment or like something in a public group newsfeed. You can activate this on your [Account Settings](#) page, and pick and choose which activities you'd like to have tweeted on your behalf. Further details at <http://www.mendeley.com/>.

Citing tweets

If you want to know how to cite tweets then you will find the following blog of particular interest:

<http://gunther-eysenbach.blogspot.com/2009/04/how-to-cite-twitter-how-to-cite-tweets.html>

Finally, you may like to view the slides by Martin Fenner about which reference manager to choose.

<http://www.slideshare.net/mfenner/which-reference-manager>

He also has a particularly useful diagram available on Flickr:

<http://www.flickr.com/photos/mfenner/4379530289/>

Public Sector News

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

Logging public spending information; a single website for legislation.

Public spending information

The last day of December 2010 was the deadline set by the Secretary of State for Communities and Local Government, Eric Pickles, for local authorities to publish all expenditure over £500. By the 28 January 2011 the Local Government Association reported that 276 out of 353 local authorities had achieved publication with a further 38 intending to have their figures in place by the very end of January.

Legislation

www.legislation.gov.uk was launched last July as the 'single unified service' to replace the Office for Public Sector Information website and the Statute Law Database' and makes access to legislation much easier. The site brings legislation together and I thought it would be worth summarizing here what it covers.

- All **enacted** legislation and associated documents from 1988 onwards

- All **revised** primary legislation from the SLD website which was at least partly in force at the SLD 'base dates' i.e. 1 February 1991 for UK statutes or 1 January 2006 for Northern Ireland statutes. (Revised legislation has been taken from Statutes in Force for the UK and The Northern Ireland Statutes Revised.)
- **Welsh Language Legislation**
- **Draft Statutory Instruments**
- **'More Resources'** tab provides access to associated documents such as a pdf of the original
- **'Changes to Legislation'** provides access to lists detailing changes made to all legislation enacted from 2002 onwards. Changes made before 2002 have been incorporated into the content. It allows users to see how legislation stands currently even when 'effects' have not yet been incorporated into the text of the legislation. This is provided through a drop down list showing outstanding effects which were previously known as *Tables of Legislative Effects*.

- **Scope.** The legislation covers England and Wales, Scotland and Northern Ireland including the devolved assemblies
- A **'dashboard'** is provided to enable users to keep abreast of new legislation.
- **'Historical Timeline'** enables users to see how provisions have changed over time.
- **'Point of Time searching'** is a feature of the Advanced Search and allows users to see a whole Act as it stood at a specific point in time.
- The homepage provides quick links to new legislation, **FAQs** and the **Most Requested Acts**.

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.

Legislation is updated as quickly as possible but it may take a couple of weeks for new legislation to be incorporated.

Free and easy to use access to the UK Statute Book has been a long time coming and it is a delight to see the developments over the last couple of years.

And finally...were you one of the 3000 people who filed their tax return on line on Christmas Day and Boxing Day? This was increase of a third over 2009!

Public Sector News is supplied by ALGIS in LARIA (The Affiliation of Local Government Information Specialists in the Local Authority Research and Intelligence Association) which represents information professionals providing information

Current Awareness

Column editor: Clare Sinclair

The current awareness column is created by a team of information specialists from the USA and the UK, who check a range of leading periodicals to make sure readers are kept informed about the latest developments relating to information management. Subjects covered include e-publishing, information access and retrieval, electronic publishing, preservation and virtual libraries.

Digitisation Projects/Preservation

Anderson, David., Delve, Janet., Pinchbeck, Dan.

