

CLSIG
Commercial, Legal & Scientific Information Group

celebrates 40 years

1971 - 2011

LAIG - ICLG - CLSIG

CONTRIBUTORS



Karen Blakeman FCLIP



Phil Bradley FCLIP



Tim Buckley Owen



Annabel Colley



Rev. Graham P. Cornish FCLIP



Susie Kay



Oriole Newgass



Prof. Charles Oppenheim FCLIP



Gwenda Sippings FCLIP



Dr. Sandra Ward FCLIP

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FOREWORD

We are extremely grateful to all the distinguished information professionals who have contributed to this celebration of 40 years of the Group. None of the authors were commissioned to write on specific topics or about CLSIG, but instead the brief was to write about something they were personally interested in: something which would in turn excite, illuminate or otherwise engage their fellow professionals.

The result is a wonderful variety of articles – some look backwards, some are looking forward, some are technical & practical. Still others offer valuable career guidance based on the writers' own careers and lives. Taken together they not only reflect the multifarious talents of some of the best information writers & trainers today, but also mirror the values and resources that CLSIG tries constantly to provide for and improve on for its membership.

We hope you will enjoy our celebration souvenir of the first forty years of the Group, and we must thank particularly 7Side (back cover) - our longtime sponsors for their unfailing support.

And finally - and most importantly - our special thanks to Debby Raven without whose advice, help and inspiration this publication would never have seen the light of day.

November 2011

THE EVOLUTION OF SEARCH

Phil Bradley

While search has been evolving over the last decade and a half, it has still fundamentally stayed the same – search engines find webpages, employ various different pre-programmed algorithms which then rank the results for you, and display them on the screen.

The discussion has been over the size of a search engine database or the ranking of results. However, in the next few years we are going to see the first large scale change in the way that search works, and it's really important that the profession understands and utilises this in order to capitalise on it.

Search is moving towards social. Now I suspect that you're sick of that word, but major search engines are now personalising results as never before – based on location, previous page visits and so on. However in future search engines are really going to be able to utilise the power of social media to rank results.

Indeed some search engines are already doing this – Google is using the +I button, Facebook has the 'like' option, Bing is partnering with Facebook and Twitter, while Blekko is able to mix your Facebook friends' interests into the mix.

Rather than look at pages, search will look at people. Who is an expert a particular area? Are they on Twitter and how many followers do they have. What is their impact on Facebook? If they have a website, does it get

THE EVOLUTION OF SEARCH *continued*

bookmarked or favourited? How many circles are they in on Google+? All of these – and many, many more will affect rankings in the future.

The business that we're involved with is, ultimately, about conversation. We talk to members, understand their interests, get feedback from them, and we're there when they need us.

An involvement in social media isn't some bolt-on option, or a nice-to-have; it's the way that information professionals in the future will have of highlighting their knowledge, skill and experience. When people want to find out something they'll often ask their friends, and increasingly those friends are ones on social media sites.

In order for that friend to be the librarian – well, the librarian has to be there. Social media isn't a fad that can be ignored, it's already shaping search and will continue to do so in the next decade. In order to exert influence, we need to master social resources quickly and effectively.

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Phil Bradley

Phil is an Internet Consultant who works closely with the information community, and he is a chartered librarian - in fact he is CILIP Vice President for 2011. He is well known for his internet training courses, but also his books and columns on internet related issues.

BEEN HERE BEFORE?

Tim Buckley Owen

If you're currently staring redundancy in the face or if – as a friend of mine has – you've been through 105 job applications and 18 interviews then I shouldn't imagine you're inclined to be particularly sanguine about the future. Times are tough, for individuals and professional groups.

(Remember the City Information Group and the Association of UK Media Librarians?)

Yet CLSIG soldiers on to its fortieth year, and this summer TFPL reported that, in spite of rumours to the contrary, headcount in the knowledge and information management profession had remained remarkably stable over the previous five years. However, “enriched” roles were replacing traditional ones, and employers were expecting something special from those they recruited. So would the profession remain multidisciplinary but cohesive, or would it fragment, the report asked. These are all issues that should concern both individuals and the professional groups or networks they choose to join or form.

