eLucidate

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EBSCO Discovery Service at Liverpool

Martin Wolf

Martin Wolf describes the main features and reviews usages of the new EBSCO Discovery Service in use at the University of Liverpool. This searching system is aimed at improving the discoverability of the full range of the university resources.

Introduction

Like all academic libraries, the University of Liverpool seeks to provide end-users with the most straightforward and effective means of using our wide range of print and online resources. Having become increasingly frustrated with our federated search resource[1], we became one of the first in the country to explore the possibilities of the new breed of discovery tools with unified indexes, taking the unusual step of becoming beta partners in the development of both ProQuest's Summon and EBSCO's EBSCO Discovery Service, or EDS (which we have branded with the name DISCOVER). After running both services in parallel for a year, we decided to commit to EDS as our discovery resource[2]. This article provides an overview of some of the key features of EDS after two years use at University of Liverpool.

EDS – the content

At the heart of EDS is a single unified index containing data from a broad range of resources. Databases with data that can be included in this single index include all the databases hosted by EBSCO, such as Business Source Premier, Academic Search Complete, Historical Abstracts etc.; non-EBSCO services, such as JSTOR and the Web of Knowledge citation indexes; and the library's own local holdings, such as the library catalogue and institutional repository[3]. In this

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[1] Federated search tools are those that take entered search terms, sends them out to external resources, extracts results from those resources, aggregates them, then provides them in a single list to the end-user.

[2] For more on this, see the *Library Journal* article "Liverpool's Discovery", available at http://www.libraryjournal.com/lj/home/888965-264/liverpools_discovery.html.csp

[3] Note that a library has to be subscribing to, say, JSTOR, for its information to be included in that institution's single unified index.

way, EDS combines discovery of a library's print and online resources in a single access point – a marked improvement over federated and vertical search tools that kept the different resource types separate.

In addition to the single integrated index described above, EDS end-users can conduct federated searches across a range of databases *not* in the unified index. The end-user will typically do this after an initial search against the unified index, by selecting a checkbox next to the database(s) of their choice as displayed in the right-hand column of the search results page (see
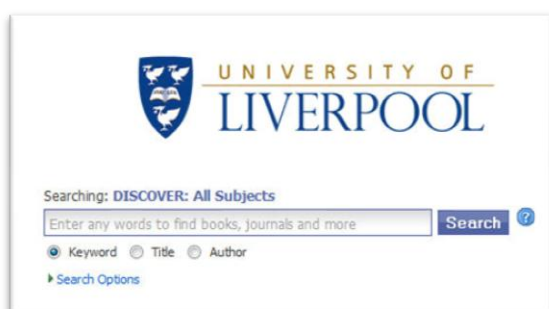

Figure 2 Main EDS search box

below).

This broadens EDS into a "shop window" onto library resources. As there will always be databases that cannot be opened to federated searching, EDS cannot completely replace other ways of providing access to the full range of resources; nevertheless, for resources that *can* be opened to federated searching, EDS can help raise their profile, and increase their usage.

The source of the results of a search are clearly visible in the "Content Providers" facet. This useful information allows users to decide whether to limit their searches within EDS just to results from specific databases, or to step out of the EDS interface and search those specific databases in their native interface.

EDS – the customisation options

EDS provides a number of customisation tools for libraries, helping to brand the service and integrate it more fully with the library's current offerings. At its simplest level this includes adding a prominent university logo to the main EDS search box (figure 1). Permanent links back to other library and / or institutional pages and services can be provided in the navigation bar at the top of the screen, providing easy access back

out of the EDS interface (figure 2).

Figure 1 Navigation bar

Customisation goes beyond these fairly simple and cosmetic features, however. For example, it is possible to set up different EDS "profiles", EDS interfaces which can be configured to search only certain specific resources. This allows the library to provide a range of resources of more specific relevance for certain users. Have a large cohort of online students who never set foot on campus? You can set up an EDS profile that will only search selected full-text sources. Have a set of Web pages through which you provide access to subject-specific information? You can set up an EDS profile that will only search selected subject resources, and ignore others (a useful feature for larger academic institutions you have large numbers of users in a wide variety of academic disciplines). This "one application / many approaches" aspect of the resource, along with the ability to create search boxes that can be embedded into any Web page (see figure 3 for an
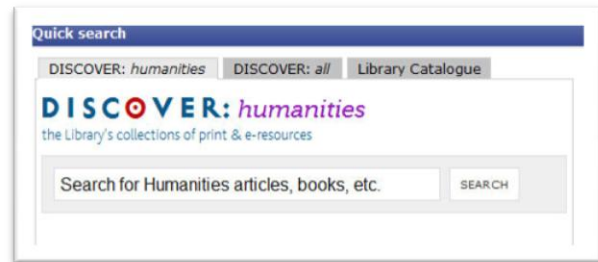
Figure 3 Customised search box

example that gives access both to a subject-specific EDS profile and the full EDS profile – this is used on the library's subject-related LibGuides pages), means EDS gives librarians the ability to promote their online resources in a flexible range of ways.

Links to other external resources of the type you would expect from a bibliographic database are provided. For example, there is support for direct export of search results into bibliographic software packages such as RefWorks, EndNote and Citavi, while integration with OpenURL resolvers

Figure 4 Simple search interface

allows for quick identification of and access to resources available in full text to end-users.

EDS – searching and results

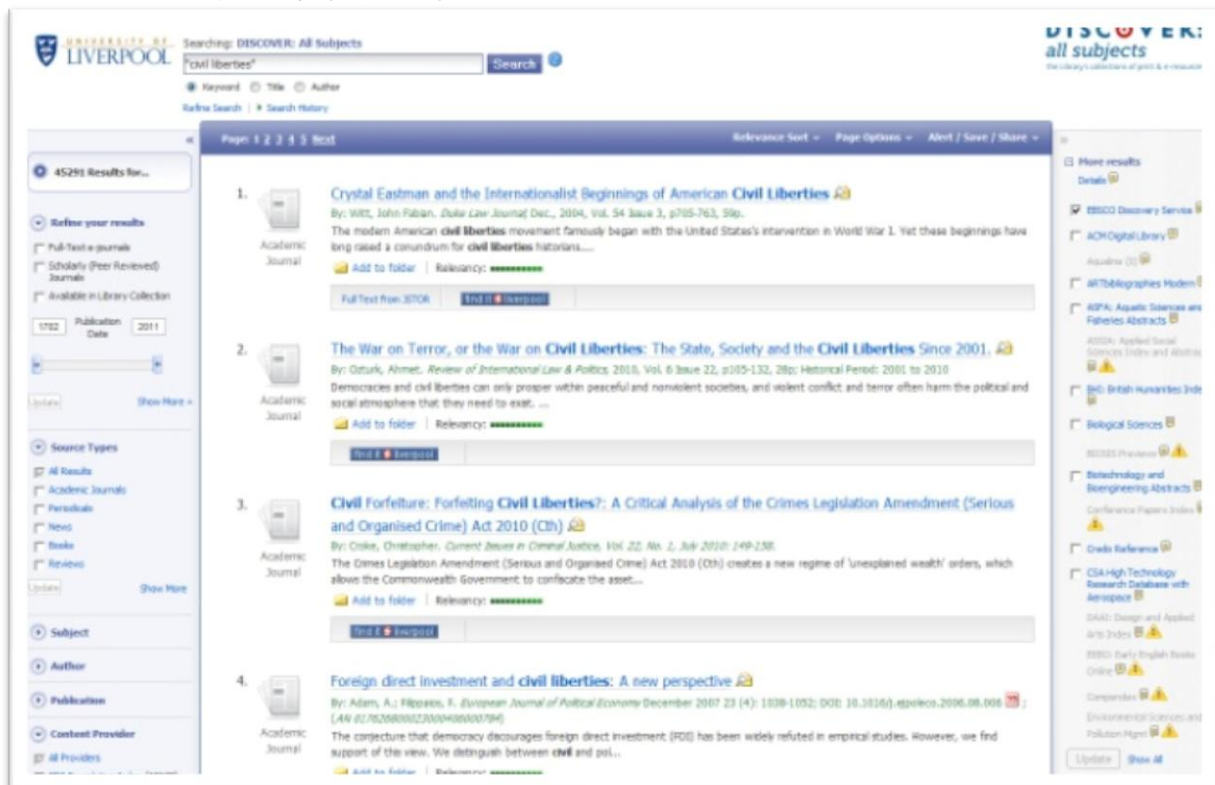One of the main advantages of discovery tools like EDS is the ability to provide end-users a single search box, just like Google. The design encourages the kind of simple keyword searching common when using general Web search engines – but the results will be very different.

