



NEWS

November 2011 - CLSIG Anniversary Issue 27

So here we are, celebrating 40 years of putting the world to rights through networking, and the provision, dissemination and management of information. Back in the day the group was known as LAIG (Library Association Industrial Group), and ICLG (Industrial and Commercial Libraries Group). Has CLSIG significantly changed since then?



He was followed by Ross Shimmon, Chief Executive of the Library Association, who said he regarded commercial libraries as crucial to the library profession. He assured us that he was not saying this just to please the audience. Notably, he also said that he would like to link the organisation with the Institute of Information Scientists, and that this was the first occasion on which he could say this publicly.

Below is a slightly modified article originally written by Lisa Billingham covering ICLG 25th birthday party...

"The ICLG 25th birthday party was an impressive affair - not celebrated with raucous laughter, but with controlled enjoyment like you would expect from industrial librarians.....

On 23rd January 1997, 70 members met at Ove Arup in London. We were then shown around the library by Annette O'Brien, the librarian, and had a chance to browse through the stock. This is certainly an impressive library, holding approximately 16,000 books and 180 journal titles. There were several library technology demonstrations, organised by the library staff. These were of Arup's new SAILS journal management system; the Infodisk document / standard control system; Reuters Business Briefing; Barbour Construction Expert and the Internet.

Excellent food and drink was provided for us all (*nothing new there*), followed by a 25th birthday cake for the group. This was decorated with an open book - most appropriate!

We heard from the Director of Arup Partnership, Turlogh O'Brien. He commented on the importance of the library to the firm, which was proven by its location - facing visitors as they entered the building. He added that potential clients are often shown around the library, to help demonstrate the resources available to the firm. He added that the firm has been involved in building of academic, public and special libraries for a long time. He remarked that recently there had been fewer public library assignments!

Elizabeth Dwiar (current Chair of ICLG) then thanked those involved in arranging the evening and all others present, for helping to make the party such a success. She commented on the opportunities opening up in commercial libraries, urged us to promote ICLG to our colleagues and a growing group, and recounted some tales she had heard during the evening.

Later, I had a chance to talk to some of the other attendees.

Kam Sandhu is one of our new members. She works at The Institute of Chartered Accountants (ICAEW), and joined to increase her knowledge of industrial libraries. She is keen to attend more evening meetings, and sees this as an important part of the group's activities.

Long-standing members who attended the celebration include Angela Abell, Judith Crowe and Rob Palmer. They were persuaded to talk a little about the group's history. Together with information gleaned from 'Information for Industry - 21 years of the Library Association Industrial Group', edited by Donald Mason and published by Library Association Publishing, their comments are summarised below.

The group was born because of the public library orientation of the professional bodies, and the pioneers had a very real struggle to be recognised. It was first suggested publicly by Barry Nuttall of BPB Industries in a letter to the Library Association Record in February 1970.

A meeting was held on 14 October 1970 at the

(Continued on page 2)

In this issue	Come & Go - Committee Vacancies	2	Open Library Tours	5
	CLSIG at Online 2011	2	CLSIG 40th Party Invitation	6
	LAIG(S) in the 80s - Duncan McKay	3	Book Review	8
	Moyra Forrest Reminisces - LAIG(S)	5	CLSIG Committee	8

(Continued from page 1)

Library Association. The formal request for creation of the group was made in May 1971, and the first issue of the newsletter went out in January 1972. Barry Nuttall was both the first Chairman and the first Newsletter Editor.

When Barry left special librarianship for the academic sector, his role was taken on by Doris Palmer. Many people have fond memories of this Chair / Newsletter Editor. She made a special effort to personally welcome attendees at the meetings (which was sometimes quite a job when 120 plus attended some events). She also tried to visit members if she was in their neighbourhood.

The group originally dedicated itself to setting up one-day study meetings, visits, and its most popular event was the Conference/Annual Study Weekend. One of the first training events was in November 1971 for library assistants. In those days, a fee of £4.50 included course fees, coffee, lunch and tea!