Does it make sense anymore to think of our careers in terms of the sectors we happen to work in – commercial, legal or scientific for instance? Or should we be thinking about the growth roles that TFPL recorded: content and data management; curation and disposal; facilitating collaborative and virtual working; visualisation of information and results; information repackaging and repurposing?

It's curious, isn't it? For years library and information professionals were criticised for focusing too much on materials and processes, and not

BEEN HERE BEFORE? - continued

enough on the wider goals of the organisations they served. Now it almost looks as if things have come full circle – albeit with infinitely more sophisticated tools at our disposal. Firms that were once simple information publishers are now moving rapidly into data mining and analytics, and developing workflow solutions specifically designed to match the activities of particular specialists – in law, insurance or risk management, for instance.

So is technology usurping the territory to which forward-looking information professionals so recently aspired? Perhaps – but that doesn't lessen the need, or the demand, for knowledge and skills of a high order, and it needn't mean low job satisfaction either.

Recently FreePint ran a confidential seminar for an invited group of content purchasers on benchmarking the pricing of information products. Pretty dry stuff, perhaps – and participants were certainly frustrated at vendors' pricing models, with some robust views expressed. "It's a great job though, isn't it?" I tentatively asked one particularly critical guest after the event was over. Her reply was unhesitating: "Oh yes!"

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Tim Buckley Owen

*Tim is an independent information industry commentator with over 40 years' experience. He's news editor for FreePint's VIP Magazine and LiveWire forum and an information skills trainer (www.buckleyowen.com). The 6th edition of his classic textbook *Answering Enquiries Successfully* will be published in 2012.*

A TERMINAL CASE OF RECORDS MISMANAGEMENT

Karen Blakeman

Forty years of CLSIG, eh? So much has changed in that time especially technology, which in turn has profoundly changed our lives. For example, vital information such as medical data is now electronically recorded and can be whizzed through the ether at high speed to relevant personnel in an emergency. What really amazes me, though, is that despite or perhaps because of technology we humans are still able to mess things up - totally.

You may recall that there was a plan - now abandoned - to create a database of summary care records for everyone in the UK. Data security of NHS data has always been a major issue and many people, including me, decided to opt-out of the database. But my form was returned to me with a note: *"Please find enclosed your 'opt-out' form which I am returning as I cannot find a current registration for you at our surgery."*

I went to the surgery to find out what was going on. The receptionist tried to be helpful and tapped away at the keyboard, but each time she hit enter I could see her thinking "Computer says no". Was I sure I had registered with them? Had I registered somewhere else as a temporary resident? Had I actually seen a doctor at the surgery? The only thing they could think of was that my paper records had been put into storage "somewhere" before being entered into the computer. Wot?! No records management procedures to prevent such a thing happening?

A TERMINAL CASE OF RECORDS MISMANAGEMENT - *continued*

I was told to re-register, but whether they would be able to locate my original records was a moot point. I waded through six pages of questions, most of which were impossible to answer because I could not remember dates of vaccinations and childhood illnesses. Don't worry, I was told, we'll find it all in your records. **BUT YOU DON'T HAVE MY RECORDS!**

As I left the surgery one of the staff made an interesting comment: "If you haven't been ill enough to visit us in the last couple of years then we assume that you've moved away or died". Had they not thought of sending a letter to the potential ex-patient? Apparently not. So make sure you pester your GP with every little ache, cough and blister. Otherwise the computer and the humans operating it will consider you dead.

Postscript: I am now alive again and on the surgery's computer but my records are still AWOL.

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Karen Blakeman

Karen Blakeman started her working life with a degree in microbiology but was quickly enticed into the ranks of the Information Scientists. She now runs her own business providing training and consultancy on using and managing electronic information.

EXPANDING HORIZONS

Sandra Ward

In 1984 the 57th Aslib conference focused on Information Management: Potential and Practice. Difficult to imagine the information world as it was then – computerisation in the early stages of making an impact on search and retrieval of published information and corporate document handling; personal computing and the Internet just on the edge of practical realisation.

Nevertheless the debate engineered with a colleague on ‘Expanding information functions and horizons’ still has relevance. We argued for a more strategic positioning of the Information/Library function, continuing its role in providing published information services but extending this into the management of the organisation’s own information.

We saw the need to question our traditional roles, their likely durability, and to strive for involvement in areas of strategic importance for our organisation – upping our published information game through increasing our involvement in providing information for decision making and applying our information skills to departmental and organisational information storage and retrieval.