The display of search results in EDS is one of its weaker elements, though in a sense this is a weakness born of the product's scope and complexity. Traditionally an EDS search results page will feature three columns, as shown in figure 4. The left-hand column provides options for refining a search – for example, limiting to particular resources, publication dates, and so on. The main central column provides the results themselves, accompanied by visual cues such as icons to identify particular results as being an article, book, thesis, etc., and, in the case of some full text sources, thumbnails of figures, tables and diagrams. The right hand column displays the list of external databases for which a federated search is available for the search just undertaken (if the library has enabled this option).

While providing excellent options for refining searches, there's no denying that this results page can look very cluttered, with the sheer number of different things that can be clicked proving perhaps a little too bewildering for the novice end-user, who after using such a basic search box may be surprised at the complexity on offer in the results page. This points to the dichotomy at the heart of products in the same class as EDS – they are providing simplified interfaces to resources that are, in themselves, very complex. As such, user education will still be necessary to ensure that end-users know enough about what EDS does and what it searches in order to use to its full potential.

Despite this caveat, however, the workflow encouraged by the EDS interface – broad keyword search, followed by a refining of results – mirrors closely the approach taken by many researchers to their information needs (my own experience of working with postgraduate researchers suggests that the large majority tend to work this way). This is not to say that EDS does not offer advanced search options; for example, using the "Refine Search" option it is possible to construct a complex, limited search query *before* clicking the search button. Additionally, power users who create a free account with EDS have tools at their disposal to determine the layout of the screen, the search and display defaults, and so on. However, EDS will primarily be of interest to those who wish to start with a wide search and then narrow down their results.

There is a great deal of customisation available to libraries in terms of what search options they make available and which they don't. Examples include whether to offer federated search options as standard on the search results page, and whether default searches should or shouldn't search in the full text of items as well as their metadata.

EDS – the future

EBSCO are moving EDS tentatively beyond the desktop/laptop browser and onto mobile devices. At the time of writing (August 2011) an iPhone/iPod touch app is available. Though not the focus of this review, this smartphone app provides an acceptable search experience that provides some important features such as saved searches and saved articles. As the march of smartphones and slate/tablet devices increases, we can expect EBSCO to make more developments in this area.

For the library's part, EDS now plays a central role in our provision of information, and its use is a cornerstone of our information literacy endeavours. Far from being seen as a "dumbing down" of search, as some might have feared, EDS has proven an excellent vehicle through which to introduce users to the type and range of information resources available to them – a useful tool for those new to literature searching, and a way of providing serendipitous discovery of previously unused databases for veteran researchers.

As relevance ranking technology increases, and local holdings are seen more as *one* of the collections we provide, rather than *the main* collection we provide, it is probable that a discovery tool may one day completely replace the OPAC, and become the default access point for all our resources.

In Summary

In conclusion, we have found EDS to be an excellent resource that simplifies access to our collections by bringing discovery of online and print resources together into a relatively seamless whole, and gives our end-users more straightforward access to the quality information sources they need for their studies.

Martin Wolf is the Faculty Librarian, Humanities and Social Sciences (Humanities) at University of Liverpool

Free and subscription-based Reference Management Software

Natasha Bayliss

Open-source and subscription-based reference management software in UK institutions: who is using what

It seems that the provision of reference management software is a given in the Higher Education sector. However, which software package is chosen and how it is promoted varies widely. As our reference management software is due for renewal imminently, I was asked to investigate the software provision offered at other universities. When discussing the renewal of any subscription resource you are often faced with reassessing the value of the software and service you provide. Therefore considering the question what is everyone else doing seems inevitable.

So I set out to investigate the current state of play. Following some colleagues' advice I posted a quick survey of four questions to the JISC mail lists – LIS Link and LIS UCR. The first is a general library and information list, the second is the University, College and Research group list. I asked for feedback about the software packages in use, the institutions' experience of the software, if anyone promoted free alternatives such as Zotero or Mendeley and if anyone had switched to only providing free options.

I received seventeen replies from colleagues representing a diverse range of Higher Education institutions across the UK. Fifteen institutions from those surveyed subscribed to a software package, with the remaining two institutions only supporting free software. EndNote was the most used software within these institutions surveyed, closely followed by RefWorks. Unexpectedly the survey highlighted that some institutions are actually subscribing to multiple services – for instance EndNote, Reference Manager and RefWorks. The reasons cited for this included the historical development of Virtual Learning Environments within departments and user preference. One commonly highlighted issue with switching services is the need for continued support for users still working on previously supported software. The other is the need to promote and 'sell' the switch over to all involved.

Zotero was the free option promoted at both of the institutions without subscription packages. Intriguingly, when looking at why they had switched to only promoting free software, it transpired that they had never subscribed to subscription software. More commonly institutions promote free options alongside the subscription

software to offer users choice, not to act as a replacement. The predominant means of promotion usually takes the form of comparison tables or explanations of what software is available.

The overwhelming consensus was that while everyone is watching the current developments in free software with interest, no one is prepared to stop subscription services. The main reason for this is that they have not been reassured that the free options will fulfil all the criteria required by their users or provide the technical support required. For example one institution surveyed sixty-five free software packages and found that only two (Zotero and Mendeley) fitted their criteria. Perhaps a way to allay these concerns would be to monitor the usage of both free- and paid referencing software within an institution and analyse the outcome.

The findings indicated that we are not alone in our current practices. While free options are promoted, no one has abandoned the subscription model, although some institutions are more actively promoting the free options available in conjunction with their own service provision. The information collected from this survey has been fed back into our software review process (which at the time of writing is still ongoing).

Natasha Bayliss is Academic Support Consultant at the University of Exeter

Web 2.0

Phil Bradley

Things you can do with a home page

In this column I'm going to concentrate on what are generally referred to as 'home' or 'start' pages. I'm often asked which resource I couldn't do without, and my answer is always the same – Netvibes, which is the application that I use. Lots of people haven't heard of it however, so hopefully if you're in that boat you'll stop reading the article half way through in order to rush off and try it out.

What is a home or start page?

When your browser starts up, the page that it loads is your home page. You'll sometimes see sites offering to make themselves the home page – you can set a home page yourself very easily by going to some variety of 'Options, Internet, Home Page, Make current page home page' and click on that. When you next start your browser, that page will open – or in fact you could have several pages open in different tabs, which is how I work – Netvibes, Twitter, Gmail and Face-book are my standard open tabs (shortly to be followed by Google+, I suspect). Many organisations have the standard default of their website, intranet page or search engine as the home page. However, what I can pretty much be certain of is that the page that opens in your browser is going to be of limited use to you.

So, before moving into the intricacies of setting up a home page, let's take a moment to consider what you do when you go onto the net. You'll search, check your mail, see what's happening on Face-book, Twitter, the latest BBC news perhaps. You'll also want to check some key searches perhaps, visit one or two pages to see if they have been updated, check the weather for your area, perhaps see what your contacts on Flickr are doing – or a host of other things. All of these take time – just the simple process of clicking on links, visiting the page, going onto the next can easily use up an hour of your time. Consequently, you don't do it as often as you should, and then you run the risk of missing out on an important piece of information, and the whole information overload concept really kicks in.

What can you do with a home page?

This is where a home page can come to your rescue. There are several very good resources (I'll list them at the end) that you can use, but they all work on the same basic principle. They will have a variety of widgets or modules that you can choose, edit to personal taste and put onto a page. You may decide to have a widget that checks your email and returns a list of the subjects of your recent messages, or you may set up a number of canned searches and see the

results appearing instantly on the screen in front of you. You might have an ego search across blogs that you want to run in order to see if you're being talked about. You could decide to set up a weather widget to tell you what the weather is like in a particular place, or a nice little reference resource to let you check exchange rates.

