



NEWS



September 2011 - Issue 26

We continue in this issue with the theme—"Conferences: have they had their day?" with a piece by Tayo Ajibade about the BIALL conference. We also enter the Defragmentation discussion, or rather a rallying call to get united behind CILIP, with an editorial from our Chair, Penny Bailey. This issue also contains details of up-coming events that the Events team have been hard at work organising for you. The Open Libraries is a new type of event as requested by our membership. Would you like to showcase your Library?

Defragmentation: never a better time to be united behind CILIP? An opinion piece

Penny Bailey, Chair of CSLIG and Managing Director of Bailey Solutions

I don't know if you have been following the discussion about the defragmentation of the information professions? If you have you may already have formed some views. To get up to speed read the following:

- ◆ The original discussion thread on CILIP's LinkedIn Group (now archived): <http://tinyurl.com/35bglbs> (archive is only visible to group members - this is the link that can be clicked to request membership: <http://www.linkedin.com/e/gis/1730267>)
- ◆ Nicola Franklin's blog: http://fabric-recruitment.blogspot.com/2011_01_01_archive.html
- ◆ *CILIP Update with Gazette* 17th February 2011
- ◆ James Mullan's blog on the May 2011 meeting: <http://www.therunninglibrarian.co.uk/2011/06/defragmentation-of-information.html>
- ◆ The Information Professions wiki: <http://theinformationprofessions.wikispaces.com/Documents>

Undoubtedly there is more coverage of this discussion available.

I attended the Defragmentation meeting on 31st May 2011 and our dear editor Alison has asked me to report on the meeting. Well I can add my tuppence worth to a space probably already crowded with blog entries and opinion pieces, but I think I do have a different perspective that so far I haven't seen expressed explicitly yet. I am going to start with James Mullan's comment from his blog: "I still struggle with the idea behind it to some degree but perhaps more importantly what the group hopes to achieve and what impact it will have. I guess only time will tell."



Well I struggled on the day of the meeting too! So glad I wasn't alone. Questions I came away with were: Were we setting up a new association? How can the discussion group achieve practical objectives if it doesn't exist as an entity? There was talk of a road show – how would this be financed? How did the discussion group see itself fitting within the arena of existing information professionals associations represented at the meeting? The most important one was why weren't we working within the framework of the largest association in the UK—e.g. CILIP?

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CLSIG Events for October & November

CLSIG/BIALL Graduate Open Day, Tue 25th Oct

New to the profession? Studying information? BIALL and CLSIG invite graduate trainees, first jobbers and student librarians to their joint annual Open Day. Information Professionals from all parts of the workplace sector will speak about their work and offer tips on finding jobs in their area. Lyn Robinson of City University will talk about studying information and Sue Edgar, Recruitment Manager - Executive, at Sue Hill Recruitment will advise on information careers. Other professionals from a variety of sectors will discuss their own careers. These include Jacky Berry (BMA), Penny Bailey (Bailey Solutions), Sandra Smythe (Mishcon de Reya Solicitors) and Mark Haines (BPP University College of Professional Studies). There will be visits to three special libraries during the day - Wellcome Trust, British Library and the BMA. When booking please state your preference for the visit.

The full programme can be accessed at www.biall.org.uk or www.clsig.org.uk

Venue: Friends House, 173 Euston Road, London NW1 2BJ

Date & time: 25 October 09.00 - 16.30

Cost: £35 + VAT to include lunch & library

visit

To book: Contact Catherine McArdle on

catherine.mcardle@lincolnsinn.org.uk



Invoices will be sent to delegates prior to the Open Day. Please note that refunds are only available up to a week before the event.

Internet Librarian International, 26-28 Oct 2011 — 20% discount for CLSIG members!

'Navigating the New Normal - Strategies for Success' is the theme of this year's Internet Librarian International and the opening keynote speaker is Klaus Tochtermann, who will discuss 'How the future internet will shape libraries'. Topics at this year's Internet Librarian International include emerging technologies, e-books and e-devices, new ways of measuring impact, managing and marketing resources, the future of digital collections, search and discovery, and advocacy and influence.

