



NEWS

January 2011 - Issue 23

CLSIG/NGLIS Stand at Online a Resounding Success!



CLSIG's stand at Online was a resounding success, notwithstanding the strike, weather and transport complications which affected the whole of the South over that week. We shared our stand with NGLIS which made a splendidly effective partnership, and brought many more visitors to the stand. Being sited opposite one of the seminar theatres was good, as practically all visitors to the exhibition had to pass by, and having the most comfortable chairs added to the allure of the stand!

Our wonderful sponsors, Sue Hill Recruitment, ensured that the little drinks party on Wednesday went with a very festive swing. For me it was great to meet Annie Mauger, Chief Executive of CILIP, who joined us on the stand for drinks. I have every confidence that Annie will be bringing some welcome changes to CILIP! Susie Kay's book "Professionalism : the ABC for Success" was featured on the stand as she is to give a series of seminars for CLSIG in 2011, and CILIP merchandise was much in evidence on our stand: thanks to Mark Taylor for his assistance and 'freebies'. It was a great opportunity to meet both long-standing and new friends of the Group, and much enjoyed by all our volunteers.

Three of our committee members gave talks at Online including Alison Thorne, Sue Edgar and myself.

*Penny Bailey
CLSIG Chair*

Alison Thorne, CLSIG News Editor Being a Newsletter Editor - A Bitter-sweet Experience

When she became the editor of CLSIG News, Alison had minimal editorial experience, but over time grew to enjoy this aspect of her professional experience. Her presentation looked at the highs and lows of being a newsletter editor, and hopefully encouraged others to take on such an exciting role.

Sue Edgar, Sue Hill Recruitment Shape up and Ship out! Bobbing along or Lost at Sea?

If you are restless to make a change in your career then a CV 'makeover' and 'exercise' plan is needed. If you 'need' to find a new role the same applies and it is even more important to keep your CV current. It is time to assess your market potential and to understand what employers are looking for. If you do not fully recognise your worth then the employer will not see it either. Sue is also the Treasurer for CLSIG.

Penny Bailey, Bailey Solutions Fight cuts with stats: how to prove your value and survive

At Online, Penny Bailey talked about how new enquiry tracking software can help library managers prove their worth to their organisation. In the current economic climate library managers are finding it more important than ever to be able to prove their value to their organisation, but lack the evidence to support their case. Now new tools mean library managers can produce statistics to demonstrate their worth by showing that they can:

- Answer enquiries in an efficient manner by the deadline and meet performance targets or service level agreements
 - Re-use previous answers to most commonly asked questions
 - Channel and store enquiries in one database
 - Prioritise and re-allocate enquiry work
 - Provide statistics on what types of enquiries they are doing
 - Prove who uses their service
 - Accurately measure how much time they spend on enquiries
 - Easily produce a report for the enquirer including aggregated costs and time spent
 - Produce ratings for customer satisfaction of their service
 - Have tools to manage outsourced enquiry work
- Show the library staff contribute to business development

Penny's presentation provided two case studies of the difficulties libraries face in managing an enquiry service and how they can overcome these with the new software."

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CLSIG AGM
Wednesday 23rd March 2011



Doors open 6pm
AGM 6.30 – 7.00 pm, Susie Kay seminar on Professionalism 7.00 – 8.00 pm
followed by refreshments
Location: City Business Library, Aldermanbury, London EC2V 7HH

Put the date in your diary now - CLSIG's AGM followed by Susie Kay on Professionalism - it's all about success!

In the first of a series of sessions designed to help you discover the successful future that lies ahead of you, Susie Kay will help you create the sort of world in which you wish to work and live.

Professionalism is a choice, an opportunity for you

to think, behave and act in a way which will make you stand out from the crowd. It applies to all of us, all the time, not just in the workplace but in our personal lives as well so it's about everything we are and everything we do. Join us to take a look at the way professionals approach their world and to gain some very practical advice, intended to help you demonstrate your own professionalism 24/7 and to offer you the key to your future success.