Moreover, a good home page application will have several tags, so that you can flick from one to another – you may decide to have a tab that deals with a particular subject, with several canned searches, Flickr photographs and so on, all in one place. You could have a tab for leisure and fun and hobby based material – there's no end of these things. However, what they're all doing is bringing information directly to you – one of the key criteria for Web 2.0 resources is that you don't have to go out and look for material, it automatically comes to you, saving you huge amounts of time, and keeping everything together in one place. One quick example: suppose you check your email 5 times a day, and it takes you 30 seconds to go to the website, input your user name and password and get the mail up on the screen. That's 2.5 minutes a day, 12.5 minutes a week; 10 hours a year, just to check the mail – not even to start to answer it. By using a mail widget that constantly checks your mail you simply need to look at the module, see the mail you have waiting and decide if it's actually worth opening up the client or not. If you then take into account the time that you spend repetitively running the same searches, recalling bookmarks, visiting weather or currency exchange sites you'll see that a home page that brings all of these resources together in one place is going to be a great time saver. Indeed, since you can have the same start page on any number of machines, you

will have a consistent approach – essentially your own portal to the net.

Netvibes

As previously mentioned, there are various different packages that do a grand job, but my preference is the Netvibes resource at http://www.netvibes.com and there are several reasons why I rate this one so high. It's very easy to set up – simply visit the site and it will prompt you for a subject that you're interested in, such as 'CILIP', and it will then create a number of tabs for you as a dashboard, drawing content together for you: news, videos, discussions and so on, without you doing any extra work. You'll see the various modules on the page, and you can edit these as appropriate, delete them, or move them around the screen. You can then create more tabbed pages and populate them with literally thousands of different modules. Some popular modules that I use include a bookmarks option with various different tabs, so that I can flip between bookmarks for different subjects, feeds for what I regard as important sites, BBC News updates, a web search box, weather module, Highways Agency RSS feed, feeds from Delicious and Flickr, and a Twitter module.

However, the other real value of Netvibes is that you can also create public pages. These public pages, housed at Netvibes under your account can be viewed by anyone, but your personal pages remain private to you. On one occasion I did explain this rather poorly to a trainee by saying 'anyone can see what you're playing with publically, but no-one can see your private bits'. You can view my public pages at http://www.netvibes.com/philbradley.

Consequently it's easy for anyone to establish some pages on Netvibes without reference back to an existing website, and these can be maintained with hardly any expertise at all. You might also like to take a look at the Dublin City Public Libraries pages at http://www.netvibes.com/dublincitypubliclibraries# Home or the Glyndwr University pages at http://www.netvibes.com/jeorrettp#General, or indeed many others, by searching for them at the Netvibes ecosystem database at http://eco.netvibes.com/universes.

Other solutions

There are a great many home page solutions available, and I have a list of them at http://www.philb.com/iwantto/web2startpages.htm, but my advice is to stick to Netvibes – it's been around for a long time, it's in profit, easy to use and allows public sharing. However, if you're still not convinced, I would suggest taking a look at iGoogle which you can find at http://www.google.com/ig or if you'd like to create something for a friend, colleague or elderly relative who can't really handle lots of options take a look at MyFaves at http://myfav.es/ which has just five big buttons on the screen, which you can customise, or Tizmos at http://www.tizmos.com/ which is a tiny bit more complicated, but still very simple. You can also share it as well – so my version is at http://www.tizmos.com/philbradley in case you want to take a look.

Summary

A home page will save you time and effort. They're easy to create, requiring no technical knowledge at all, and can be updated and

changed within seconds. Because they are hosted in the cloud you can get access to your site from any machine, so you have a consistent access point to the Internet. If you want to take a look at Netvibes in more detail, with a webcam commentary from me, point your browser at http://www.youtube.com/watch?v=gNT6gpm55fs.

Information Management

Martin White, Information Focus Ltd

Big data? – big opportunities!

Although there is a general awareness of the 'information explosion', there has been little analysis of just how rapidly business and society is generating information. Early In 2011 Hilbert and Lopez published a very detailed analysis of the growth of information storage, computation capacity and telecommunications capacity over the period from 1986 to 2007, based on over 1120 sources. Their analysis (The World's Technological Capacity to Process Information[1]) indicates that the storage of information has experienced a growth rate of 23% per capita over two decades. The main characteristic of the storage trajectory is the digitalization of previously analogue information, which has increased from 0.8% digital in 1986 to 94% in 2007.

All organisations track the extent of their assets, including their financial situation, the number of employees, equipment used in offices and factories, intellectual assets (patents, trademarks and licenses) and orders and deliveries. This information is required for regulatory reasons and to enable the Board of Directors to manage the organisation effectively. However, very few organisations have any measure of the amount of information that they have, even though this is a fundamental asset of the organisation in the 21st Century. Recently, MarkLogic published a very interesting survey of the extent to which senior managers understood the scale of the information problems that were about to arrive on their desktops[2]. The really scary outcome of the survey

[1] The World's Technological Capacity to Process Information

http://www.martinhilbert.net/WorldInfoCapacity.html

[2] The Post-Relational Reality Sets In. 2011 Survey on Unstructured Data

http://www.marklogic.com/news-and-events/press-releases/2011/marklogic-survey-reveals-

is that although 57% of managers regarded unstructured information as very important to the business, only 17% were highly aware of what information their organisation actually possessed. That is quite an information management gap.

One of the reasons why managers (even IT managers) have no idea of the amount of information stored in the organisation is that it is dispersed in so many individual repositories. In one of my clients recently I discovered they had 48500 Lotus Notes databases amounting to 45 terabytes of information. This represents something like 150 million pages, and yet the company (with a world reputation for quality) had no enterprise search application. Virtually all the information was invisible to any employee that did not, from personal experience, know which Notes databases to look at.

However 45 terabytes is nothing. The McKinsey Global Institute recently published a report entitled Big Data: The Next Frontier for Innovation, Competition and Productivity[1]. It runs to 156 pages, and every information professional should

read it. According to McKinsey, analyzing large data sets—so-called Big Data—will become a key basis of competition, underpinning new waves of productivity growth, innovation, and consumer surplus. The authors of the report estimated that, by 2009, nearly all sectors in the US economy had at least an average of 200 terabytes of stored data per company (for companies with more than 1,000 employees), and that many sectors had more than 1 petabyte in mean stored data per company.

The problems of managing these volumes of information are not just technical. There is a major skills gap as well. McKinsey estimated that the supply in the United States of deep analytical talent in 2008 was around 150,000 positions. When they took into account current trends in new graduates with what they defined as deep analytical training (e.g., people taking graduate courses in statistics or machine learning, a subspecialty of computer science) this total rises to about 300,000. However, in a big data world, we expect demand for deep analytical talent could reach 440,000 to 490,000 positions in 2018—that's a talent gap in this category alone of 140,000 to 190,000 positions. In short, the United States will need an additional supply of this class of talent of 50 to 60 percent. Developing deep analytical skills requires an intrinsic aptitude in mathematics for starters, and then takes years of training. Addressing the talent shortage will not happen overnight, and the need for deep analytical talent that has already begun can only intensify.

These problems and opportunities are not just in the corporate sector. This is what the report has to say about public administrations in the EU:

unstructured-information-is-growing-rapidly-will-soon-surpass-relational-data.html

[1] Big Data: The Next Frontier for Innovation, Competition and Productivity

http://www.mckinsey.com/mgi/publications/big_data/index.asp

Across Europe's public sector, the big data levers we identified for administration can bring three main categories of quantifiable monetary value as long as the right policies and enablers are in place. These are cost savings from operational efficiency, a reduction in the cost of errors and fraud in benefit administration, and an increase in tax receipts by narrowing the tax gap. Altogether, the public sectors of Europe's 23 largest governments could potentially create €150 billion to €300 billion—and potentially more—in new value annually over ten years. This implies boosting annual productivity growth rates in the public sector by about 0.5 percentage points above those expected, if current trends hold.

For the last couple of months I've been developing a techno-economic forecast for the enterprise search market in the EU. One of the trends that started to emerge was that search technology companies and companies trying to get the best from an enterprise search application were having a problem finding people with the right set of skills. These skills included:

- Highly skilled in software applications and Web 2.0 technologies

- Cognizant of the role that information plays in society

- Dedicated to providing a link between people and the information resources they need

- Active in research that is pushing information in new directions

- Specialist in the ethics and theory of information dissemination

- Adaptable to the information needs of businesses, organizations, and institutions.

This list comes from the University of Milwaukee[1] and is probably a good description of UKeiG members if you drop out the research element.