Regulation opened up the opportunities in records management and archiving. Our early take-up of personal computers and word-processing drew us into establishing IT support functions and corporate document management. Then roles in Internet site development followed by involvement in Intranets and Knowledge Management. Our ambition was fuelled by the potential of technology; an understanding of our

EXPANDING HORIZONS - *continued*

organisations and where good IM and KM could make them smarter; our ambition to learn and improve what we were doing; and our professional networks. Operating as an information professional in the pharmaceutical sector for many years could not fail to provide the stimulus for expanding our roles. From the moment I joined Wellcome Research Laboratories I was drawn into professional networks.

The first was concerned with enabling the computerised storage and retrieval of chemical structures; we shared experience and cooperated to deliver a jointly owned database, now a commercial resource, with ICI providing technical leadership. This network was open, collaborative and generous with the sharing of member insight. It provided ideas, inspiration and valuable mentors from people of distinction across the UK pharma industry.

AIOPI (now PIPA) was stimulated by leading professionals across pharma as a community for learning and improvement. Membership of the PhamaDocumentationRing (PDR), a Europe-wide forum, stretched horizons even further – we stimulated one another into further advancement – text and data mining, knowledge base construction, improved synthesis, analysis and visualisation of information, competitor information and intelligence, improved supplier contract terms. Visits to other organisations ensured that we ‘stood on the shoulders of giants’. The Institute of Information Scientists and latterly CILIP ensured that useful experience from academia and the government also provided stimuli for improvement.

Our relationships with our organisations and their respect for information skills was implicit in R&D based organisations. But taking our skills into

EXPANDING HORIZONS - *continued*

new areas required growing our abilities to partner, collaborate, and communicate with our businesses well. In this context we learnt from others too – and I still am. Through a colleague I have just discovered TEDtalk (www.ted.com). Why didn't I know about this before? Eighteen minutes to present your ideas, to be engaging and compelling, and to do justice to the TED mission by sharing “ideas worth spreading” compels you to “think simple, think about something you believe in, gather your evidence, and pull it together to create a story”. I can think of so many instances where this advice would have helped!

For me, increasing the profession's recognition of its potential value has been a continuing mission since my days in pharmaceuticals. I am still passionate about the value of information skills to organisations and the potential of information specialists to broaden and deepen their value.

The article in CILIP's October Update on Karen Macfarlane's results at GCHQ demonstrate just what a powerful combination of information skills with an understanding and an ambition for your organisation to perform well can achieve. As a relatively recent member of CLSIG, I am delighted to celebrate its 40th anniversary and to support the value of professional networking in bringing members together to test their progress against others, to learn from them, and to expand their horizons.

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Sandra Ward

Sandra Ward is an information and knowledge management professional operating as an independent consultant for Beaworthy Consulting and as a TFPL Associate. From perspectives gained in the pharma and consultancy sectors she is passionate about the value of skilled IM, KM and LIS professionals to organisations and the importance of understanding your organisation, networking, and keeping skills up to date. Sandra has been Chair of CILIP Council, President of the Institute of Information Professionals, and has worked actively for the profession throughout her career.

BEWARE OF CLOUD COMPUTING

Charles Oppenheim

Everyone loves cloud computing - loads of benefits and no downsides, right? Well, no. This short essay presents an alternative view.

When you sign up to a cloud service, you sign a (normally non-negotiable) contract. Only very large or prestigious organisations will be able to negotiate. The standard contracts are, unfortunately, very one-sided. Very few guarantee good service, and those that offer refunds for poor availability typically offer money off renewal of the subscription rather than a refund of the existing subscription.

Some contracts give the service supplier the right to close the service at little or no notice. Few offer automatic encryption of data given to them and/or anonymisation of personal data. According to the Information Commissioner's Office, *there must be a written contract in place requiring the Internet-based service provider to only act on your instructions and to have a level of security equivalent to yours*. Sadly, few of the cloud service supplier contracts offer this.

You should ask any cloud service supplier some questions before signing their contract:

- Who will be able to see my information?
- Who owns and controls your infrastructure? Is this outsourced to any third party?
- Where are the infrastructure elements located?