CLSIG is partnering next month's Internet Librarian International to provide members with a special discount to attend the London conference. To claim your discount, enter CILIP20 as your registration priority code.



Venue:

Copthorne Tara Hotel, London, UK

Date & time

Workshops on 26 Oct, Conference 27-28 Oct

To book:

www.internet-librarian.com

Open Library Visit to TWI Ltd, Wed 16 Nov Granta Park, Great Abington, Cambridge, CB21 6AL

- This is the first of our visits to members' libraries.
- Join us on 16 November - the visit is from 13.30 —16.30.
- TWI Ltd is an engineering research and consultancy company with an international clientele, a UK professional engineering institution and the world centre for joining technology. Visitors will learn how this special library works to support the company's various divisions.
- 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.

Contact events@clsig.org.uk if you would like to book yourself in for this visit.



Don't forget there are special terms for CLSIG members attending the conference. Remember also to visit CLSIG on Stand 750 in the exhibition!



Book now for early bird, group and association discounts. **SAVE UP TO 25 %.**



ONLINE INFORMATION CONFERENCE 2011

Information and Collaboration: Meeting the challenges of a mobile generation

This vital international forum brings together thought leaders from around the world to discuss the latest opportunities and challenges that face information professionals today.

KEYNOTE SPEAKERS

- Craig Newmark**, Founder, Craigslist, USA
- Rachel Botsman**, Author, *What's Mine is Yours: The Rise of Collaborative Consumption*, Australia

Learn from our expert speakers and mix and match sessions to create your own personalised programme.

Hear presentations from:

- British Library
- Chess Media Group
- CITI
- European Commission
- Guardian News & Media
- IBM
- Pandora.com

- Scottish Government
- The Press Association
- University of Sheffield
- Wireless Wanderers
- Westminster Abbey and any more!

Join your peers from over 40 countries to hear about:

- **The 'mobile revolution':** managing information for people on the move
- **eBooks unleashed –** new opportunities for information professionals
- **What's new in search:** web, mobile, enterprise and real time
- **'Big data' –** why is it important and open data projects delivering value
- **Skills and career development** to keep you ahead

Automatic **FREE ENTRY** to the **Online Information Exhibition** which runs alongside the conference

An **incisive media event**

View full programme information and book your place at www.online-information.co.uk/conference



Defragmentation ... *continued from page 1*

I think I detected some dismissiveness in the de-fragmentation arena about CILIP's capacity to take things forward, but surely a body with 17,000 members has much more capacity than a loose confederation or forum with no funds?

So this set me thinking – surely information professionals should be uniting to support CILIP in its strategic objectives to be “the leading voice in advocating and campaigning for the profession and its value to society” and “to develop powerful policy messages that promote professional values”, including the value of LIS professionals and information literacy. CILIP can and already does a huge amount of campaigning to government bodies and the press. There is a rich membership network geographically, across sectors and thematic interests like copyright. CILIP's branches and groups support information professionals throughout their careers. CILIP does so much more that I don't have space to write about here. I find it interesting that Phil Bradley who has been one of CILIP's staunchest critics has now chosen

to work within CILIP to effect positive change. I have to confess that I have gone full circle. I joined CILIP early in my career and then failed to see its relevance when I worked in the legal sector and so was not a member for a number of years. But I have totally changed my mind and now I think that CILIP is a vital body for information professionals in all sectors. CILIP is in a unique position to carry a united torch for the information professions and information professionals should be supporting it every step of the way. I think we can then work from a position of strength rather than trying to re-invent the wheel that is already rolling and has an international reputation. And if you don't think CILIP is doing a good enough job, then come and join those who are striving to make positive changes from within.

The views expressed in this article are the personal thoughts of the author and not representative of CILIP or CLSIG.

CILIP's Five Year Strategic Plan (CILIP, September 2011)

What a delicious professional seminar!