When I started to look for universities that offered a BSc in Information Retrieval I could not find any. There are around 25 information retrieval research groups in the EU, of which ten are in the UK, but they are almost totally devoted to PhD research projects and some MSc courses. What a missed opportunity.

Big Data is a relative term; it describes the way in which current ways of managing data and information become incapable of scaling up to the increase in volume. So the problems could be coming to the door of a small organisation in the near future, just as much as to a multinational company. I am convinced that Big Data is a big opportunity for the information profession. We will not be the sole owners of this buzz word but we could play a very important role.

By the way, do you know even roughly how much information is stored in your organisation, and

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[1] University of Milwaukee

http://www4.uwm.edu/sois/programs/undergraduate/bsist.cfm

how much that has grown over the last year? If you don't perhaps you should, and then do something about it.

Online

Joy Cadwallader, Aberystwyth University (Aberystwyth Online User Group)

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

More news about large-scale collections of content, and responses to them

British Library

In June the British Library announced a partner-ship with Google to digitize a quarter of a million books from the period 1700-1870 with plans to make them freely available online through the British Library website, Google-books and Europeana. Google will cover the costs of digitisation, while the British Library will select the texts. Their press release describes previous digitisation projects with the private sector and notes some example texts. Other British Library news from over the summer includes the launch of e-book Treasures, with Leonardo da Vinci's *Codex Arundel* and Geradus Mercator's *Atlas of Europe* available to buy and download to iPads via the iBookStore.

HathiTrust

The Authors Guild, the Australian Society of Authors, the Canadian authors' organization Union des Écrivains et des Écrivains Québécois and eight authors, including Fay Weldon, have filed a suit against HathiTrust and five of its member libraries. HathiTrust founder member, the

University of Michigan (U-M), announced in May that they were identifying orphan works, then in June that they were to make thousands of orphan works available online to students and staff; specifically those titles whose details that have been posted on the U-M library website and HathiTrust for 90 days, and that are not claimed by their authors. More HathiTrust member institutions joined the Orphan Works Project in August. The lawsuit was announced on September 12th. The Authors Guild blog post indicates their intention to block the planned release of the first two sets of orphan works scheduled for October and November. The HathiTrust shared online repository was formed in 2008 by the thirteen libraries of the CIC, the University of California system and the University of Virginia, and now comprises more than 50 member libraries, a number of which have taken part in collaborative scanning projects with Google.

JSTOR

In July, the FBI arrested digital activist Aaron Swartz for downloading four million articles from

JSTOR, an action that was followed up a few days later by the upload of 33 gigabytes of pages from the *Philosophical Transactions of the Royal Society* to Pirate Bay, by someone calling themselves Gregory Maxwell, in support of Mr Swartz. This article in the [Chronicle](#) includes sections of email correspondence with Mr Maxwell who says he is "a 31-year-old who works in the telecommunications industry". Although the content uploaded to Pirate Bay is also in JSTOR's archive, an update to the article reports that the files on Pirate Bay were digitized by JSTOR but are from the Royal Society (they don't have JSTOR cover sheets). [JSTOR's public statement](#) about Mr Swartz's arrest indicated that once they had secured their content they had, "no interest in this becoming an ongoing legal matter".

Oxford University

A five-year project with a fund of two million Euros from the European Research Council has begun investigating the changing English landscape, "from the middle Bronze Age to the Domesday Book (AD 1086)", and how English people lived and worked. The [English Landscapes and Identities project](#) will include large-scale data analysis, the use of county archives, coin databases and local history experts, and will culminate in the creation of a new website, *A Portal to the Past*. Partners in the project include the e-Research Centre at Oxford University, English Heritage, who will provide aerial photographs, the [Portable Antiquity Scheme](#), a voluntary scheme to record archaeological objects found by members of the public in England and Wales, the British Museum and the [Archaeology Data Service](#).

Project Gutenberg

The founder of Project Gutenberg, Michael Hart, has died (06/09/11) aged 64. This [obituary](#), by Dr Gregory B. Newby, describes a visionary man who created the first e-book on July 4th 1971 when he typed the American Declaration of Independence into the University of Illinois mainframe computer, and went onto make over 100,000 e-books in 60 languages freely available on the Internet, through Project Gutenberg.

Referencing software

Zotero, the referencing software plug-in for Firefox, is now freely available as a standalone desktop application for multiple operating systems. [Zotero beta downloads](#) are available for Mac, Windows, and Linux, and include word-processing plug-ins for Microsoft Word and OpenOffice. "Connectors" are also available to gather references into Zotero from Safari and Chrome.

In July Mendeley, the free reference management and research networking application, announced their [1.0 desktop release](#) after 3 years in beta, promising future enhancements such as an easy-to-use citation style editor and an Android phone app.

Research Libraries UK (RLUK)

The RLUK's campaign for fairer journal pricing gathers pace. The publication of RLUK's Executive Director David Prosser's paper, "[Re-assessing the value proposition: first steps towards a fair(er) price in scholarly journals](#)", in March outlined the growing difficulties faced by academic libraries in meeting hefty subscription costs to scholarly

journals in so-called "big deals". I was very excited to see George Monbiot weighing in with his viewpoint in the Guardian on August 29th, which spawned a healthy comment thread and further correspondence through the letters page. The Times Higher Education Supplement has also reported on the story. The so-called "big deals" with Elsevier and Wiley come up for renewal at the end of 2011.

Search your film archives

Visit the beta site http://unionsearch.bfi.org.uk/, currently called *Search your film archives*, which conducts federated searches of regional TV archives, the BFI and Amber films. Although content is often not available, due to copyright restrictions, readers are encouraged to contact the source archive to see if a viewing copy is available. A search for Steptoe, for example, finds catalogue entries for individual episodes with titles and descriptions, a 2008 interview with Galton and Simpson and a 1963 Royal Variety Performance listing Wilfred Brambell and Harry H. Corbett as cast members.

Intranets

Dion Lindsay (dion@dionlindsayconsulting.com)

Remote access to intranets; social media on the intranet

Over the long summer break two issues have kept raising their heads about intranets, above the ever present concern about how to keep developing your intranet while resources are short and strategic priorities may be elsewhere. These two big issues have been accessing intranets away from the office and using social media on work intranets

Access away from the office

The growing importance of mobile technology generally is hardly in doubt: but here are some measures, extracted from Mashable.com's summary in March 2011 http://mashable.com/2011/03/23/mobile-by-the-numbers-infogrpahic/ :

- Of the four billion mobile phones worldwide, 1.08 billion are smart phones

- By 2014, access to the Internet through mobile devices will overtake access from the desktop

- 50% of all searches are performed on mobile devices.

So in that context, both the anticipation by employees that they can use the work intranet from a mobile phone, and the demand from managers that the intranet be made available on mobile devices will be growing quickly.

How much will this affect intranet managers, and to what extent is it "just" a technology problem? Well, there seem to be three main options for delivering intranet on mobile phones, and all three will involve cooperation between technical managers, content managers and contributors:

- Simplifying the layout of the existing intranet to make it easier to display on a mobile connection

- Designing a separate mobile site, or

- Creating mobile applications to deliver aspects of your intranet to your mobile employees.

Writing for the Web is recognised as a different skill to writing for print publication. And designing text for access on smart phones will have separate challenges in terms of selection of topics (the more you make available, the harder it will be for users to find, and the more impatient they will become), brevity (what are the absolutely must-have facts and data), and projected use ("ok – we have the data, what can I do with it from my mobile?").

Plenty there for the diversity of intranet managers to be involved in, and to lead on. Given how decentralised the management and maintenance of intranets tend to be, it will be interesting to see how effectively those involved can rise to the challenge!

Social media and the intranet

It would not be true to say that the internal use of social media has been holding the coat tails of their external communication functions – wikis for example have had an effective role in organisations for a long time.

Nevertheless, the current lively interest in social media allied to intranets and collaborative tools has been informed by the experience corporations have had with Twitter and Face-book, and as SharePoint 2007 and SP2010 arrived with promises of social media and collaborative tools, internal communications managers have paid serious attention to social media in the workplace. And the natural rallying point for such tools and applications has been the home page of the intranet.