[Toward a workable emulation-based preservation strategy: rationale and technical metadata](#)

New Review of Information Networking 15(2) (2010): 110-131 – An interesting, but highly technical article on digital preservation. Provides an introduction to the complex issues surrounding the preservation of digital objects. The authors walk us through the polarised debate between the emulation approach (Rothenberg) and the migration approach (Bearman). The authors are part of the European consortium project KEEP (Keeping Emulation Environments Portable) which proposed a hybrid approach by developing a virtual machine as a platform on which emulators are written – I warned you it was technical! My interest in the article increased as the authors went on to apply their ideas to the most complex of digital objects, the video game. This application helped to illustrate their valuable on the practical

issues of preserving games for the future. When it was pointed out that Quake is now fifteen years old, I wondered if perhaps someone should work on preserving me too. [ATB]

Hole, Brian et al. [The Life³ Predictive Costing Tool for Digital Collections](#) *New Review of Information Networking* 15(2) (2010): 81-93 – Foretelling the cost of preserving digital collections over the longer term is becoming a significant concern for individuals and institutions. This article discusses the Excel- and web-based versions of the predictive costing tool delivered by phase 3 of the LIFE (Life Cycle Information for E-Literature) project. The project was undertaken by a collaboration of University College London, The British Library and the Humanities Advanced Technology and Information Institute (HATII) at the University of Glasgow. Funding was provided by the Joint Information Systems Committee (JISC) and the Research Information Network (RIN). The LIFE tool aims to provide a simple-to-use financial model that allows individuals and institutions to fully estimate the potential costs associated with

various digitisation options. The model has been developed using extensive case study and survey data, and the Web tool specifically designed for ease of use irrespective of the background of the user. A fourth stage of the LIFE project is proposed which aims to internationalise the financial model and move the tool to a sustainable service. [NW]

Erway, Ricky. [Defining 'Born Digital'](#) Dublin, OH: OCLC Online Computer Library Center, Inc., November 2010. (<http://www.oclc.org/research/activities/hiddencollections/borndigital.pdf>) – This brief but pithy paper by my OCLC colleague does a great job of identifying the diversity of "born digital" materials, from digital photographs to harvested Web content and many other types of materials. She also identifies a starter set of additional issues that pertain to these materials, such as bit rot, obsolete media, hardware, and software, and authenticity. Questions such as whether one should attempt to recover deleted files and when something in digital form should be considered "published" are raised. This four-page PDF can serve as a useful introduction to this topic (especially in relation to the more detailed and complex "Digital Forensics" document also cited in this issue), and is even accompanied by [a brief but amusing video](#). [RT]*

Kirschenbaum, Matthew G., Ovenden, Richard., Redwine, Gabriela. [Digital Forensics and Born-Digital Content in Cultural Heritage Collections](#) Washington, DC: Council on Library and Information Resources, 2010. (<http://www.clir.org/pubs/abstract/pub149abst.html>) – It's unlikely that many cultural heritage special-

ists, such as archivists, are familiar with digital forensic techniques. This report suggests that, in an age where important source materials are increasingly born digital, they should be. As CLIR President Charles Henry says in the report's introduction: "when the shared interests of digital forensics and responsibilities associated with securing and maintaining our cultural legacy are identified—preservation, extraction, documentation, and interpretation, as this report details--the correspondence between these fields of study becomes logical and compelling." The report examines key issues related to legacy hardware, software and file formats, unique and irreplaceable data, data authenticity, data recovery, and forensic costs. It also discusses ethical and privacy concerns, and it provides recommendations for further progress in the use of digital forensic techniques by cultural heritage workers. Descriptions of forensic hardware and software and further resources for study complete the report. [CB]*

Information Management/Social Networking

Asunka, Stephen, Soo Chae, Hui, Natriello, Gary. [Towards an Understanding of the Use of an Institutional Repository with Integrated Social Networking Tools: A Study of PocketKnowledge](#) *Library & Information Science Research* (2010)(18 December 2010) (<http://dx.doi.org/10.1016/j.lisr.2010.04.006>) – Explores the use of PocketKnowledge, an institutional repository created and used by Teachers College at Columbia University. The

repository is open to students, faculty, staff and non-affiliates of Columbia, and includes social networking features, such as tagging and commenting. The authors of this study analysed transaction logs from eight semesters, exploring registrations, documents uploaded and downloaded, and use of the social networking features. The authors found that students were by far the heaviest users—they contributed almost 90% of the content uploaded to the system. They also found that whilst tags were regularly employed by registered users, commenting was hardly used at all: only nine out of over 3,000 items analysed carried comments. This seems to indicate that the repository is used as a place to store and retrieve documents, rather than a space to interact with scholars and classmates. The authors also found that registration rates declined in tandem with the decline of marketing and outreach efforts to publicise the repository, demonstrating that the library will need to continue promoting the repository in order to ensure its continued use. [AC]*