Susie Kay was the speaker at our latest Professional Development Club seminar on 22nd September. Susie Kay is passionate about professionalism and in her presentation her theme was the critical importance of time management and being organised. Susie made an excellent case for being organised:

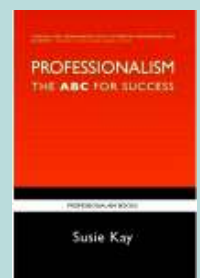
a de-cluttered desk will create a good first impression and improve your reliability. It cuts down on the risk of things getting lost, of things remaining undone and enables others to find things while you are away or after you have left!

Susie shared her personal diary with us, showing how she breaks down jobs in specific tasks, estimates the time needed to spend on each task and the deadline. She also has zones for notes, thoughts and actions that might need to be carried forward. I loved this bit—at last a kindred spirit. Having being teased all my life for my obsession with order, lists and a clutter-free desk I find that these traits are a positive thing! I heard a similar relief from others in the audience in the networking afterwards.

Susie offered an essential tip for managing time—say 'No' or 'Not Now'. This is clearly a difficult

thing to do especially when you have people expecting instant answers to their enquiries. Managing their expectations and giving yourself time to eat lunch and do the other parts of your job are just as important. It may mean letting a backlog develop so your bosses understand that you don't have enough hours in the day. All in all it was a very thought-provoking session. I would thoroughly recommend attending one of Susie Kay's sessions if you get a chance in the future.

If not, make sure you buy (and read!) a copy of her book: *Professionalism: the ABC for Success* available on Amazon and other book sites. ISBN 978-0956540102



And by the way, if you didn't come, you missed out on a seriously super supper provided by Charles Russell LLP and some convivial networking. We had mini fish and chips, deliciously naughty deep fried risotto balls, smoked salmon canapés and all sorts of other tasty savouries followed by mini brownies or Victoria sponge finger cakes. CLSIG can't always promise such a fare and we are extremely indebted to Charles Russell for the lavish spread and the superb venue. I hope to see you at our next seminar.

Penny Bailey



Anniversary cake
sponsored by Bailey
Solutions



CLSIG celebrates its 40th year on 28 November 2011

The CLSIG Committee invites you to join us on Monday 28th November in the
Marble Hall at the Royal Society
6 - 9 Carlton House Terrace, London
SW1 5AG

Doors open 18.00, carriages 22.00

Tickets: **CLSIG members £15, non-members
£20, students/concessions £10**

*Dress code: lounge suits / cocktail dresses / or
smart informal*

To book and/or get further information, contact
events@clsig.org.uk



One free place available—hurry contact events@clsig.org.uk if you are a student or unemployed!

Cheques made payable to CLSIG should be sent to
Tracey South, TFPL Intelligent Resources, 160 Queen Victoria Street, London EC4V 8BF, to be
received by 1 November 2011

*Cancellations must be notified **at least** one week before the event for a refund*

This event has been kindly sponsored by Demco Interiors, Swets and Wolters Kluwer





2011 BIALl Conference:

*Tayo Ajibade, Professional Support Librarian,
Baker & McKenzie LLP*

The theme this year was “Sharing experience; building value in legal information”. There were three main streams, academic business and continuing personal development. Some of the highlights were:

International Company Information - A World of Difference

- This session was really useful from a business research perspective to help manage expectations of what can be found. It was a parallel session presented by Barry Vickery from 7Side Ltd who gave us an overview of the differences between UK Companies House and Company Registries in Foreign Jurisdictions in terms of different National company filing requirements to explain the difficulties in locating non-UK Company documentation. He also identified the most popular offshore jurisdictions, showed us how to make a company disappear, in addition to a list of popular international company suffixes.

Off the Road with KM

- The keynote speaker was Graham Collison who took us "Off the Road with KM". We drove straight past blogs, wikis and expert systems to look at After Action Reviews, Organisational Network Analysis to identify risks and vulnerabilities, Meeting Pictures (the creation of a visual map of an event which is digitised to enable attachment of presentations to relevant locations), investing in Recognition Systems using props and prizes. This included case studies of the Conoco Phillips 4G (Give, Grab, Gather, Guts) Awards and the Syngenta TREE (Transfer, Reuse, Embed, Experience) Award system to address the knowledge sharing supply side and demand side issues when operating a Recognition System.