BEWARE OF CLOUD COMPUTING *continued*

- Can I see a copy of your reliability reports (if any)?
- What service levels are guaranteed, and what compensation do you offer if you fail to fulfil them?
- Have you ever had security breaches or loss of service in the past?
- Do I have a contact name if there is a problem?
- Will you abide by the Data Protection Act when you handle my information? Will you pay damages if a breach of the Act occurs which is your fault?
- How easy would it be to migrate my data to a competitor service once this contract ends?
- Who is responsible for ID management and access control?
- What are the names of your employees responsible for handling our data?
- What security policies, technology and systems do you employ? What national or international standards do they follow?
- Do I get any rights of refusal before you make changes to the service that affect my data?
- Can we cancel and get our money back?
- What special measures will you take regarding data we tag as confidential?

BEWARE OF CLOUD COMPUTING *continued*

- Could we have a free trial with some non-sensitive data before committing ourselves?
- Can you provide us with backups of all our data stored on your cloud?
- Will you inform us of any data security breach that involves our data?

The answers (or the refusal to provide answers) to the questions above should help justify (or not) your faith in the provider. But don't just sign up without asking these questions!

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Charles Oppenheim

Charles Oppenheim has been Professor of Information Science at Loughborough University since 1998. Prior to that, he has held a variety of posts in academia and the electronic publishing industry, working for International Thomson, Pergamon and Reuters at various times. He has been involved in legal issues in information work since the mid-1970s. c.oppenheim@btinternet.com

WHY DO WE DO IT?

Gwenda Sippings

I've never regretted focusing on a career in library and information work, and even an "interesting" choice of degree subjects – Librarianship, Education and Welsh – has opened doors to opportunities in "knowledge and learning" and to experience as a trustee.

I didn't have a career plan after leaving university, apart from a fancy to work on a mobile library, but my first job as a reference librarian in a public library was an excellent endorsement of the fact that I'd been trained to find answers from a huge range of printed, online and human resources, and also to organise information so that others could find it easily too.

I've learnt that this is an important skill in our professional portfolio and one that we too often take for granted. Another thing I've learnt along the way is to keep an open mind about where to employ these skills. They really are transferable skills and can be customised for different audiences in different sectors. We live in the Knowledge Economy, and the Information Age, and our contribution helps us and others to make sense of the mass of data, information and knowledge being generated every day. It won't stand still!

Every second someone somewhere is finding or creating something that could be just what someone else needs to make progress with a business activity, a project, an idea or an initiative. Our contribution is to manage knowledge and information so that the right connections are made at the right time between people and information, and people and people.

WHY DO WE DO IT? - *continued*

We can make this more fun by engaging with the other people in our organisation, so that they know what we can do to support their work, and they realise we are all aiming for success at the same ultimate goals.

Much of our professional work will be invisible to the customers, and rightly so as they deserve a streamlined service, but by getting to know them better we can ensure we develop our services to meet existing and emerging needs in the most effective and efficient ways, and show them how their contributions really count too. We're the ones with the skills to make meaningful pathways through all the fantastic information and knowledge around us today, so let's celebrate our time in the spotlight.

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Gwenda Sippings

Gwenda Sippings is Head of Knowledge and Information at the MDU. She has experience of managing knowledge, information and records in complex organisations in the public and private sectors, including Linklaters and Clifford Chance law firms, HM Revenue and Customs and Southwark Council.

PAYING IT FORWARD OR GIVING SOMETHING BACK?

Susie Kay

“The only thing to do with good advice is to pass it on. It is never of any use to oneself”
Oscar Wilde

As the increasing longevity of the population means that the government continues to struggle with the question of where to peg the age at which we might all receive our bus passes, I recently attended the festivities surrounding the retirement of a long-serving colleague. Listening to the stories relating her personal history to patterns and methods of working which have long ceased to be relevant in a modern environment, it occurred to me that, over time, her capacity to adapt had been severely tested but that, in amongst the other elements of her day to day tasks, she had found the time to train and assist those around her.

Compare this scenario to one that I am sure that we have all encountered – where a member of staff retires or resigns taking his Rolodex with him, without leaving an instruction manual behind, without telling colleagues how certain processes are performed or where the key to the recycling bin is kept. This would be bad enough if it only applied to a loss of skills capacity but when it also applies to the loss of a lifetime of applied experiential learning then the loss is much, much greater. So how can organisations prevent this from happening? The answer may well lie in formal and informal mentoring schemes as a method of future proofing.