Nielsen, Jakob. [College Students on the Web](#) *Jakob Nielsen's Alertbox* (15 December 2010) (<http://www.useit.com/alertbox/students.html>) – Digital natives, online generation, technology geniuses—this is how we often think of college-age students. Jakob Nielsen conducted research with 43 students across the globe to study how they interact with websites, including university sites. They were given specific tasks to do on each site, and were also given some open-ended searching opportunities. The results busted three myths of student Internet use: (1) students are technology wizards, (2) students crave multi-media and fancy design, and (3) students are enraptured

by social networking. The students often preferred simple design, and repeated comments that have been heard again and again in website usability studies (e.g. website text should be easy to scan). Other findings included that students were skeptical of sites that lacked depth, and they often have multiple tabs open at once and switch contexts frequently. If your Web committee needs a reality check, this report from the guru of Web usability should do the trick. [KC]*

Knowledge Management

Manuel, Sue., Dearnley, James., Walton, Graham [Continuous improvement methodology applied to United Kingdom academic library websites via national survey results](#) *New Review of Information Networking* 15(2) (2010): 55-80 – The Continuous Improvement (CI) methodology developed by the Japanese car maker Toyota generated wider interest in organisations through the 1980s and 1990s. Also known as *kaizen*, CI looks at practices and people in an organisation and how processes and outputs can be improved for customers. Through the 1990s, and into the 2000s a number of articles looked at how the CI methodology could be applied in libraries. Here, the authors tackle the particular area of managing websites in academic libraries and draw on data from a UK survey of academic library Web practitioners. A quick tour through established methodologies and literature in the field is a useful introduction, and the principles drawn from a 2005 article by James Wisser are a good starting point for applying *kaizen* to the management of academic library Web sites. The article is weaker when

interprets data from the survey to map onto these principles. For example, the authors claim 'it is evident from the survey that senior managers do have a close involvement with the library website'. The data provided in the article doesn't seem to support this conclusion strongly, though perhaps the authors have other evidence that we don't see. On the whole though, I would recommend the article as it provides inspiration for improving our services through Continuous Improvement. [ATB]*

Virtual Libraries

Webster, Keith. [The Library Space as Learning Space](http://www.educause.edu/EDUCAUSE+Review/EDUCAUSEReviewMagazineVolume45/TheLibrarySpaceasLearningSpace/218705) *EDUCAUSE Review* 45(6) (November/December 2010) (<http://www.educause.edu/EDUCAUSE+Review/EDUCAUSEReviewMagazineVolume45/TheLibrarySpaceasLearningSpace/218705>) – This piece is a thoughtful consideration of David Lewis' "[Model for Academic Libraries 2005 to 2025](http://www.educause.edu/EDUCAUSE+Review/EDUCAUSEReviewMagazineVolume45/TheLibrarySpaceasLearningSpace/218705)". This suggests "(1) Complete the migration from print to electronic collections, (2) retire legacy print collections, (3) redevelop the library space, (4) reposition library and information tools, resources, and expertise, and (5) migrate the focus of collections from purchasing materials to curating content." Webster cites several studies, that seem to indicate that academic library users would agree with Lewis' model. "Although they make up only one component of evidence to support decision-making," Webster writes, "these

various studies do show that Lewis' vision is achievable. Of course, fundamental change will prove controversial, particularly when it involves the removal of print collections from open shelves. But we know that electronic resources are vastly preferred, and we know that we can care for print collections more thoroughly in off-site, environmentally controlled warehouses than in hot and humid libraries. We can then leverage this shift to free up space and staff to more effectively deliver the spaces and services required in our colleges and universities in the future." [RT]*

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

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Other Contributors:

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New books of interest

Here are some book titles that might be of interest to UKeIG members. 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 the editor. A copy of the book is provided free for you to review. Most of the titles are recent, but some earlier ones are included that may have slipped the net!