The first conference (forerunner of the Study Weekend) was held at Civil Service Staff College at Sunningdale in May 1973. This tackled problems of practical significance, and even 21 years ago, the discussions included copyright, freedom of information and definition of the term 'special library'. The central purpose was to help librarians appreciate the needs of industry.

Study Weekends then replaced the Conferences. Even 20 years ago, employers were more willing to support activities with practical applications. From 1979, the Conferences were held at Lane End Management Centre near High Wycombe. The events were always oversubscribed with many day visitors.

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dressed up as Vikings.

In the early days the majority of the Group's membership consisted of industrial and government librarians - plus learned societies. Many of the members were one-man-bands and some of the libraries went on to become quite impressive resources, thanks to the efforts of the ICLG pioneers who made it their business to improve their value. Doris Palmer once did a private check and found that over 95% of members were in non-public or academic libraries. In those days the membership was around 1200.

During those early years there were a lot of events held jointly with Aslib, LA Government Libraries Group, IIS, and HERTIS. The members of the fledgling LAIG were invited to sit on many committees, and their efforts helped to get commercial libraries recognised as a distinctive sector. The Group also expanded into publishing, and notable successes in this area were the 'Guidelines for Special Libraries' and the proceedings of the annual study weekends.

The second decade continued with all the work started in the first. Arguably, the biggest event in the second decade was the formation of LAIG Scotland (*See Duncan McKay's article on page 3*). Scottish librarians formed their own regional branch, and held meetings in Aberdeen and Edinburgh which were attended by delegates from across Scotland. The Inaugural meetings were chaired by Mary Lachie of Syntax.

So, looking back over the history so far, we see the role of the industrial librarian becoming more prominent and further removed from public library work. We also see intense pressure on library budgets and increasing need to justify our existence in the organisation. ICLG has contributed to the progress in these areas, but there is still a great deal of progress to be made.

(So what has changed in 15 years then? Editor)

Hanna Lewin is back – but we still have vacancies ...

We are very pleased to welcome Hanna Lewin back on the committee. Hanna has taken up her previous role as Publicity Officer so undoubtedly you will see missives from Hanna soon. However, we still have vacancies for Vice-Chair, and Sponsorship Co-ordinator and an ordinary Committee member...

CLSIG at Online Information Show 2011



CLSIG will be an exhibitor again at Online - our 6th year. The exhibition is slightly smaller this year, as is our stand. But we are exhibiting again with NGLIS and possibly with one or two other groups, and the welcome to all our members, friends and strangers will be as warm as ever. We hope to be able to unveil some of CLSIG's plans for 2012 at Online and photographs from our 40th Anniversary Party being held on the night before Online. Have you booked a party ticket? Hurry before it's too late - details on page 6.

We look forward to seeing you at Online - Stand 750 at National Hall, Olympia from 29 Nov to 1st Dec. Contact oriola@clsig.org.uk for more information.

Reflections on LAIG(S) in the 1980s Duncan J McKay

I have been a member of the Library Association (and subsequently CILIP) since beginning a Postgraduate Library course at University College London in 1974. I joined what was then the LA Industrial Group (LAIG) after becoming Exploration Librarian with the British National Oil Corporation in Glasgow in 1978.

I served on the LAIG(S) Committee in various roles until leaving Scotland in 1990 following redundancy from British Petroleum plc. - initially as a Committee Member from 1984; acting as Treasurer (October 1985 - April 1987), and Chairman March 1987 - February 1989. I was again on the committee from February - June 1990.

In the late seventies and early eighties, LAIG served members throughout the UK who worked in what in those days were "special libraries" serving industry and commerce. LAIG(S) - the Industrial Group in Scotland was established following two meetings of LAIG members resident in Scotland held in Edinburgh and Aberdeen in October and December 1982, respectively.

A proposal for a "Scottish Section" of LAIG was presented by Mary Lakie, Syntex Research Centre, Edinburgh, with the aim being to establish a group "to provide a focus for the activities and interests of members working in Scotland". Discussion at the meeting focused on four essential functions, which in my mind are still as essential now as almost thirty years ago:

- Encouraging professional development of members
- Identifying and developing means of educating management...
- Ensuring that there was IG representation in the profession
- Providing a focus for professional activities in Scotland ...