I have spent the summer attending and running courses on social and collaborative intranets, and the most remarkable example I've come across of intranet home page as access point to social media is that of the Open University. Three column layouts are considered by some to be a little inflexible for modern content requirements, but within such a layout the Open University manages to include all the following while retaining, in my opinion, one of the clearest and most useful home pages in the business:

- Blogs and wikis

- Yellow pages

- Meeting organiser

- Survey

- Noticeboard

- RSS feeds

- Community of interest

I have no link to the OU intranet site nor permission to publish screenshots of it, but I will try to get someone to present its intranet to an Autumn meeting of our Intranets Forum!

Intranet news and notes

In recognition that managing intranets is as much about practice as it is about theory, I start this new sub-section with a couple of items which I've come across recently, and though they are too small to write up as articles, they are best not missed out. In the same spirit, I hope readers will send me some contributions for future issues – pithy and relevant to whatever is tweaking the minds, pens and tongues of intranet managers! Contributions to dion@dionlindsayconsulting.com.

Swings and roundabouts on employee engagement

From Civil Service Statistics 31 March 2010. (Office for National Statistics Statistical Bulletin, 19 November 2010 http://www.ons.gov.uk/ons/search/index.html?newquery=intranet (italics are mine):

> The main reason for under-coverage and non-response is that it can take time for HR systems to "catch-up" when a new employee joins their department. *Departments are also moving to self-service systems which require individuals to maintain their personal information via an intranet service.* While it is the responsibility of departments to review the quality of information and encourage regular updates, an element of non-response is expected.

Watch out for the 2011 Intranet Innovation Awards

In October or November this year I expect the announcement of the winners of Step Two Designs' awards for individual intranet improvements. I'll tweet as soon as I get wind of a date for the announcement. For a sense of the kinds of things to expect, or to consider entering for the 2012 awards, see http://www.steptwo.com.au/products/iia2010. Two things to notice along the way: these prestigious awards are for examples of innovation *in* intranets – you don't need to have designed a whole new intranet to enter! And the list of supporters cited at http://www.steptwo.com.au/columntwo/2011-intranet-innovation-awards-are-now-open-for-entries/ is a very good starter list if you want to follow intranet blogs: it includes Intranet Focus, J Boye and Prescient Digital Media.

Reference Management

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

Reference Management tools for the iPad

No doubt there are some reading this column who have an iPad, and do it seems only right to look at

Figure 5 Mendeley

some reference management tools that are available for it. The iPad is perhaps ideal for working with bibliographic data, especially in terms of reading and marking papers and browsing, searching and collecting bibliographic

data. There are now several packages that have iPad applications.

Mendeley has an iPad application, although there is some work to be done to remove the bugs but clearly they also see the future for iPads and reference management. Mendeley, like quigga below works through what is known as a freemium model. This means it's a free program, but for more online storage space and the possibility of creating a larger number of private groups you have to pay.

Papers (http://www.mekentosj.com/papers/) only supports journals, not books (hence the name of the package, I suppose) and does not allow you to annotate PDFs. But watch this space, as they are moving towards version 3.

Sente (http://www.thirdstreetsoftware.com/site/Products.html) lets you store your PDFs in a bundle or as a folder that it will automatically organise for you. The database file is used via Dropbox. This works but you need to be careful not to have it open in two places at one. You can take notes on a PDF,

either in Sente app on the desktop or on the iPad and *all* copies of the PDF update. One major caveat: you *must* markup the PDF *only in a Sente app*. You can open them in other apps, but the changes will not be synchronized. A useful feature is the status tags, which allow you to annotate individual references, such as "follow up" or "contact author".

Once you have set up the Sente iPad app, you have access to all of your bibliographic material, attachments and all, automatically synced. Inside the iPad app you can highlight, quote, and annotate your PDFs provided they have been OCRd.

Qiqqa (pronounced "Quicker") (http://www.qiqqa.com/) is also based on the freemium model of reference management software. It allows researchers to work with thousands of PDFs, combining PDF reference management tools, a citation manager and a mind map brainstorming tool. It integrates with Microsoft Word XP, 2003, 2007 and 2010 and BibTeX/LaTeX to automatically produce citations and bibliographies in thousands of styles. Researchers and research groups can store, synchronize and collaborate on their PDF documents, annotations, tags and comments using the Internet cloud-based Qiqqa Web Libraries.

If you know of any others please do let me know.

EndNote now in version X5

As Natasha's review found EndNote is still one of the popular packages for managing references. Now in version X5, it now offers a useful

expanded reference and PDF management capabilities, allowing you to attach files and figures to EndNote Web records, and transfer them between your computer and your Web account. The Quick Edit tab includes previews of attached PDF files and you can annotate a PDF with highlights and/or comments. A key new development is the "Find Reference Updates" which uses the z39.50 targets to find update. There are two new reference types, Dataset and Music, and new fields in the Journal Article reference type: Article Number and NIHMSID.

Scholarly Electronic Publishing Bibliography

Open Access PDF version 2010 is now available with over 3,800 selected English-language articles, books, and other textual sources that are useful in understanding scholarly electronic publishing efforts on the Internet. It covers digital copyright, digital libraries, digital preservation, digital rights management, digital repositories, economic issues, electronic books and texts, electronic serials, license agreements, metadata, publisher issues, open access, and other related topics. See http://www.digital-scholarship.org/sepb/sepb.html.

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!

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

Collection Development in the Digital Age (Facet, September 2011)

Creating Digital Collections (Zhang) Chandos, 2008

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

Essential Law for information Professionals, 3rd edition (Pedley, Facet, November 2011)

Evaluating & Measuring the Value, Use and Impact of Digital Collections (Facet, December 2011)

Guide to Teaching Information Literacy: 101 practical tips (Facet, October 2011)

Harvesting External Innovation (Ashgate, June 2011)

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

Information Architecture for Information Professionals (Batley) Chandos, 2007

Know it All, Find It Fast for Academic Libraries (Facet, October 2011)

Managing Image Collections (Note) Chandos, Jan 2011 – currently being reviewed

Managing Information Services (Ashgate)

Metadata for Digital Collections (Facet, July 2011)

Metadata for digital resources (Foulonneau) Chandos, 2008

Organising Knowledge (Lambe) Chandos, 2007

Successful OSS Project Design and Implementation (Ashgate, March 2011)

The IALL International Handbook of Legal Information Management (Ashgate, July 2011)

University Libraries and Digital Learning Environments (Ashgate, Feb 2011)

Visual Interface Design for Digital Cultural Heritage: A Guide to Rich-Prospect Browsing (Ashgate, June 2011)

Web 2.0 and Libraries (Parkes) Chandos, April 2010

Book Reviews

No buses for years, and then…

Minčić-Obradović, Ksenija (2011) *E-books in Academic Libraries*

Oxford: Chandos. 203pp.

Reviewed by Chris Armstrong

Making an excellent companion to Facet's recent *e-Books in Libraries* (Price and Havergal, 2011), this volume narrows the focus to academic libraries, and is drawn from the author's own experiences at the University of Auckland Library. Offering a brief overview of the world of e-books and then covering the issues surrounding their use in an academic library, the author hopes that the recent experiences in Auckland will help "libraries and publishers develop a better understanding of e-books, and how this powerful medium can best be used in the academic environment."

Paralleling as it does the material in our UKeiG training workshops on e-books in libraries, the volume is almost exactly the book I would have written had I set out to do so! The book is written from the point of view of the practitioner and covers both the positive and negative aspects of e-books in libraries. There is also a very helpful comparison of usage studies (including the two UK JISC studies: SuperBook and the National e-Book Observatory, NeBO) as an introduction to two studies undertaken in the University of Auckland, all of which make a helpful backdrop to the other chapters.

There is a section on e-book publishing (including free e-books and the Google Books project) which discusses digital rights management and its effect on libraries, and then a section on integrating e-books into the library collection followed by a chapter on collection management issues that offers discussion on, and some solutions to, many of the problems that e-books pose. Usefully, the section on integration highlights Springer's best practice for implementing an e-book strategy and the following chapter includes a checklist of points that librarians should consider before selecting a new e-book collection. In our training we always emphasise the need to promote, not simply offer access to, e-books, and Chapter 5 describes a range of initiatives that the author has used. It is also the chapter that looks at library users' opinions of, and reactions to, e-books.