There are, of course, different types of relationship which would be covered by the mentoring spectrum - long term one-to-one relationships, short term for an individual's particular role or organisational need, peer discussion (for which read sounding board or buddy), encouragement (probably closer to a coaching scenario). It is, therefore, possible to pick and choose what suits time availability or inclination, whether the commitment is to a prolonged process over time or to put in a short concentrated spell, perhaps between assignments.

PAYING IT FORWARD OR GIVING SOMETHING BACK? - *continued*

One of the main issues which can arise when discussing the concept of CPD with very senior members of any profession is that after a certain number of years, it is felt that CPD is irrelevant as individuals with so much experience have nothing left to learn or have no need of further input. This misconception is wrong in so many ways, not just by the lack of professionalism on show but also about the theory of CPD itself.

Extending one's horizons is not just about learning new facts or methodologies but can also be about new behaviours and new patterns of working. Most professionals would agree that the main benefit to be gained from attending seminars and conferences, for instance, is not just about the subject matter but also about the networking possibilities, the chance to benefit from other people's experience, finding out how someone else would carry out a particular task better or quicker or more efficiently.

If you turn this on its head and consider the opportunities open to younger members of the profession of learning directly from the voice of experience you begin to see how mentoring can be a uniquely beneficial experience to both the mentor and the mentee (yes there is such a word). The mentee sees the value and rationale of the approach which comes with maturity and painful experience while the mentor gets to tell all the work stories he hasn't been able to squeeze into the conversation recently!

More seriously, demonstrating by example and anecdote are acknowledged to be among the best teaching and learning tools available and very experienced practitioners have a very wide store to choose from. Some might argue that a forward-looking profession should not need to learn from those that have gone before. I would argue that actually things don't change quite that fast in the real world and few would pass up the major opportunities which meeting and conversing with more senior members of the profession would bring. One would hope that in most organisations an element of this is happening all the time but

PAYING IT FORWARD OR GIVING SOMETHING BACK? - *continued*

there is always extra to be gained from discussion with those outside one's own sector or area of expertise. For any professional discipline the issue of harnessing the wealth of knowledge and skills of its more experienced practitioners for the benefit of the newer members is a key factor in development and maturity. Many have realised the value of this type of knowledge cascade and implementing formalised mentoring schemes mean that individuals are reaping the benefits.

So for those of you who are already embarked on this noble enterprise but who probably don't take any credit or receive any acknowledgement for it, consider your contributions as suitable elements for your own CPD. For those of you not yet involved, perhaps you might consider the idea, if not now then perhaps at some point in the future. How about giving something back and bring on the youngsters behind you by offering them the benefit of your vast experience.

You need not wait until you are nearly set to get your pension (tempting thought) because however far you have advanced in your career, there are always those who know less or are less experienced and who would be grateful for a small, regular amount of your time.

I know there are many out there to whom this expertise transfer would appeal so perhaps it is time to dust off those stories

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Susie Kay

Susie Kay is passionate about the benefits of professionalism and professional development for both individuals and their employers, especially in the not-for-profit sector. She is an international speaker and author and runs workshops and individual sessions on all aspects of professionalism. For more information visit www.theprofessionalismgroup.co.uk

NETWORKING GROUPS AS A LIFELINE FOR FREELANCE CONSULTANTS

Annabel Colley

I have always networked. Since becoming a freelance consultant almost nine years ago, the events run by networking groups have become a lifeline. And I know many other consultants who feel the same. I dip in and out of all those on offer both for info pros, and from groups outside traditional boundaries. It's what works for me. I have had some very varied clients over the years in many different sectors.

Sometimes a client funds me to attend things, but usually I don't have a parent organisation footing the bill, so I have to be pretty ruthless about choosing what to attend. Continuing professional development is important, but as experience kicks in, often pure ROI and time are major factors in choosing whether to attend.

Events keep me one step ahead with stories and case studies that I can analyse or benchmark for specific clients, but they also provide that all important relationship building crucial for all freelance consultants. Unless I am on site with a client, I may have been working at home alone all day, but look forward to stimulating debate at carefully chosen events as I travel into town against the commuter flow.