The 2011 Guide to Free or Nearly-Free e-Books, Chris Armstrong, UKEIG, Jan 2011

Books, Bytes and Business: the Promise of Digital publishing, Bill Martin and Xuemei Tian, Ashgate, October 2010

Classification made simple (3rd edition) Eric J Hunter, Ashgate Publishing, September 2009

Digital Images for the Information Professional, Melinda Terras, Ashgate 2008

The Intranet Management Handbook, Martin White, Facet Publishing, Dec 2010

E-books in Academic Libraries (Mincic-Obradovic) Chandos, December 2010

Managing Image Collections (Note) Chandos, Jan 2011

Creating Digital Collections (Zhang) Chandos, 2008

Metadata for digital resources (Foulonneau) Chandos, 2008

Information Architecture for Information Professionals (Batley) Chandos, 2007

Organising Knowledge (Lambe) Chandos, 2007

Ontologies, Taxonomies and thesauri (Curras) Chandos, October 2010

Web 2.0 and Libraries (Parkes) Chandos, April 2010

Improving Students' Web Use and Information Literacy: A guide for teachers and teacher librarians (James Herring) Facet, November 2010

And finally...!

Martin White

My first ever airplane flight was to New York in January 1977, something I can date with precision as I still have my first passport, issued just in time for me to leave. Those were the days when you had to record in your passport the amount of foreign currency you were taking on each trip. Another feature of the passport was that you had to record your occupation, and in my case it said 'Information Scientist'. Thirty-four years and round about 200 return trips to the USA I still regard myself as an information scientist, and that is not just because of great memories of the Institute of Information Scientists. If you look at my Twitter stream you will see that my profile reads "Information scientist with a passion for intranets", and that probably sums me up fairly well.

When clients ask me about my background I tell them that by profession I am an information scientist. They then inevitably ask me what an information scientist is. Well, my wife has struggled with that for more than thirty-four years! My reply is that I have a professional commitment to make sure that information resources are used to the benefit of both business and society. It may not be a pretty definition, but it works. One of the virtues of information science is that the scope is so vast that almost everything seems to have a place. It is worth looking at the Wikipedia definition of information science to see an exceptionally good historical perspective of information science.

When visitors walk into the room that contains our main bookcases they usually fail to see what the connection is between the various titles. In particular I have a substantial collection of books on and by Richard Feynman, the Nobel Laureate physicist. What fascinates me about Feynman was that he was the most unassuming of men, and always positioned himself as someone who developed a tool kit (in quantum electrodynamics) that he hoped others would use to solve problems. As a consultant I see my task is to provide clients with a toolbox of techniques they can use. If I have done my job well they will never need me again! Another connection with Feynman is that he developed a diagrammatic way to calculate probabilities of reactions between elementary particles. My initial training was as a chemist, a science rich in diagrams, and I find time and again that drawing a diagram is a wonderful way of focusing people in on a problem, even though I find most of my diagrams are triangles.

Another group of books is about the Enigma code-breaking efforts of Bletchley Park during WW2 but the reason for that interest can wait for another column.

The challenges we face in both business and society about the use and misuse of information grow each day. As a professional information scientist what should my reaction have been to Wikileaks? A breach of trust or a necessary

freedom of information? I'm still not sure, and that in itself worries me. The ethics of information are incredibly challenging.

So as you can see the only mention of intranets comes at the end of this column. Dion Lindsay is taking on that responsibility. I'm hoping that in these codas to *eLucidate* you, and the Editor, will

allow me to ramble on about issues of information science and information management, and hopefully look beyond the digital workplace into wider issues that need attention from the information profession.