Among the management issues covered in the various chapters are the huge variety of purchase models and licensing options, which are discussed in a couple of places emphasising that the variety is a significant problem for librarians; inter-library loans (ILL); and integrated library systems – where both Ex Libris Verde and Serials Solutions 360 Resource Manager are both noted as

increasingly popular, and the Kuali Open Library Environment is highlighted as a useful alternative. ILL is not normally allowed by e-book licences and our experience matches that of the author who notes that this is "an issue of concern for libraries." Of interest here is a recent article by Michael Levine-Clark (2011) that suggests short-term lease as an alternative.

In the final chapters the author looks at the ways in which e-books can help libraries "align closely with the priorities of their universities" and discusses future considerations such as barriers to adoption (lack of standards, lack of seamless access, etc.) and lack of relevant content, especially where textbooks are concerned. Chapter 6 looks at the new opportunities for teaching and learning offered by e-books and mentions the NeBO research as showing the e-books are most often used to locate specific information rather than for linear reading, stating that this "indicates that e-books are well suited for research purposes." While this is generally true, NeBO also noted shortcomings in the various interfaces that in some cases inhibited browsing and easy research. At the same time, academics were often uneasy with the students' lack of contiguous reading.

All things considered this is a very accessible book written in an easy style, and its coverage of the essential issues surrounding the use and management of e-books in libraries is excellent. It will – or at least, should – become necessary reading for any librarian contemplating or engaged in adding e-books to their collection.

The only mild criticism is that some of the graphics that include up to nine data series are very difficult to interpret without the benefit of colour! It is also unfortunate from the point of view of the text that one of the aggregators used as an example, NetLibrary, became 'e-books on EBSCOhost' during the publication stages of the book, and an addendum slip from the publisher would have been useful, as there is a new interface and purchase model.

References

Levine-Clark, Michael (2011) Whither ILL? The Changing Nature of Resource Sharing for E-Books. *Collaborative Librarianship* 3 (2): 71-72. Available at (PDF)
http://www.collaborativelibrarianship.org/index.php/jocl/article/view/146/92 (29/08/2011)

Price, Kate and Virginia Havergal (eds) (2011) *e-Books in Libraries: a practical guide*. London: Facet.

Merchants of Culture: The Publishing Business in the Twenty-First Century: John B Thompson

Reviewed by Tracy Kent

As Information Professionals we all have an interest in the world of book publishing. There has been an enormous amount written, both online and in print, about the publishing industry in recent years – not all of which has been as well researched as what is presented here by Thompson. Clearly Thompson has had unprecedented access to some of the major movers and players throughout the publishing process, making

this volume on the history of publishing quite unique in its rigorous study of the industry in both the UK and the US over the last forty years. With so much going on, I am surprised the book is only 440 pages long.

The book is both an account of the dynamics and pressures faced by the modern trade publishing industry, alongside a summary of the industry's history. The book looks at all of the key industry players – authors, agents, editors, promoters and booksellers – and attempts to explain how their roles have changed.

The first few chapters deal in depth, more entertainingly than you might think, with the shifts in bookselling in recent years, the rise of the literary agent and the now 40-50 year shift towards publishing houses merging, being acquired, etc, and the rise of the major retail chains. It looks at how the publishing industry itself has had to continuously restructure, regroup and reinvent itself to account for ever more new channels and styles of publication. It looks at the dangers of dominant publishers, and revels in the almost seditious activities of the small players.

The work concentrates on general-interest publishing of fiction and non-fiction which is sold through the mainstream distribution network, with only passing reference to academic, professional and scholarly publishing, and none at all to specific market sectors such as children's, young adult, science fiction, illustrated art books or self-help works, for example. He does include independent presses in his scope, along with print-on-demand and the e-book phenomenon. He includes Amazon (of course) and other online retailers, but excludes channels such as Lulu and Smashwords.

The second half of the volume provides an analysis of the digital revolution. It is this analysis, quickly out of date due to the nature of book publishing, which by the very length of the authoring and production process prevents the book from becoming the definitive work. The chapter on e-books, for example, will need revising in the light of the Kindle launch in the UK and the rapid increase in the number and variety of e-books available. Further, there is little analysis beyond discussion of the potential for new content and technology solutions. This is understandable given that the market itself is still trying to get to grips with it, but it remains a weakness within a thoroughly researched volume. There are some intriguing statistics about how publicity, such as inclusion in Richard and Judy book lists, affects sales, and how supermarkets have affected the sale of books which would be of particular interest to colleagues who work within the public library sector.

It seems publishing is at a crossroads. There is a cataclysmic change just round the corner, which will affect how we think about books. Thompson opens up all sorts of ideas about where the industry may be heading, and leaves a gigantic question mark over the whole industry, one that has survived 500 years but may have seen its day, perhaps? You will find material of interest in this book – though which sections you will read in detail will probably depend on your area of interest and the information sector you are from. Overall it is of interest to anyone in the profession who wish to know more about the world of book publishing.

There is a comprehensive bibliography, details of how the author's research was carried out, an index and a table of contents as well as many tables and graphs included in the text.

The Intranet Management Handbook: Martin White

London, Facet Publishing, 2011

Editor's note: perhaps unsurprisingly, given the interests of the UKeiG membership, there has been considerable interest in this book; here is a further review to the one that appeared in the last edition of ELucidate. *Martin White is, of course, the UKeiG chair.*

Reviewed by Jayne Dunlop

As someone who is trying to reinvigorate a disorganised and, in places, out-of-date library intranet, I was interested to see what Martin White had to offer to those of us who find managing an intranet a less than straightforward task. I wish I had read the book a long time ago, and also wish that those who have been involved in creating the library intranet had seen the book during the development of this part of this internal website. Having this volume at the start of an intranet project would be very useful and managers of intranets should find it a good reference source.

White points out that intranet managers often do not set out to assume their role and may have had very little support or guidance in creating or maintaining an intranet. This is something I have

noticed in my institution, and having support in the form of White's book is to be welcomed.

The author has been involved in over 100 intranet projects worldwide, and uses his experience when delivering training. In his book he distils his knowledge into a readable and well structured format. Much of the success of intranets depends on good planning and this book gives sound guidance on how to develop an intranet from conception to implementation.

The first part of the book deals with the foundations that are required, including a general chapter on managing intranets, defining user requirements, building a business case, developing a content strategy and enhancing collaboration. All of these are very necessary to ensure the sustainability of the project, and the delivery of current, relevant and required information to stakeholders. If these elements are not included, then it is probable that the intranet could become disorganised, people will not update it regularly, it will lose its focus and people would inevitably stop using it as a source of information.

The second section of the book deals with technology and software considerations, and content management systems, with a chapter devoted to the use of Microsoft Sharepoint. Design is not dealt with in this volume, as this is the subject of other recent publications. This section of the book is not so technical that it is inaccessible to the general reader, but is helpful to those selecting software and looking at expanding the reach of the intranet to mobile access, social media and the use of cloud computing.

The next section deals with operational planning. Responsibilities need to be given to members of the intranet team, and a project plan should be devised. This needs to be carefully managed to deliver a robust product. Issues such as risk management, records retention, data protection and copyright, need to be addressed at the start. It is better to clear about the practicalities at the start of the project, otherwise it could veer off track.

Marketing is essential to publicise the intranet and to encourage people to use it. Once the intranet is in use, then feedback and user satisfaction should be sought to see if it meets the needs of stakeholders. In the final part of the book, White deals with governance and strategy, and the importance of knowing who owns the intranet and manages its future. These are core issues in ensuring the continued relevance of the resource.

The book gives useful advice, clear diagrams and guidelines, and takes the reader through the process of intranet managing in a structured and logical way and provides resources at the end of each chapter for further reading, should readers want to explore the issues dealt with, in greater detail.

The intranet management handbook is a good starting point for those new to intranet management, those who are thinking about setting one up and those who maybe need some help in getting a tired and unruly intranet back on track. It is a book that I will be dipping into from time to time to find inspiration. It has given me some things to think about and has reinvigorated my enthusiasm to develop a plan for the future of our library intranet, and its proper management. I think it will prove to be very useful tool for those who are keen to develop and improve the structure and usefulness of intranets.

Jayne Dunlop is Subject assistant librarian, University of Ulster

Improving Students' Web Use and Information Literacy: A Guide for Teachers and Teacher Librarians. James Herring

Facet Publishing, 2011

Reviewed by Janet Morton

This latest addition from Herring's body of publications for teachers and teacher librarians on the internet has many benefits. The web is established as an information source, so it is only befitting to have an update of his practical tips based on sound pedagogical theory.