That a Scottish Section be established was a proposal overwhelming supported by the members present in both locations, who totalled thirty attendees with an additional seventeen apologies - this will have been around two thirds of LAIG members in Scotland at the time.

At the Edinburgh meeting an initial steering group was established with the membership of:

- Mary Lakie (Syntex Research Centre)
- Christine MacDonald (T Harley Haddow & Partners)
- A. Rennie McElroy (Napier College)
- Dave Parry (Bell College - BECTIS)

- Irene Hendry IBM (UK)
- Ann Caldwell (Conoco Ltd) was nominated at the Aberdeen meeting to represent the North-East members

In a June 1985 report published in the National Newsletter - under the tag line, "*Tartan LAIG*"!, Christine MacDonald reported that the establishment of the Scottish group had come about following the feeling that members living and working in Scotland might be better served by a Scottish group being partly due to the sheer scatter of members in Scotland and the expense of travelling to the south.

Subsequently a set of rules were produced (these are undated but were issued prior to the 1983 AGM in October) for what had become the *Library Association Industrial Group (Scotland)*.

The first annual report of the group, September 1983, indicates that LAIG(S) had held four meetings during the year - two in Edinburgh, one in Aberdeen and one in Hamilton (Lanarkshire) Even in these early days the group had established the need for inter-group co-operation. During the author's time in Scotland I do not think that we had more than 51 members at any one time, there were seventy in 1982, and these were spread around the entire country although there were natural concentrations in the major cities of Edinburgh, Glasgow and Aberdeen. It should be noted that at that time membership was restricted to those people who were members of the Library Association, although this did not preclude non-members from attending meetings, other than the AGM. Following a change in LAIG (UK) rules it became possible in 1986 for non-LA members to become "Affiliates"; in Scotland they paid five pounds giving access to the Newsletter mailings. Travelling then, as now, generally precluded members in the Central Belt attending meetings in Aberdeen and vice-versa. The Scottish branches of both the Institute of Information Scientists (IIS) and of ASLIB were also small in number compared to their UK memberships. The committees of all three groups were in agreement that in order "to make meetings fly", even when costs were minimal, that they had to co-operate. From the LAIG(S) viewpoint this started at the beginning with two of the first four meetings being joint meetings between the three organisations.

In that first year the committee was involved in the Scottish Library Association's Special Libraries Committee and with the October 1983 SLA Study weekend - "*The library-information professional Manager and managed*"

This piece would be too long for most people if I gave in to the idea of covering everything that we

(Continued on page 4)

(Continued from page 3)

did in Scotland from the formation of the Group until I left Scotland eight years later. It is safe to say that LAIG(S) continued organising a wide variety of events for members which included visits to members libraries which were organised two or three times a year. A few examples of meetings include:

Apr 1984	Information and the BBC
Jun 1985	Microcomputers in small libraries
Feb 1986 - Joint Meeting with SCOOP and LA (ISG)	Scotland, Whitehall & Westminster
May 1988	Business Information
Apr 1989 - Joint Meeting LAIG(S)/ LAITG (Central Scotland)	CD-ROMS and Optical Disks
Feb 1991 - Joint Meeting LAIG(S)/ IIS/ASLIB	Strategic Information Management: Ideas into Action
Oct 1991 - Joint Meeting LAIG(S)/ IIS/ASLIB	Eastern Europe and the Soviet Union: Sources and prospects
Oct 1992	Managing and marketing your information service

employer approval. One also gains friendships which can last for years after your direct involvement. It can be fun as well, I still fondly remember the regular Newsletter "stuffing sessions" with, the then editor, Alison Hardie, which were spent in the Britoil Staff Club after we had printed the group's publication.