Press Releases

OUP announces University Press Monograph platform

14 Jan 2011: Oxford University Press is pleased to announce the creation of a groundbreaking online platform for university press monograph content. Having redeveloped the award-winning Oxford Scholarship Online platform, OUP is launching University Press Scholarship Online (UPSO) and inviting the University Press community to take advantage of a fully enabled XML environment with the cutting edge search and discovery functionality that has marked the success of Oxford Scholarship Online.

“The expansion of Oxford Scholarship Online,” notes Tim Barton, Managing Director of Global Academic Business for Oxford University Press, “to include the research and scholarship of other university presses, creating a single platform searchable across many high-quality programs, represents a step forward in ensuring that academic content is increasingly accessible—and conveniently so.”

Responding to increased demand for online scholarly content, UPSO streamlines the research process by making disparately published monographs easily accessible, highly discoverable and fully cross-searchable via one online platform. Research that previously would have required users to jump between a variety of books and disconnected websites can now be concentrated through a single search engine.

UPSO creates an individually-branded home for monographs from each participating university press just as it has done for Oxford Scholarship Online while allowing highly intuitive tools to deep search across all the content in the program. As such, UPSO will be the premier online research tool—for scholars, teachers, graduate and undergraduate students—and an essential resource for all academic libraries.

Benefits of UPSO for academics, libraries, and partner presses:

- Provides the highest quality scholarly content in all subject areas
- Fully cross-referenced and cross-searchable, with clickable citations from bibliographies and footnotes, including OpenURL and DOI-linking support, and more
- Allows users to streamline research through a single online platform
- Enables libraries to reduce subscriptions to multiple smaller websites
- Can be easily integrated into library systems and updated frequently with new content
- Offers full customer support services as well as flexibility and choice in purchasing models

- Increases discoverability and usage of university press scholarly materials
- Offers university presses the unique opportunity to create an XML digital workflow and join a highly successful online scholarship platform, reaching the global academic market at low distribution costs

“We are very excited about the redevelopment of OSO and the opportunity to open up the platform to other presses,” said Casper Grathwohl, VP, Digital Publisher at Oxford University Press. “I think the timing is right—over the past year the university press community has delved more deeply into strategic conversations about how to address their digital monograph publishing and we hope that the UPSO program will offer them a solution with a proven track record in an environment that is more flexible than most other offerings that are becoming available. Although the program provides all the links to other academic content needed by researchers, UPSO is really about unlocking the power of the academic monograph, and that singular focus makes it incredibly compelling. I believe it will make a significant contribution to the development of the monograph in its next phase of life.”

A pilot program with Fordham University Press is launching in March 2011, and OUP is in talks with a number of university presses for a full launch in autumn 2011. A marketing destination site, explaining the full range of benefits of UPSO in greater depth, is coming this February at www.aboutupso.com.

New shared Web catalogue to boost visibility and usage of public library resources

Birmingham, 6 January 2011: OCLC and The Combined Regions (TCR) have announced plans to launch Britain’s first freely accessible national public library union catalogue. Containing the bibliographic data from 80% of the UK’s public libraries, the service will make it possible for Web users to simultaneously search 9 million bibliographic records and 50 million holdings.

Leveraging information already indexed in WorldCat, the world’s largest online resource for finding library materials, this customised union catalogue will provide a view of holdings contributed by the 149 local authorities with a current full package subscription to UnityUK, the UK’s only nationwide network for resource sharing.

The initiative will make bibliographic data more discoverable on the open Web. Indexing of WorldCat data through search engines such as Google and Yahoo! will vastly improve awareness of public library resources and drive significantly increased traffic back to local libraries.

Requiring no other expenditure than a current full package UnityUK subscription, the service increases visibility for public library holdings - positioning them as primary sources of information alongside other Web resources.

