

information need is satisfied. The last attribute 'Informs decision making' will take into account that each decision has a knock on effect on the organisation and their stakeholders (business partners and customers).

The FUD Advocate

Millennials utilise their social networks, according to a session from a KM spokesman from Microsoft, to hold their own against more senior, experienced members of staff, by leveraging information from their social networks to find the answer. Intellectual property remains an issue for this type of working, as they may be emailing parts of code in development.

Millennials according to speaker Mary Ellen Bates, trust their own skills in using Google and Wikipedia as their first point of call. Bates encouraged using FUD – Fear, Uncertainty, and Doubt as a tool to win millennials over, so that they would appreciate the skills of Information Professionals.

Therefore in short, we should continue to advocate our strengths as Information Professionals - our knowledge of authoritative sources and the consequences of not using them. Just to reinforce this point, MOD Kentigern House library in their internal Beyond Google Training courses, highlight the value of information skills. In one example, the term accommodation (spelled incorrectly) returned 1,250,000 results from Google UK (correct spelling returns over 33 million). The question then becomes, how can you trust content from a website that has spelling errors, what other inaccuracies exist, and is the rest of the information reliable?

Therefore, instead of trying to reinforce your customer base go through your designated library channels or portals, perhaps the battle may be won simply

by acknowledging the chosen routes – Google, empowering users' information skills, building that trust and relationship and therefore become a trusted complementary 'information broker.'

The right people,
information and
decisions.

Behind every good business decision is an information professional.

The competitive advantage you bring to the table are superior management strategies and decision-making capabilities. Both originate from information skills that are gathered, organised and shared throughout your enterprise by people called information professionals.

The secret, highly-valued business information you need to take action doesn't come from a book. What's a knowledge manager, chief information officer, that decision-maker, information broker and executive?

The **Specialist Services Association**, with support from **Dow Jones & Co.**, is looking for your next generation of information professionals. To learn how we can help you find your next generation of information professionals, visit www.slainfo.com.



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Farewells, Fast Jets and Freezers – the ADLG AGM, 12th November 2009 **Ian Goodridge Information Specialist, QinetiQ**

Damp, autumnal air, as well as security guards with rifles, greeted the attendees at this year's Aerospace and Defence Librarians Group AGM, hosted by QinetiQ at MOD Boscombe Down. Situated on the edge of Salisbury Plain in Wiltshire, the site has been referred to as 'a most secret place' and in addition to the much-anticipated AGM, many were keen to discover what lay behind the perimeter fence!

Having safely negotiated the Security Guards, Main Gate Reception and, for some, the badlands behind the site NAAFI, the attendees were greeted by Ian Goodridge, Information Specialist at QinetiQ and host for the day. Ian provided a brief overview of QinetiQ, a fascinating history of the Boscombe Down site and a guide to the Company's Insight Team.

QinetiQ was formed when the Defence Evaluation and Research Agency (DERA) split into QinetiQ and DSTL in 2001. The company was floated on the Stock Exchange in 2006 and became a truly independent company in 2008 when the MOD sold its final stake.

QinetiQ operates from over 40 sites in the UK, with Boscombe Down being one of the largest. Work there centres around the MOD Long Term Partnering Agreement (LTPA) for test and evaluation, training and support services, providing independent assistance for the MOD's capabilities on the front line.

Boscombe Then...

Boscombe Down has a long history, with the Aeroplane & Armament Experimental Establishment (A&AEE) moving there from Martlesham Heath in 1939. All that existed at the site then was a grass runway, a row of old hangars, some barrack blocks and 2 messes.

During the Second World War, over 1400 aircraft of a variety of types were put through trials, although it wasn't until 1945 that the 3000 yard runway was completed.

In the late 1970s Boscombe Down became a 'Forward Logistics Base' for the USAF in the event of conflict in Europe. Hardened Aircraft Shelters were built, allowing fast deployment of the F-111 fighter bombers housed within.

The site was very busy during the

Falklands campaign. Given the location of the conflict, there was a special emphasis on Air-to-Air refuelling trials. By contrast, the first Gulf War in the early 1990s led to a variety of tests in the Environmental Chamber where desert conditions could be simulated.

Boscombe Now...

These days there are approximately 2,000 personnel on site at Boscombe, a combination of military and civilian staff.

The primary role is to support the MOD by performing impartial flight trials of new aircraft, airborne equipment and weapons to assess safety and suitability. Trials are carried out during research, development and production phases as well as during operational service.

The main activities now are Test and Evaluation, Aircraft Operation & Maintenance, Design & Manufacture and Training.

Test & Evaluation

QinetiQ and the Air Warfare Centre conduct military air systems test and evaluation activities under the MoD-QinetiQ Long Term Partnering Agreement (LTPA). The partnership is known as the Aircraft Test and Evaluation Collaboration (ATEC).

Aircraft Operation & Maintenance

The QinetiQ Air Fleet consists of 28 aircraft of 13 different types, supporting a wide range of MOD and Commercial Customers.

Design & Manufacture

The core function of the Design and Development Group is the delivery of instrumentation, test and design services as defined in the LTPA, in a safe and cost efficient manner.