The style layout is clear making it a joy to dip into. Each well structured chapter follows the same format stating clearly its scope with individual introductions followed by helpful headings, and completed with conclusions re-emphasising the coverage, and supported by lists of references. There is of course a comprehensive index, and the chapter references are compiled together to form the bibliography, which in itself makes for an interesting read.

Increasingly the Web is seen as the first tool for information, so it's imperative that all students are information literate. It is commonly recognised that Google is the most popular search engine, although not necessarily the best, so professionals need to raise awareness of specialist search engines. However, the advanced search facility of Google can be exploited much more. Another gem for schools suggested by the author is the use of copyright-free images. We are also reminded that metasearch engines are better than single search engines, and are advised to try Dogpile or Ixquick. He flags up the emergence of visual search engines – a positive development for visual learners.

The author includes references to guides on effective searching on the web, such as the Berkeley Library guide[1] and an easily digestible catalogue of other guides for those wanting to focus on Web searching in schools. Most information professionals will want to hone their information literacy skills and use the tips in this book to enhance their quality of teaching. Herring helpfully provides outlined staff in-service training sessions with detailed timings.

The growth of Web 2.0 is covered in a chapter about blogs, wikis, social bookmarking, podcasting, photo sharing (Flickr's Creative Commons) and social networking. There is a nice comparison between blogs and wikis, with wikis coming out as the better tool for learning. Anyone not yet familiar with social bookmarking can read briefly about Sqworl, Diigo and the better known Delicious. It's always useful to be reminded of freely available tools.

The chapter on information literacy attempts to define this term, although I suspect it will be changing again before too long. Those wanting to read about a different model of information literacy to the UK's Seven Pillars[2] will find Herring's definition enlightening, as it includes the Big 6 model, the ISP model, NSW DET and the PLUS model, with examples from schools in Australia, UK and the USA. He makes the point that there needs to be a whole school culture, and he provides some bulleted suggestions of how to achieve this collaboration. Herring asserts that there is little evidence to support the premise that if students are web users they will be effective web learners. Even university students can falsely believe that Web searching is easy and

[1]
http://www.lib.berkeley.edu/TeachingLib/Guides/Internet/FindInfo.html

[2]
http://www.sconul.ac.uk/groups/information_literacy/papers/sp/model.html

intuitive, yet to be effective, search strategies have to be learned/taught.

Towards the end of the book the author goes on to clearly describe some of the emerging terminology such as learning objects (another term for learning websites), so that the reader can feel in touch with new developments. It's also reassuring for some to read that website development is not such a technical challenge these days. Very practical advice is offered on the different stages of website design and tips about format, templates and use of colour. In addition, advice is given about navigation with tabs and windows, links to specific parts of websites, enhancements with graphics, sound and video, and lastly accessibility considerations. The author admits that ICT changes are made swiftly, and one of the biggest difficulties being that information is easily accessed and will be more so with new mobile devices, but students' abilities to search effectively, evaluate and reflect, still needs to be developed through information literacy. This affords a great opportunity for collaborative work between teachers and teacher librarians.

My only criticism was a slight irritation at the repeated use of the full phrase "teachers and teacher librarians" throughout the text, but here is a book that should be passed around the staffroom to various members whether they are practitioners and teachers or those deciding on the curriculum content.

Janet Morton is Faculty Team Librarian at the, University of Leeds.

Internet Librarian International 2011: Conference Preview

Katherine Allen

www.Internet-librarian.com

Forty-five percent of Internet users in the UK now choose to go online using their mobile phones, according to research released by the Office for National Statistics at the end of August. This is up from 31% in 2010 and is a graphic illustration of just one area of the rapid changes in information consumption that are challenging many information professionals. Others will be pondering the launch and speedy growth of new social network Google+. Is it just a flash in the pan and if not, should it be rolled into existing social media initiatives? If so, how to manage the increased workload with already thin resources? And what about the rise of tablet devices, or the impact of citizen journalism, or linked data? Internet Librarian International (ILI), which takes place in London on 26-28 October, aims to help with all these challenges.

ILI's primary focus is case studies of innovation and technology in action in a variety of library settings. This year, more than 30 case studies are featured from around the world, including the United Kingdom, Norway, Sweden, Belgium, Hungary, the United States and Australia.

This year's conference theme is 'Navigating the New Normal – Strategies for Success'. The conference programming committee have been acutely aware of the economic climate and the accompanying challenges faced by all information professionals – a situation which is expected to remain in place for the foreseeable future, hence the 'new normal' theme.

But as Conference Chair Marydee Ojala explains, innovation and experimentation are still taking place. "Internet librarians -- and we use 'librarians' in its broadest possible sense -- are amazingly proficient at revolutionising their work environments, at understanding and utilising new technologies, and at bringing creative thinking to problem solving and it is these areas that underpin this year's programme."

The new normal isn't just about austere budgets, it's also about new technologies and new ways of working. Explains Ojala: "The new normal is having library patrons, users, customers and clients who know as much (or more) about technology as we do. It's about partnerships and transparency, about new ways to develop and disseminate knowledge, about the increasing importance of communication skills, and about opening up access to information, data, and knowledge. "

The theme is taken up by the conference

keynotes. The opening keynote will be delivered by Klaus Tochtermann, Director of the German National Library of Economics and Professor of Computer Media at the University of Kiel. With a background in both computer science and digital libraries, Professor Tochtermann will share his vision of the future of the Internet and how it will affect information professionals and libraries, based around the four elements of the future Internet that he has identified: the Internet of content and knowledge, the Internet by and for people, the Internet of things, and the Internet of service. At the German National Library of Economics, Tochtermann has introduced innovative new technologies, social media, and international professional networking, including EconBot and EconBiz.

On day two, the keynote will explore 'Digital Innovations: harnessing the power of technology and social media' with journalist Kevin Anderson and social software consultant Suw Charman-Anderson. Kevin Anderson was the BBC's first UK online journalist and, later, digital research editor for The Guardian. He focuses on the evaluation and adaption of digital innovations.

Suw Charman-Anderson was an early advocate of

blogs and wikis. Issues around data journalism, social media, semantic search, digital rights and press freedom will resonate with information professionals, particularly as citizen journalism continues to transform news gathering and dissemination.

To help delegates focus on topics of particular interest, ILI is organised into six tracks.

Track 1, 'Technology Developments and Trends' is

kicked off by UKOLN's Brian Kelly and Åke Nygren

of Stockholm Public Library who will explore what's on the technology horizon. The track includes a presentation from Andrew Woolfson of law firm Reynolds Porter Chamberlain LLP who will explain how RPC have developed 'Edge', a new social platform designed to understand the way people work, married to the attributes of social media within the unique demands of a legal environment. Other speakers in this track include the Open University's Tony Hirst, the University of Huddersfield's Dave Pattern and Bryony Ramsden, and Rurik Thomas Greenall from Norway's NTNU.

Track 2, 'New Models for the New Normal', includes presentations from Linda Vidlund and Cecilia Petersson from Uppsala University Library, who will talk about how they are experimenting with technologies such as QR codes to find out how digital materials can be made more visible in the physical library, and how the library can become both a social and a learning space. Other speakers in this track come from the European Bank for Reconstruction and Development, the Wellcome Trust, the Scottish Qualifications Authority and Dstl.

Track 3 focuses on 'Transforming Resource Management', and kicks off with a look at the e-book revolution in libraries. Kate Worlock of industry analyst firm Outsell will reveal some of the publishing trends underlying the future development of e-books. Ceri Hughes of KPMG will discuss experimenting with eResources to keep a dispersed and highly mobile workforce informed. Trevor Dawes and Jennifer Baxmeyer of Princeton University will talk about how Princeton's university library prepared for a programme to circulate electronic devices such as Kindles and iPads to library patrons. Also in this track, Hugh Look will present the first compre-

hensive look at the JISC Collections review of its banding scheme.

On Day 2 of the conference, the 'Search and Discovery' track will feature conference favourites Phil Bradley and Karen Blakeman as well as an examination of the state of play of linked data and Web scale discovery.

The 'New Users, New Audiences, New Behaviours' track focuses on new ways to engage and understand users, and to develop services accordingly. Joanna Ptolomey discusses a case study that looks at the information community journey of Long Term Conditions Scotland and asks if community members can effectively curate and moderate content for themselves. As Ptolomey explains, people who are ill are on a real information journey which could involve many different agencies, each with their own unique, closed information systems. But perhaps the key to delivering such services, argues Ptolomey, lies in the community itself.