CLSIG, SLA Europe and TFPL Connect are the Infopro's constant. But the danger of *only* relying on these is that there can be too many events that are variations on the main themes of - how information professionals should market themselves, and how to align "the invisible profession" to business goals. I confess to being a little jaded after many years of these themes. So I mix it up with other events.

NETWORKING GROUPS AS A LIFELINE ...continued

I learned the power of relationship marketing as business manager for the City Information Group (plus how to throw a good party!) And I enjoyed reporting on themes covered by seminars and events in the field as the City Club columnist for CILIP Update. I got into the London Meetup scene (the London Bloggers Network) for a while, when I was working for a PR consultancy promoting a book prize for bloggers. Try searching for groups based in your UK city, in your topic of interest, then go and meet people. Choose carefully, plan your networking and you will be surprised.

Right now - because I have moved into competitive intelligence I am finding UKCIF (UK Competitive Intelligence Forum) <http://www.ukcif.co.uk> is delivering exactly what I need. My Ci role is for a global news agency market intelligence department, so I also keep an eye on topics covered by journalism events such as those run by The Frontline Club, or the Guardian for example. In the past year I have also been introduced to NETIKX <http://www.netikx.org/> KIN <http://www.ki-network.org> and Gurteen Knowledge Cafes <http://www.gurteen.com/>.

For me the best events are when I come away with some actionable information that I can use to provide a solution to a problem a client may have. But attending events may also build an interesting contact or give a small germ of an idea that I will work up into something bigger. UKCIF, mentioned before, and LIKE (London Knowledge & Information Exchange) are really delivering for me right now. UKCIF is loosely connected to the more US-focused SCIP, and LIKE was set up via social networking and has now held 30 events.

LIKE is a unique “knowledge supper club” that delivers not only long-term valuable business relationships and some excellent speakers but also a hot

NETWORKING GROUPS AS A LIFELINE ...continued

sit-down meal. Intellectual *and* physical nourishment! I admit I am a bit of a foodie so I do find that too many networking events provide only a handful of crisps and a canapé after a long day at work. When coupled with a glass too many, this can result in a shameful visit via McDonalds on the commute home!

My personal approach of using networking to gather stories directly tied to the needs of my clients at the time will not suit everyone. It's also nice sometimes to give back, or just to mix socially without any agenda and purely keep up with colleagues and acquaintances.

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Annabel Colley

Annabel Colley is an Associate Market Research Consultant with IRN Research, and an independent KM Consultant. She has 25 years experience in the information profession and journalism and has worked in the media, education, Government and legal sectors.

PIONEERS - HOW IT ALL BEGAN

Graham P. Cornish

Graham P. Cornish, President of the LA 2000-2001, tells the story of the founding of LAIG, the forerunner of ICLG and CLSIG, and his role in its inception. He has kindly permitted us to reproduce his article from ICLG News Winter 2001, as the Group celebrated its 30th anniversary.

Towards the end of 1970 I noticed a short piece in the LA Record, asking if anyone would be interested in forming a group to represent the interests of industrial librarians. The LA had a reputation for being very heavily biased towards public libraries (as indeed it was) with academic libraries following close behind. Most “special” libraries were represented on the LA Council by senior professionals from the government or independent academic sector. There was a strong feeling that the (then) growing industrial sector was not being heard and the IIS provided a very different forum for debate, focussing heavily on data management, scientific information and was somewhat scornful of traditional librarianship skills.

I was just starting out on my professional career and so I wrote to say I would be interested in joining such a group as it seemed to me my work at the National Lending Library for Science and Technology (NLL) had a particular value to the industrial sector. I rather rashly ticked the box to say I would be willing to serve on a steering committee to set up such a group. A few weeks later a meeting was held to set the ball rolling but I was unable to attend. Nevertheless, I suppose because I worked for the NLL this carried the day and I

PIONEERS - HOW IT ALL BEGAN - *continued*

found myself *in absentia* elected a member of the Steering Committee. At the time I was one of only two qualified librarians on the staff of the NLL so the senior management viewed this sudden elevation to power (?) as a “good thing”, most librarians despising the NLL as nothing but a warehouse.