The AGM is free, the seminar is £10 for CLSIG members, £15 for non-members, £7.50 for students or the unemployed. To book or for more information please email events@clsig.org.uk

CLSIG Positions Available

Publicity Officer

Owing to a change of career of the present post holder, we are now in need of a new Publicity Officer to help with the following:

- The role of the Publicity Officer is to ensure CLSIG and its activities are well publicised.
- Place advertisements for meetings and visits in all appropriate outlets:
- Ensure CLSIG events and news are included in

- Proactively seek new avenues and methods for promoting CLSIG activities.
- Advise the committee on PR matters.

If you are interested please contact chair@clsig.org.uk

Deputy Web Editor

Chris will be emigrating to Australia - POM On the role of Deputy Web Editor, From my experience the key parts of the job are as follows:

- Assist the Webmaster and the wider committee to update content on the CLSIG website
- Work closely with the Webmaster and Chair on website development projects
- Liaise with the CILIP Webteam on technical issues
- Deputise for the Webmaster at committee meetings
- Analyse and report on website usage

CLSIG News is published bi-monthly electronically. Back issues are available on www.clsig.org.uk

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Views and opinions expressed in CLSIG News are not necessarily endorsed by the Editor, the Committee or the Group.

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Help us celebrate. Do you remember the CLSIG in its infancy? Where you around when it went by the name of ICLG?

Send your thoughts to the Editor, any submission small or large gratefully received: newseditor@clsig.org.uk.

CLSIG and BIALL Graduate Open Day 28 October 2010

Opening the day's graduate event was Charles Oppenheim from Loughborough University. There were thirty attendees for this event; most of whom were currently working towards a graduate traineeship and looking to choose a postgraduate information course. Charles' talk covered how to go about choosing a course to suit you, and the opportunities that this type of qualification can create.

The second speaker of the day was Jacky Berry from the BMA. Jacky's experience suggests that information skills span a wide variety of sectors and are incredibly adaptable. Subject knowledge should be secondary to these transferable skills.

Three visits were then arranged for attendees, one was to the BMA, one to The British Library and one to The Wellcome Trust. The BMA tour which I went along to began with an introduction to the organisation and to the user base the library serves. We also looked at the enquiry service provided by the library team as well as their experience of marketing the service, technological innovations and collection and lending policy.

Attendees met after these visits to hear the third speaker; Deena Maggs from The King's Fund. This presentation again looked at adapting information skills to work in various sectors.

The fourth speaker was Holly Bentley from The Guardian. This presentation focussed on a career in media librarianship, encompassing dealing with research queries, finding background information for journalists and archiving back copies to facilitate better searching.

The fifth speaker of the day was Sue Edgar from Sue Hill Recruitment, who discussed her transition from the academic to the commercial and media sectors.

Attendees were then divided into three groups to discuss and decide on three 'soft' skills and three 'hard' skills essential to success in library work. The most commonly cited soft skills when the groups met to share their decisions were adaptability, communication skills, teamwork, flexibility and organisational skills. The most frequently mentioned hard skills were promotion, budgeting and general information retrieval and evaluation skills, which echoed themes drawn from all the days' speakers.

The sixth speaker was Tracey Dennis from The Inner Temple, whose presentation covered her experiences in a career as a legal librarian, both within the public and academic sector, and in commercial law firms.

The seventh and final speaker of the day was Phillip Barlow from Imperial College, who discussed his career in an academic medical library.

All of the days' speakers touched on the fact that marketing is an invaluable skill when it comes to promoting and selling a service, and is crucial when proving the value of the service you provide in terms of efficiency, time-saving for staff, increasing users, and improving the quality of their work as well as in terms of financial cost. Alongside this, it was made clear that it is vital to foster personal relationships across your organisation.

Overall it was suggested that the similarities cross sector are far greater than the differences, that transferable information skills can be related to many areas if you are able to be flexible, and that adaptability is an invaluable asset to information professionals.