The services cover projects involving:

- instrumentation and modifications to aircraft and aircraft systems

modifications and design of Unmanned Air Vehicles (UAVs)

Training

QinetiQ operates one of the 4 internationally recognised Test Pilot Schools. The Empire TPS is operated on military lines with a mixed complement of military and civilian staff and trades on a significant globally recognised brand. The primary offering from the school is the internationally recognised Graduate Course with an increasing number of secondary 'shorter courses' offerings for aerospace and procurement professionals.

QinetiQ's Insight Team

Ian then gave an overview of the Information Service provision at QinetiQ, provided collectively by the Insight Team. This team consists of a Records Centre, housing an archive of information relating to the trials at Boscombe Down; the Information Warehouse – a store mainly containing QinetiQ and predecessor reports dating back to 1915; Information Specialists – qualified librarians located around the various main QinetiQ sites who assist with providing business and market research information, plus science, engineering and technical searches; and the Market Planning Team who assist with 'go to market' strategies. Recent history of the QinetiQ insight Team includes an increasing emphasis on self-discovery of information by QinetiQ employees, aided by improved electronic delivery to their desktops.

The AGM

There followed the ADLG AGM, the highlight of which was an informative statement from the Chair, Celia Waters. The AGM was concluded with a presentation of flowers and an appreciation of thanks to Pam Turner, the ADLG Secretary who had been in post for nearly 20 years and was now retiring. Pam had brought with her details of the AGM and visit from when

the ADLG last came to Boscombe Down many moons ago, when the LIS and fashion worlds were very different! A separate report about the AGM can be found elsewhere in this publication.



Long-standing ADLG Secretary Pam Turner with her fellow committee colleagues

Boscombe Down Site Tour

Following a generous and delicious lunch, those in attendance set off on a coach tour of certain parts of the Boscombe Down site.

First stop was the Fast Jet hangar, where the attendees were split into three smaller groups and had a very informative clamber around some of the aircraft being worked on. These included the oldest in-service Harrier and several Tornado aircraft being equipped with new kit in advance of deployment to Afghanistan. As we clambered down from looking into the Tornado's cockpit, comments could be heard that "all those years of cataloguing reports, this makes it all worthwhile" and "this has brought my work alive, it makes it mean so much more suddenly".

The team were told about the fly-by-wire equipment, installed in a Harrier, which meant that a visiting reporter from ITN News had just 4 hours training before being able to land the aircraft himself. The QinetiQ engineers were very knowledgeable and their sense of

pride and enthusiasm for the work they were doing shone through.

Next, the coach stopped at the Information Warehouse where Information Specialist and IW Manager Wendy Gubbels gave a presentation about the report collection in the Warehouse and how the documents are received, catalogued, scanned and linked to the QinetiQ Library Catalogue.

A demonstration of the scanning of a particularly old and awkward sized report was given by team member Allison Jones. The cataloguing and scanning procedures allow QinetiQ users around the country to instantly access reports from the collection in pdf format. It is a service from the Insight Team that is particularly well received.

As it happened, one member of the ADLG party had a similar requirement in her organisation so, after swapping contact details with Wendy, her comments on getting back on the coach were 'that visit alone has made this day worthwhile'.

With clouds darkening and heavy rain approaching from the West, the Group moved on to the QinetiQ Environmental Chamber. Here, manager Graham Stokes took the team on a tour of his building. Two chambers, one large, one small were able to withstand temperatures within the range of + or - 70 degrees Celsius. The chambers were presently being used for cold weather trials and were down at -46 degrees so you could tell those who had opted not to wear a vest that day!

The main chamber is the largest of its type in Europe and is used for military and commercial weather trials, from UAVs to helicopters and from heavy-duty trucks to tube trains. Temperature and humidity can be accurately controlled, making the use of the chamber an economic way to carry out weather-

related trials.

Graham also mentioned that recent occupants of the Chamber had included Ben Fogle and James Cracknell. They were part of Team QinetiQ and had visited Boscombe along with some of QinetiQ's Human Factors personnel, to prepare for the cold weather experiences they were to subsequently encounter during their successful trip to the South Pole, early in 2009.

Finally, it was on to the coach and back across the runway for a cup of tea and an official photo shoot by the QinetiQ photographer. It was a last chance for those present to network, catch up with former colleagues and make new contacts for the future before heading back out through the closely-guarded gates into the wilds of Wiltshire and beyond.

Grateful thanks must go to everyone involved with the arrangements on site, particularly to Paul Whitelegg and QinetiQ Flight Engineering Services who provided excellent refreshments and to those whose enthusiasm shone through on the site tour.

Perhaps the day can be summed up by one of the comments received following the event:

It was an extremely interesting visit and I was particularly struck by the enthusiasm of all of the "guides" who showed us around and gave us a real picture of how a research establishment can play a vital role in supporting the armed forces, not to mention the rare opportunity to look inside the cockpit of a fighter jet and see extreme weather test facilities in operation. If any of them regarded showing a group of librarians around their area of work as a chore, they certainly didn't reveal it!



Attendees at the ADLG AGM 2009 relax after a tour of the Boscombe Down site