A recent agreement drafted by OCLC with input from The Combined Regions securing the provision of UnityUK and making important

provisions for its future as a national platform for resource discovery and inter-lending paved the way for the development of this new union catalogue. Both organisations share an ambition to achieve wider access to public libraries. This agreement is a vital step towards that goal.

The first phase of this project is to produce an initial 'proof of concept' which will be available for review by those UnityUK libraries with a full package subscription in March 2011.

For more information visit:

<http://www.oclc.org/uk/en/productworks/ukunioncat.htm>.

ALJC launches largest ever collection for 2011

6 December 2010: The Association of Learned and Professional Society Publishers (ALPSP), the international association for scholarly publishers, and Swets, the world's leading subscriptions services company, are pleased to announce the launch of the 2011 ALPSP Learned Journals Collection (ALJC). With a total of 1014 titles the 2011 collection is the largest to date, offering libraries access to an unparalleled wealth of high quality electronic content in an affordable manner. There are 7 new publishers making their content available within the 2011 collection, bringing 35 titles with them. Those publishers are:

- Atlantis Press
- El Profesional de la Informacion
- OULA - Ottawa United Learning Academy
- SNM - Society of Nuclear Medicine

- The Clay Minerals Society
- Science Reviews 2000
- Pier Professional

"The ALJC continues to go from strength to strength," said Ian Russell, Chief Executive of ALPSP. "Its unique structure allows journals from small and medium sized publishers to compete in the market with the bigger players and, with more than 1000 titles now included, its inherent value continues to increase year upon year."

"The importance of the ALJC cannot be stressed highly enough," said Debbie Dore, Chief Commercial Officer at Swets. "It provides incredible value for libraries and consortia around the world, offering a flexible and cost-effective means to acquire content from a broad range of highly-respected publishers. Swets is delighted with the continued growth of the ALJC and proud of its role in the collection's success."

Alongside the 2011 main collection 9 subject-specific sub collections are available, providing greater flexibility for those libraries interested in specific sections of the overall collection. Initiated by ALPSP in 2003, the ALJC is a unique cooperation that enables smaller and medium-sized publishers to sell their titles effectively to consortia and other library customers. The impressive range of content from the ALJC is supplied to customers through a single umbrella license, pricing model and delivery platform. The complex licensing and legal structure of this cross-publisher initiative is coordinated by Swets, who also service the worldwide sales, marketing and online content access channels for the Collection. Rather than dealing individually with a large number of publishers, library customers can access all of the high quality, full-text e-Journals simply and directly

via SwetsWise Online Content or through the ALJC's own Web portal.

Pricing details and further information on the 2011 ALJC, in partnership with Swets, can be found at www.aljsp-collection.org

Lewisham joins the London Libraries Consortium

9 December 2010: The London Borough of Lewisham becomes the 13th member of the London Libraries Consortium, bringing the number of residents in the consortium area to over 3 million. From March 2011 Lewisham's 250,000 residents will be able to access the consortium's shared library management system (LMS) from any internet-enabled computer, iPhone or via a library computer. The Borough is implementing the consortium's LMS, Axiell's OpenGalaxy, in just five months, so that its residents can gain access to over 5 million items held by consortium members as quickly as possible.

Antonio Rizzo, Service Manager, Lewisham Library & Information Service says, "Joining the consortium is one element in an array of measures we are taking to improve Lewisham Library Service. We also see active participation in the consortium as instrumental in developing Lewisham Libraries' strategic management, back office organisation and helping to deliver substantial savings over and above those required by government cuts. Lewisham will also be able to share its knowledge and experience with other boroughs."

Lewisham is a forward-looking library service which has been making improvements to its services over recent years with the introduction of RFID and wireless into many branches in 2010. Use of Web services, eBooks and online access is fast increasing and residents will also now benefit from access to the consortium's 2,000 eBook titles.

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; ebooks and how to deal with them. Other popular strands include intranets, content management, bibliographic software, and ebooks.

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 readers are as familiar as you in the subject area.

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.

why. Members and non-members alike are welcome to suggest books for review or to submit reviews.

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

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