*Kirsty Morrison
Information Assistant
The King's Fund*

The Future of SIGs CILIP Branches & Groups Day

The CILIP Branch and Group workshop took place on the 16th February at CILIP.

This was a workshop of great importance to SIGs, as CILIP discussed the future of SIGs and Branches. Oriole Newgass and Penny Bailey attended as CLSIG representatives. Understandably it turned out to be a very interesting meeting.

See the meeting report in the next newsletter.

So Sorry to See you go

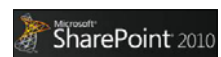
The CLSIG is having to say goodbye to one of it's members - Jacky Berry.

Jacky has been a valuable member to the committee, working hard particularly along side members of the Event Team.

Please join us in wishing her thanks and all the best for the future.

Do You Use SharePoint?

Do you or anyone you know has experience of using SharePoint? We are trying to find people who can talk about implementing SharePoint at our next joint NetIX seminar in May. If so, could you please let James know (james@clsig.org.uk)



**“Day in the life of...”
Chris Torrero**



How did you become an Informational Professional?

Somewhat by accident. I left University with a Chemistry Degree not really knowing what to do and went to a graduate careers fair in London. In a newsletter there was a notice describing jobs coding patents at Derwent, which I thought quite interesting. I wanted to use my chemistry in some way and this seemed the perfect way. I applied and got the familiar letter telling me that they would write if they had a vacancy, but on this occasion they actually did so. Despite an interview in which I realised just how much chemistry I'd forgotten, they offered me the post and thus began my career in information.

How long have you been in your present post?

I joined LGC in February 2006 and assumed my present post in 2008.

What's a typical day like?

The morning starts with the accumulated emails sent to the address on the company website, fishing out the genuine enquiries from those who want to sell me a wristwatch or offer me improbable sums of money. Mixed in with these are the enquiries from around the company. LGC has a quite varied business, so I can find myself researching: analytical methods for foods; methods of analysing fibres for forensics; company financials; and a host of other things. I will also handle incoming hard copy journals and less commonly incoming telephone enquiries from customers. When those jobs are done, I will monitor newsfeeds and other sources for information of potential interest, either in specific reports or just "on spec".

What are the things that really make your work interesting?

The fact that I go into work and never quite know what I will be doing that day.

Are there any aspects of your job that aren't so great?

Reminding people about copyright.

What skills do you need to be a top-notch Informational Professional?

If I ever become one, I'll let you know. In my role an enquiring mind is a must, not just in the obvious sense of searching, but also maintaining a knowledge of changes in your employer's business

and who will find this paper or that government report interesting. Interviewing skills are useful, where a client approaches you and does not express his/her information needs well. Finally flexibility is essential, both in the sense of being prepared to drop everything to deal with an incoming urgent enquiry and in the sense of being willing to adapt to changes in technology. When I joined Derwent, we did our work on large fragmentation coding sheets and the company had only just stopped using 6-up punch cards. It's hard to believe that one person asked if I worked in library & information because I didn't like change.

Do you have a mentor, or person I most admire who has helped you in your professional life?

My previous manager at LGC, Sarah Morris, taught me a great deal. I am very grateful to her.

5 tips you would like to pass to your fellow professionals?

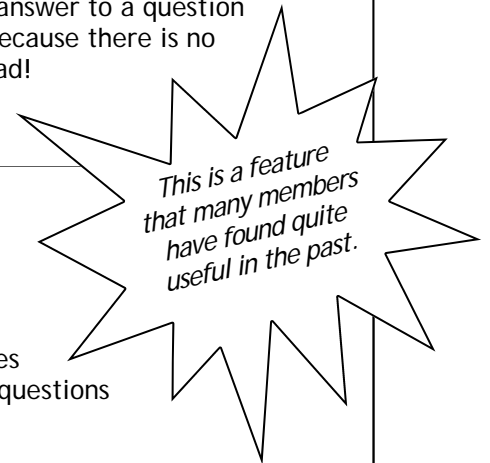
- Be flexible
- Be inquisitive
- Be cheerful
- Think of the future users too
- And remember that the reason that you cannot find an answer to a question might just be because there is no Answer to be had!