The idea for the Industrial Group came from Barry Nuttall, then working for BPB Industries (British Gypsum) in East Leake. Barry chaired its Steering Committee which set up the group and other members were Ted Eastal from Marconi, Pauline Barrie from IBM, Frank Graham from Ferranti, Don Mason from ICI, Ken Boodson from Imperial Metal Industries and Mary Fisher from GKN. I was the only non-industrial sector member and was quizzed as to why I wanted to join! Having jumped that hurdle I was promptly chosen as Treasurer, a post I occupied until the advent of VAT at which point I fled from the books.

The Steering Committee’s main task was to work out a constitution acceptable to the LA and draw up rules of procedure, etc. Once this was done the Group was established and a proper Committee put in place. The new Committee included Doris Palmer, to whose enthusiasm much of the growth of LAIG in the early years must be attributed. Doris built on what Barry had set up and we should be grateful to them both for their vision on one hand and enthusiasm on the other.

PIONEERS - HOW IT ALL BEGAN - *continued*

The Committee soon got down to business and firm friendships were established over the curly sandwiches from Siddoli's in Store Street and various bottles of wine, often donated by the Committee members!

Regional meetings were established and I ventured to organise the very first which took place in the Griffin Hotel, Leeds and dealt with the topic of translations for industrial companies. It was grossly over-subscribed and many people sat on the floor.

An early decision was to hold an annual conference and the first was organised for April 1973 and held at the Civil Service College in Sunningdale. This was repeated the following year, after which the venue moved around a bit until Lane End, near High Wycombe, was settled on for several years in succession.

The early conferences were great fun as well as being an opportunity to hear the views of leading industrial (and later commercial) librarians. Some very prominent members of the profession gave up their weekends to come to talk to a group which was, especially in its early years, seen as a rather "fringe" activity. Incidentally, it is worth noting that neither the Steering Committee nor the full Committee contained a single representative from the commercial sector. Colleagues from this field joined a little later and eventually this led to a change in name. So a new Group got under way and made, and continues to make, its mark on the profession.

PIONEERS - HOW IT ALL BEGAN - *continued*

I remained on the Committee until 1988 when my energies were diverted elsewhere.

However, given the increased concern about copyright law in the industrial/commercial area, I thought it was time to re-join and I have made the Group one of my two choices for 2001.

I owe a great deal to ICLG (as it is now). It was my first involvement in professional affairs and my first LA Committee. I went on to become Branch Councillor for Yorkshire & Humberside, chair of various LA Committees and eventually President! As one early ICLG supporter said to me during my presidential year, "I would never have seen you as a budding President in those days." It just goes to show. You new Committee members watch out - you may be on the road to becoming President yourselves!

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Graham P. Cornish

President of the LA 2000-2001 and sometime LAIG Committee member, Graham's pioneering did not end with ICLG. He has a world-wide reputation in copyright matters, has written books and journal articles on the subject and presented papers at numerous conferences. He spent several years working on electronic copyright management systems for EU funded projects and for 18 years was copyright advisor to the British Library. He is the founder and owner of "©opyright Circle", and now works as an independent adviser and trainer on copyright, working with libraries, archives, museums, publishers and education at all levels and government departments as well as running one-day training courses for all-comers.

“ONLY THE NAMES HAVE BEEN CHANGED...”

Oriole Newgass

...to protect the innocent” as the old *Dragnet* strapline has it. First heard twenty years before LAIG came into being, it has a similar longevity, being quoted still today, years after the show itself disappeared.

As a prime mover in the change from ICLG to CLSIG, I took a keen interest in the group’s previous names and the reasons for them. When I was elected chair of ICLG in 2005 I found ‘industrial’ in the group’s name distinctly odd, given the composition of the membership (I may have remarked once that it made me feel like *Rosie the Riveter*, thereby causing immoderate amusement to at least one of the contributors to this booklet, who declared the notion of me in this role highly improbable). But until I read Graham Cornish’s history of the Group’s inception I was not aware of just how apposite ‘industrial group’ was in the early days: every one of the founder members was actually working in an industrial organisation.

Having said that, it is equally clear that British Gypsum, Marconi, IBM, Ferranti, ICI, Imperial Metal Industries and GKN and the rest were also *commercial* companies, even if that was not their prime purpose. They were certainly not running as subsidised, not-for-profit, nationalised (or foreign-conglomerate owned) organisations in those days. But it seems to have taken a long time for the emphasis to shift to the commercial make-up of the group. I have thus far failed to discover the exact point at which LAIG became ICLG, but it was almost certainly for the same reasons of representation and inclusivity which brought about the second name change.