I was also asked to comment on how LAIG(S) was different from today's CLSIG? I think very much so, but that is the way of the world and no reflection on the current group. Looking at the structure of the profession in the 1980s we had many libraries providing the traditional special library functionally. Nowadays there are so few "industrial" libraries. Apart from the reduction in their role many functions are heading towards "Knowledge Centre" functionality. Indeed as Eva

Of course in addition to organising activities for the members, producing a Newsletter roughly three a times a year the committee were involved not only with the Scottish Library Association, with a co-opted seat on SLA Council, but also with the National LAIG Committee and various initiatives from there. Indeed at the 1989 AGM, John Sherwell, then chairman of LAIG, nationally, paid tribute to the Group:

"In the six years of its existence the Scottish Group has played an important role not only in providing a focus for LAIG members north of the border, but also in contributing to the national group as a whole" [LAIG (Scotland) Newsletter, 21, 1989, p. 3]

After being asked to contribute this piece I obviously went looking for and "found" my LAIG(S) Newsletter file, yes I am hoarder, and it is my intention to scan those that I have which is the majority until mid-1992 and I will be happy to make the pdf available either directly, or by way of CLSIG.

I will end the history on a purely personal note, or two, on what LAIG(S) did for me. Well it initially gave me a means of meeting fellow industrial librarians without the need to travel to the south of England (yes London). When I was first asked to stand for the committee in 1984, it was an introduction to committee service which kept growing. Committee work is useful both as a means of personal development but also an excellent means of giving something back to one's profession, although it is not as easy these days to gain

Semertzaki (2011) says this is essential for the survival of the "special" library. Her recently published book is well worth reading by those interested in the future of this sector of our profession.

***Duncan McKay MA (Oxon), Dip. Lib., FCILIP, FGS
Semi-retired***

*Last employment position:
Knowledge Information Coordinator,
ConocoPhillips (UK) Ltd., Aberdeen.*



*Far left: Duncan McKay (Exploration Librarian, Britoil plc.); [name lost]; [name lost]; Christine MacDonald (T Harley Haddow); Barbara Catt (Bell College of Technology); Nick Rowe (Engineering Librarian, Britoil plc.) LAIG(S) members during a visit to the Britoil Libraries on 7th March 1984. After visiting the Exploration Library the party crossed the River Clyde to visit the Engineering Library.
Photograph by Britoil Public Affairs.*

Moyra Forrest Reminisces about LAIG (Scotland)

I joined LAIG in the mid 1980s while working two afternoons in an environmental consultancy, along with my main job in an academic departmental library. The oil industry was booming and our local membership also included librarians working for engineering practices and in the financial sector.

LAIG felt like a breath of fresh air in the then Library Association; with most LA members working in public libraries, the LA often seemed too focussed on the where rather than the what, how and why of librarianship.

New ways of working, information technology and

privatisation were all discussed at LAIG meetings. LAIG members seemed very much in touch with the needs of their users, and prepared to adapt as these changed.

I was happy to serve on the Scottish committee, and in time to chair it. This also brought the opportunity to serve on the main LAIG committee, and enjoy the stimulation of meeting colleagues from across the UK.

LAIG (Scotland) was delighted to be commended in the UK chairman's report to the 1991 AGM for its grassroots co-operation with other LIS groups, usually IIS and/or Aslib which "puts to shame the diffidence shown by other parts of the profession in making progress on the Saunders report ..."

OPEN LIBRARY TOURS

Please contact: events@clsig.org.uk if you would like to book any of these library visits.

TWI Ltd - 16th November, 1.30pm-4.30 pm

TWI Ltd is both an engineering research and consultancy company with an international clientele and a UK professional engineering institution. We will talk with you about what we do to serve these through our special library, records management and database activities. See http://www.twi.co.uk/content/info_infserv.html. Tea and coffee will be provided (free). Transport (minibus or coach depending on numbers) will be available from Cambridge station at 12:50; you will be advised of the cost nearer the time. Alternatively, please make your own arrangements. Map: http://www.twi.co.uk/content/twi_map1.html.

British Museum - 17th November, 9.30 am-12.30am.