Would you like to volunteer to do a "Day in the life of...."?

To get the brain juices flowing I have a few questions below:

- ... How did you become an Informational Professional?
- ... How long have you been in your present post?
- ... What's a typical day like?
- ... What are the things that really make your work interesting?
- ... Are there any aspects of your job that aren't so great?
- ... How's the salary and career progression?
- ... What skills do you need to be a top-notch Informational Professional?
- ... Do you have a mentor, or person I most admire who has helped you in your professional life?
- ... 5 tips you would like to pass to your fellow professionals?

Please send your responses to:
newseditor@clsig.org.uk



CILIP's Statement about Strategic Direction and Savings



At the November CILIP Council meeting Trustees made decisions about CILIP's strategic direction and the savings needed in 2011. Making decisions about savings was extremely tough but necessary, in order to ensure CILIP's financial health and safeguard our future.

Savings

CILIP continues to feel the impact of the recession and government measures to reduce the country's deficit. Council has begun a programme of cost savings than will run into 2011. The Trustees have had to make some tough decisions to ensure the financial health of the organisation and to re-build our reserves.

CILIP has relied heavily on income from commercial activity, the market continues to be very uncertain and we cannot control income. CILIP needs to achieve a £1 million saving just to break even in 2011; in addition we need to create a surplus to re-build our reserves.

The decision that will have the greatest impact on Branches, Devolved Nations and Groups is the **one year only** suspension of capitation payments. There will be a £15,000 fund to help any Branches, Devolved Nations or Groups that face severe financial difficulties.

The suspension of capitation will save CILIP an

estimated £100,000. I appreciate that this will be unwelcome news, but it is a very difficult time and we need to ensure the long term stability of the organisation and carry out our activities within our means. Details of all savings:

Ongoing savings:

- Staffing: redundancies, cutting freelance and temporary staff, and reducing recruitment and training budgets
- Cost reductions: merging *Gazette* and *Update* magazines, reducing the ICT/web budget and general cost savings (for example reducing the number of Council meetings)
- One year only savings
- Staffing: pay freeze
- Suspension of Branch, Devolved Nation and Group capitation
- Reducing the Ridgmount Street building maintenance budget

CILIP Trustees have not taken these decisions lightly; it is imperative for the future of the organisation that we make these savings, to ensure CILIP's financial health and safeguard our future.

Kind Regards

Nigel Macartney, Leader of Council

From: CILIP Branch & Group e-news, 25 Nov 2011

CLSIG Response

Creating Something from Nothing: Chair's commentary:

How do CILIP savings impact on CLSIG members? I feel that it is important that CLSIG members know that CLSIG has no choice but to run our group with no funding from headquarters and that, even though members hand over a considerable sum to CILIP in membership fees, this year CLSIG will see none of it. The CLSIG committee are obviously disappointed that we will be losing an income stream from CILIP. We feel that groups and branches are a big reason why people join CILIP and the main source of identity and networking for members. Although we recognise that CILIP has to make savings, and the temporary withdrawal of capitation is only part of the picture among other necessary saving measures implemented, this cut makes us feel as if our contribution is not valued.

I know members have often queried why we don't post our newsletter, and it is because of the funding issue. We would rather use the limited funds from capitation - when we do get it - as a

core fund with which to organise activities for our members. We send news directly to our members who opt-in to receive news via email and through CILIP's communication services - you need to be registered on CILIP's website to receive emails via CILIP. We also look for others ways to communicate with our members, like our LinkedIn Group. Please sign up to at least one of these methods!