In 2005 we decided to rebrand the group: a new colour and logo, and different style of newsletter and website. The following year we became more commercial still by running a stand at the Online Information exhibition for the first time. This was an extremely successful move, and 2011 will see us in the Online exhibition for the sixth time. We have also exhibited at the Library & Information Show

“ONLY THE NAMES HAVE BEEN CHANGED... *continued*

twice, and this activity has been a significant factor in raising the group’s profile, bringing it to the attention of many individuals and organisations who would probably not have noticed us. As part of of this rebranding, 7Side, one of our splendid sponsors, presented the group with a beautiful banner, with ICLG in white on our new green/turquoise/teal/- whatever - livery, which did a great deal to get us noticed at events and exhibitions.

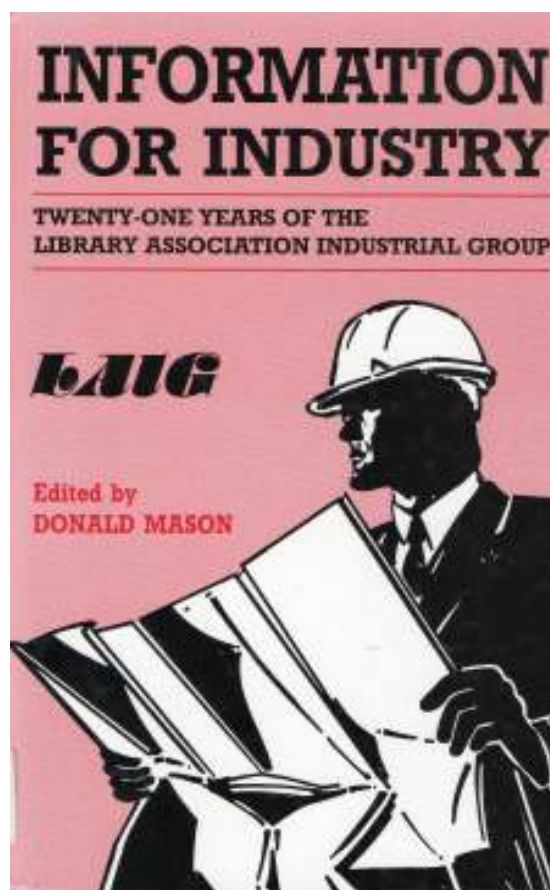
In 2006 the group’s tireless vice-chair, membership secretary and all-round fixer Bert Washington, undertook an analysis of the current membership by places of work. Much to everyone’s surprise the legal sector came out as by far the largest sector; 39% of the total in the UK. The committee’s early decision following this was to look into a change of name to reflect the present position. The final choice was **commercial, legal & scientific**; CILIP Council endorsed it, and it was debated at the group’s AGM in May 2007. Only two members had serious objections: first, what it would cost? (answer: nothing because 7Side would give us a new banner) and the second that the acronym was unpronounceable. Well, ICLG is pretty hard to say - and UKOLUG into UKeiG gave us a good precedent, so in the end it passed unopposed. Sometimes in writing the new name comes out as CSLIG (a bit too close to sea-slug for my liking) but most people now say see-ell-sig - a dual purpose label, given that the group is a SIG of CILIP. But anything can happen in the next ten years: who knows what CLSIG will be called by the 50th anniversary in 2021?

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Oriole Newgass

Oriole chaired the group from 2005 - 2009, through some turbulent times for CILIP and all its groups & branches. She served on the 2006 Governance Review Task Force, and previously on IIS Council, UKOLUG Management Committee, and other bodies. After 15 years in the City, mainly in law firms, she lives in Devon and works as a freelance consultant in research, marketing and publication design.

This was published by LAIG to celebrate the Group's first 21 years - hardback, proper index et al. Just one of an impressive list of publications put out by our predecessors, this is an ex-library copy, only withdrawn in October last year, indicating nineteen years of useful life! The wonderful part is to see that a number of its contributors are not just still around, but still teaching, training and sharing their accumulated wisdom with the information professionals of today.





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