Spend morning in the four libraries of the British Museum. The British Museum is not just about objects, wonderful though they are. The Museum is also home to nine scholarly libraries and on 17th November four of these departmental libraries will be participating in CLSIG's Open Library programme. The morning will begin with tea and coffee in the Centre for Anthropology followed by tours of the Anthropology Library, the Middle East Library and the Libraries of Prints and Drawings and Prehistory and Europe. Come and explore behind the scenes at the Museum. Map: http://www.britishmuseum.org/visiting/getting_here.aspx

Energy Institute - 17th November, 2am to 5pm

The EI is a learned society with members interested in all aspects of energy. The EI Library holds an extensive collection of material on the energy industries ranging from oil exploration to petrol retailing, nuclear energy to renewables, technical to business, dating from the mid 19th century to the present day. EI library staff will show you the library collection and demonstrate the on-line

services they offer to members. Tea, coffee and biscuits are provided free - and it's worth coming just to see the ceilings! Map: <http://www.energyinst.org/about-us/where-to-find-us>.

Royal College of Physicians, 21th November 2-4pm

The RCP plays a pivotal role in setting the standards and influencing the quality of medical practice in hospitals. It conducts examinations, carries out training, education and research activities and advises the government and the profession on health and medical matters.

There are two libraries at the RCP. The first began in the 16th century and is now part of the Library, Archive and Museum Services dept (LAMS). It serves the current needs of the RCP's membership and staff and also provides for historical researchers. The second is relatively new and is based in the Education department where it serves the needs of students and educationalists on the RCP's courses. Together our collections include over 52,000 printed volumes and over 1000 ebooks and ejournals. In addition, the Library within LAMS provides a central enquiry point for the RCP and leads the work on internal communications and information management.

RCP library staff will be on hand to show you the two library collections and answer questions about online services they offer to members. This will include an opportunity to see some parts of the special collections and the exhibition, 'An end to good manners': The RCP and the English Civil War, 17th century tales of conflict, diplomacy and the medical world.

Tea, coffee and biscuits will be available at a cost of £1.15.

See: <http://www.rcplondon.ac.uk/resources/library/london-library-facilities>

Map: <http://www.rcplondon.ac.uk/about/visit-us>

Bookings must be received by 14 November

CLSIG



Celebration

Monday 28th November 2011



*Marble Hall, Royal Society,
6-9 Carlton House Terrace, London SW1Y 5AG
Doors open 6.00pm, Carriages at 10.00pm*

CLSIG members: £15, Non-members: £20,
Students/concessions: £10
Dress code: Lounge Suits

For information and to be added to the guest list:

events@clsig.org.uk

Cheques: made payable to CLSIG

send to Tracey South, TFPL Intelligent Resources, 160 Queen Victoria Street, London EC4V 4BF

Payment: to be received by 1st November 2011

Cancellations/refunds: must be received one week or more before the event for a refund to be made

Anniversary cake sponsored by Bailey Solutions

The event has been kindly sponsored by:

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Essentials of Business Research Methods

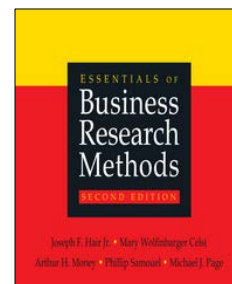
Authors: Joseph F. Hair Jr., Mary Wolfinbarger Celsi, Arthur H Money, Phillip Samouel, Michael J. Page

Managers increasingly must make decisions based on almost unlimited information. How can they navigate and organize this vast amount of data?

Essentials of Business Research Methods provides research techniques for people who aren't data analysts. The authors offer a straightforward, hands-on approach to the vital managerial process of gathering and using data to make clear business decisions. They include such critical topics as the increasing role of online research, ethical issues, data mining, customer relationship management, and how to conduct information-gathering activities more effectively in a rapidly changing business environment.

This is the only such text that includes a chapter on qualitative data analysis, and the coverage of quantitative data analysis is more extensive and

much easier to understand than in other texts. The book features a realistic continuing case throughout the text that enables students to see how business research information is used in the real world. It includes applied research examples in all chapters, as well as Ethical Dilemma mini cases, and interactive Internet applications and exercises. Supplementary materials cited in the text are available at <http://www.mesharpe-student.com/2631-8/index.html>



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