CLSIG has a small financial reserve, as any healthily run group should, but the temporary withdrawal of capitation will mean that we will have to work harder to secure external sponsors for our activities. The hard-working events team on CLSIG committee have an excellent record in ensuring every event breaks even and, whilst it is our aim is not to make a profit, we do need to ensure our costs are covered. This activity will continue with a strong line in professional development club seminars, library tours and social events this year and the good news is that we have no plans to scale down our events. We will continue to beg, scrounge and borrow where we can on your behalf. Particularly we need free venues, free speakers and sponsors to cover event costs in order to be

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able to continue to offer events at a very reasonable cost. Event costs typically include speaker and committee travel expenses, attendee refreshments and sometimes the venue hire. We also need local organisers. We are often asked why we don't hold more regional events and the answer is that the costs can be more compared to London based events and we may not have a knowledgeable person who can help us with local logistics. So if you want to get involved with your

group, how about helping to organise an event in your local area this year? We always need help on the committee but don't worry - you won't get sucked into doing everything, as we have clearly defined roles for different activities of the group. See our adverts for Deputy Web Editor and Events vacancy in this issue (pg 2). So come and help us create 'something from nothing' and see how rewarding this can be.

Penny Bailey
CLSIG Chair

How My Trainee Year at The Institute Of Advanced Legal Studies Helped Me In My Current Position In A Corporate Law Library

Greg Bennett

Both my current position in a city law firm and my position as a graduate trainee at IALS (Institute of Advanced Legal Studies) have been in law libraries, but they are quite different positions, in quite different environments. In order to gauge how relevant to my current job my experience at IALS was I will list the main responsibilities I had as a graduate trainee at IALS and discuss what I learned through those responsibilities that has had an effect on my current position.

Serials check-in

The first department I worked in at IALS was the serials department. Here I learned how to use a catalogue successfully. I had hardly used a library catalogue before, so it took me a while to get used to the library management system. Once I had become familiar with it, I was able to build up a good understanding of the structure of a library management system. For example, using subject headings and classmarks to search for books on a particular topic.

It is important to emphasise that I knew very little about library catalogues before I began at IALS. My excuse is that as an undergraduate I studied maths and never really needed any textbooks as part of my course. What I therefore learned as part of the graduate trainee program at IALS about the catalogue has been absolutely vital in my subsequent employment. (Knowing that I managed to spend three years at University without picking up any knowledge of a catalogue reminds me not to assume a knowledge of such things from my current library users. Consequently I am able to help them in their use of the library by showing them how to use a catalogue successfully.)

Document supply service

I spent a lot of time working in the Document

supply service at IALS. When we had received a request for a document, it was my job to go and find it within the library, copy it and then send it to the customer. I therefore became very familiar with legal citations and using indexes to find specific documents within particular titles. In some ways this is the most legal-specific skill that I have taken with me from IALS to my current position.

I became quite familiar with series that have unusual pagination (e.g. English Reports, US Supreme Court Reports Lawyers' Edition). In addition, I gained a pretty good knowledge of what many legal abbreviations stand for, without the need to refer to the Cardiff index. This doesn't necessarily save me a huge amount of time, but may impress users! Recently a fee-earner asked me for a case with a citation that he didn't know, SLT. I knew straight away that it was the Scots Law Times. I also happened to know that they were on Westlaw, so was able to give it to him straight away. Of course, a librarian's real skill is knowing what procedures to employ to find information that he doesn't already know. But sometimes a display of actual knowledge can improve the profile of the library within a firm.

Missing books

One of my responsibilities when working in the Reader Services department was to hunt for missing books. I tend not to do this very often in my current position, but occasionally users will have difficulty finding a book on the shelves. I have more experience than they do in the kind of mistakes that can be made in reshelving and so can sometimes find the book in a predictably wrong location.

Tours

Within a month of starting my trainee year we had a brand new set of students. I gave quite a number of library tours to groups of new students. I was already comfortable in public speaking, so that aspect of the tours was fine for me. However, I didn't especially enjoy having to present information that I wasn't very familiar with myself. It was usually the case that I told the groups almost

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all the information I knew, at that time, about the library. Although I always finished by asking whether there were any questions, I really hoped there were none as I had already exhausted my knowledge of the library.

This taught me two things that I regularly employ in my current position: always be well prepared when delivering a training session; and don't bluff. If I don't know the answer to a question in a training session, I say so and that I will check and get back to the person. At IALS there were always several people who I could ask questions of if I was asked something that I did not know.