Finally, a highlight of the 'Teaching Others, Developing Ourselves' track will be Michael Stephens of San Jose State University, who will present an overview of emerging literacies related to digital media, information exchange and education.

Such thought-provoking speakers feed directly into one of the main high points of any ILI conference – the networking among delegates. "With attendees from more than 30 countries and from academic, public, corporate, government, medical and law libraries there are always fascinating cross-sectoral discussions between delegates which continue long after the conference has finished", commented Conference

Co-Chair David Raitt. "Delegates also come from a variety of non-traditional information settings, with roles as diverse as Web designer, systems professional or independent researcher, which adds to the depth and variety of experiences which can be shared", he continues.

Katherine Allen is Publisher of www.infotoday.eu *and Event Director for Internet Librarian International*

Discounts for UKEIG members

UKeiG has negotiated a 20% discount for UKeiG members registering with the discount code UKEIG20.

Further Information:
Internet Librarian International 2011
27 & 28 October
Workshops 26 October
Copthorne Tara Hotel, London, UK

www.Internet-librarian.com
Email info@Internet-librarian.com

Press Releases

OCLC, Ex Libris to expose WorldCat content via Ex Libris

Dublin, Ohio and Jerusalem, Israel, September 12, 2011: OCLC and Ex Libris Group have signed an agreement that will enable Ex Libris to incorporate the WorldCat Search API into several Ex Libris discovery and delivery services, providing OCLC member libraries access to WorldCat through the Ex Libris Primo® and MetaLib® solutions.

Ex Libris will integrate the WorldCat Search API, which provides machine-to-machine access to WorldCat bibliographic records and holdings data, into its applications to make the collections of OCLC libraries discoverable. Libraries will be able to activate this functionality by registering their key to the WorldCat Search API within their Ex Libris system.

"This cooperative agreement makes it easier for Ex Libris users and OCLC members to take full advantage of the rich discovery experience that the WorldCat API can provide," said Jay Jordan, OCLC President and CEO. "Both organizations are adopting an open approach that will improve services for the libraries that we mutually serve, as well as foster collective innovation. We will continue to work with library service providers to create partnerships that add value for members of the OCLC cooperative."

Matti Shem-Tov, President and CEO of Ex Libris Group, commented: "As we implement our strategy of transforming both resource discovery and library management, extending access to shared services such as WorldCat is an important step. The integration of the Search API into Ex Libris unified discovery and delivery services demonstrates our commitment to providing a content-neutral solution that ensures the broadest possible coverage of the resources which are most important to libraries. We are pleased to be able to expose the rich bibliographic information in WorldCat to our mutual customers and to offer end users yet another option for expanding the scope of their search beyond the resources of their local institution."

Contribute your Scottish words to new online dictionary

21 June 2011: Do you like a smoodge or a swallie, and do you stagger after a Mick Jagger? Wherever you are in Scotland your weather is bound to be oorie, chilpy or dreich. Scots Words and Place-names wants to hear about how people are using Scots words – this is all about your contribution to a totally new, interactive way of collecting the language you speak.

The JISC-funded Scots Words and Place-names (SWAP) project, launching today and based at the University of Glasgow, is trying to find out more

about the language that people speak in their everyday lives in different parts of Scotland.

SWAP will use social media to encourage the public to talk about the Scots words they use, helping create the next Scots dictionaries. There is a Face-book page and Twitter feed (@Scotswap) alongside the SWAP website http://swap.nesc.gla.ac.uk/.

Alastair Dunning, programme manager at JISC, said "Websites that ask for public contributions, like the BBC's NatureWatch, work best when their goal really resonates with their audiences. In the Scots Words and Place-names project, University of Glasgow researchers have found a fantastic way of using technology to open up and share the everyday words of the Scots population."

Scots is largely a spoken language, yet research into the way people speak it relies mainly on books and other written sources. The SWAP project is the public's chance to get involved with academic research. They want contributions from anyone who uses Scots words and the resources available on the website will grow as the public add their own knowledge.

The results will add to the word collections of Scottish Language Dictionaries, helping form new Scots dictionaries, and contribute to knowledge of Scots place-names, enhancing the work of the Scottish Place-Name Society. Information gathered will be added into a Scots place-name glossary to supplement the dictionary-based research which was used to create it.

The project is also running a competition throughout June on Glow, the Scottish schools intranet, with judges including the novelist Louise

Welsh. This aims to get children and teachers using Scots in schools. The entries have been enlightening so far, including discussions of Scots words from 'dumfoonerin' to 'bahookie'.

Professor Carole Hough of the University of Glasgow, principal investigator of the project, said, "Research into the Scots language, and Scottish place-names, has really taken off in recent years. This project is a great opportunity to share it with the public, and to get more insights from local knowledge."

Tilburg University first European library to start with OCLC Web-scale Management Services

LEIDEN, Netherlands, 7 June 2011 – The Tilburg University Library, in Holland, has opted for OCLC's Web-scale Management Services (WMS) and WorldCat Local as its new library management solution and integrated discovery service. The Tilburg University Library will become the first in Europe to become operational with WMS, with a planned launch date of 1st June 2012.

An Important factor in the decision to go with OCLC's Web-scale Management Services was that Tilburg University feels comfortable in a "WorldCat future", with the specific Dutch environment on one side and world class players like Google Scholar & Books on the other. "Further it was important to us that with WMS, OCLC has shown us a working product with a good interface, excellent possibilities and a lot of potential. That completed the picture," said Marc

van den Berg, Director Library and IT Services of Tilburg University. The library took its decision after an extensive exploration of the current market situation and of new developments, such as cloud computing and content integration – important elements to its staff and users.

"The Tilburg University Library has experience in developing systems and search engines and therefore we look forward to this new cooperation," Eric van Lubeek, OCLC EMEA Managing Director responds. "We see it as an acknowledgement of our strategic choices that Tilburg has opted for WMS and WorldCat Local. We think that working in the cloud and sharing data is the way forward for many university and higher education libraries to achieve efficiencies, lower operating costs and free up staff for unique local services and innovation."

Earlier, the Norwegian consortium BIBSYS signed an agreement for delivery of a solution based on Web-scale Management Services, that will be used from January 2013 by more than 100 of the university libraries, libraries of schools for higher education, research libraries and the national library that are consortium members.

Ingram Content Group announces EPUB 3 support for VitalSource

NASHVILLE, TN, May 23, 2011 – Vital Source Technologies, Inc., Ingram Content Group's e-textbook solution for publishers, academic institutions, and students today announced its full

support of the International Digital Publishing Forum's (IDPF) EPUB 3 standard for digital publications and documents.

"With 1.6 million users and a presence on 6000 campuses in 180 countries, VitalSource is the largest e-textbook distribution company in use today. As the leader, we are continually enhancing our platform to give publishers, institutions and students the tools they need to connect innovative content with courses, devices and peers," said Kent Freeman, President, VitalSource Technologies, Inc. "Our adoption of EPUB 3 is a win for everyone involved as publishers grow their interactive content, academic institutions continue to introduce digital curriculums, and mobile devices continue to proliferate."

Mr. Freeman continued, "We are pleased that the IDPF has continued to develop the EPUB standard. EPUB 3 will allow publishers to further take advantage of the rich media capabilities that have long been a part of our VitalSource e-textbook platform."

"A primary goal of EPUB 3 is support for richer, interactive content experiences," said Bill McCoy, Executive Director, IDPF. "Ingram's VitalSource has been a pioneering innovator in this area with rich digital learning materials, so I am particularly delighted to welcome their contributions, and early commitment, to support the latest revision to the universal open standard digital publication format."

EPUB, developed by the IDPF in a cooperative effort between publishers, vendors, software developers, and standards experts, is a comprehensive format that provides content developers

and creators with a consistent specification for digital content. EPUB 3, the next major revision of the standard, builds on IDPF's current EPUB version and introduces new features that are meaningful and beneficial to the e-textbook supply chain, the most notable being enhanced language support, greater accessibility features, and increased multimedia support.

About *eLucidate*

eLucidate is the journal of the UK Electronic Information Group. It is published four times each year, in February, April, September and November. It 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 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.

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 publisher, we are 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.