Training

I had quite a large amount of training on legal information whilst at IALS. It tended to be quite interesting, but by the time I had started in a law firm I think I had forgotten almost all of it. We had sessions on US law, EU law and other foreign jurisdictions. However, because my normal daily work didn't particularly build on any of the information learned, the knowledge quickly slipped out of my memory. We also had training on the use of various legal databases, but again I didn't use them often enough in the course of a working week to consolidate the information learned.

If there was one thing that did stay in my mind as a result of these training sessions, it was that there are many interesting aspects to legal information. Whilst at IALS I didn't really increase my knowledge of them but I did increase my desire to know more about them. As a result, I eventually decided to move to a law firm to gain real experience. I would therefore say that IALS gave me a healthy appetite for legal research even if it didn't satisfy the appetite itself.

Enquiries Desk

If training in legal information gave me a desire to know more about law in general, the enquiries desk was where I felt most useful: nothing is more rewarding than providing an answer to someone who desperately needs one. Many times on the IALS enquiries desk I was able to help people with their queries. I enjoyed this greatly and was keen to do more enquiry work.

On the whole, though, the enquiries at IALS were more to do with the running of the library itself, rather than carrying out legal research. Consequently the things that I learned on the enquiries desk at IALS, didn't really transfer too well into my current position. However I know other librarians who didn't work on an enquiries desk at all in their trainee year and so the very fact

that I worked on one regularly was a great benefit to me. We always worked alongside a more senior member of staff, so trickier enquiries were usually passed across.

General running of a library

Throughout my year at IALS I gained a good understanding of how libraries work. IALS is a very well organised library. I hope that most libraries are similarly well organised - they should be, given that librarians are natural organisers. When I first started working at IALS I was initially intimidated by the huge amount of information available in the library and wasn't overly confident that I could keep abreast of it all. However, I gradually learned that because the place is well organised I should be able to find the answer to most questions simply by following procedures. There were lots of guides (to using the library and specific subject guides) available at IALS. There were also well-documented notes to the job available to me. I learned to live by what an old maths teacher described as the eleventh commandment - thou shalt not lose thy cool. If I didn't know the answer straight away, I would simply follow a set of procedures until I found it out.

In addition to excellent written instructions at IALS there was a wealth of experience within the staff. One skill that I definitely used a lot that I have continued to use in my current position is to seek help and advice from expert individuals.

Conclusion

I think that I certainly benefited from my trainee year at IALS, but funnily enough, the main ways that I benefited were in general librarianship rather than a specific knowledge of legal librarianship. I learned how to use a library management system and a catalogue - skills necessary for librarians in all types of libraries. I also learned that a librarian's expertise isn't in knowing specific knowledge, rather he is expert in knowing how to find that information and how to organise it. To this end I learned to utilise procedural notes and the expertise of colleagues. In addition I learned that there are things that a librarian simply won't know and he should always be willing to admit that.

All of these skills are of use to all librarians and so IALS is an excellent place for a trainee year whether or not the trainee intends to carry on in law libraries. As for specific legal knowledge, I think there was less scope for me to learn much and to use much in my position as a trainee. As I said above, I learned just enough to whet my appetite. My current position is now satisfying that. I am still a law librarian, but now the emphasis is a lot more on the law than it was at IALS where the emphasis was more on the librarian.

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Provisional 2011 Dates

**23 March - CLSIG AGM & Session on Professionalism
Suzie Kay as speaker**

May - SharePoint @ BMA

September - Suzy Kay - Time Management skills session

Other 2011 Events

Please watch this space for further news



Newsletter contributions wanted

Contributions are always welcome for our Newsletter. Does anyone want to write about library apprenticeships in law firms? Or send us your ideas for articles you would like to see commissioned! We always need candidates for "A day in the life of..."

Please send your contributions or ideas to newseditor@clsig.org.uk

CLSIG News March 2011 copy deadline: March 4th