Why Study Law?: The Relevance of Legal information to the Law Student, Researcher and Practitioner

- Professor Graham Virgo delivered a very thought provoking talk on this topic. support the three types of service users. He talked about the impact of the internet on legal study, "neteracy", people being net native but not net literate (Hibbits (2010) 102 Law Libr. J 101). He also talked about the impact of the internet on legal study, "neteracy", people being net native but not net literate (Hibbits (2010) 102 Law Libr. J 101). He encouraged a focus on the skills of gathering, filtering, scanning, navigating, comprehension and evaluation to enable us all to think like lawyers and provided a great interactive opportunity for attendees to consider how to apply the law dealing with the penalties for attempted murder where the intended victim is totally unharmed. It was very interesting to consider the differences in application from an academic and real world perspective.



Prove Your Value and Survive: Using Evidence Based Enquiry Statistics to Demonstrate Your Worth

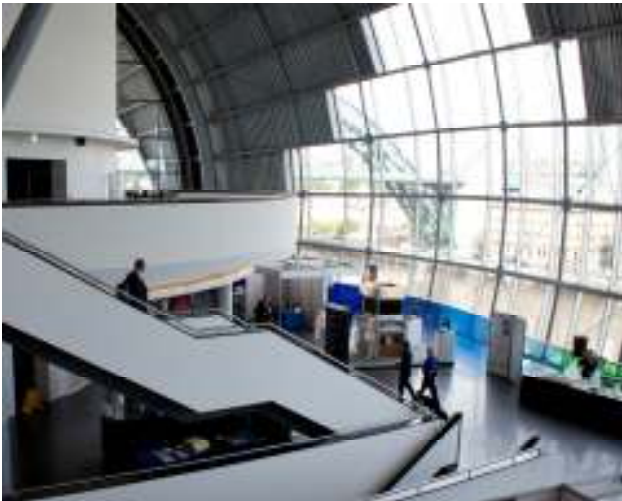
- CLSIG Chair and Managing Director of Bailey Solutions Limited, Penny Bailey, delivered a useful session entitled "Prove Your Value and Survive: Using Evidence Based Enquiry Statistics to Demonstrate Your Worth" explaining how to utilise new enquiry service statistics tools to produce reports for the decision makers who allocate finances for Library Service budgets.

2011 BIALL Conference ...

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How to make your training engaging presenting so people learn

- Nick Davies from The Really Great Training Company made us all learn, laugh and squirm in recognition at some of the presenting habits he identified in his session. Then he made us all feel better by giving us tips on how to use humour (not comedy) and story telling to engage our audiences to convey a message effectively.



Mashing, Merging and Manipulating Content: Lessons in Harnessing Technology to Overcome Information Overload

- Fiona Fogden from Baker Tilly, shared her lessons learned on how to manage a project to update her current awareness service in this session. This was particularly useful in showing how free and paid for content can be delivered through the same platform. The other key lesson was making sure that your current information vendor understands that you are serious when you give notice to terminate, so that if they do intend to try and work with you to make changes to their offering then these changes will be sent through early enough so that your team has time to evaluate and compare all new service alternatives in a pilot.

The Integreon Model - a year on

- We learned about the realities of working in the brave new world of Knowledge and Research Service outsourcing in the legal sector from Michael Maher and Kate Stanfield from Integreon. Michael dealt with how the original Integreon model has evolved and the lessons learned.

This included new service level agreements, identifying the spectrum business model (shared-hybrid- dedicated), creating a matrix of Standard Operating Procedures (SOPs) rather than detailed lists of every single procedure.

Kate started by giving an overview of the drivers for change in the legal sector with the advent of the new Legal Services Act, the pressure on law firms from clients to reduce costs and how legal information service teams are expected to do more with less in the face of increasing prices for key online resources and the fee-earner expectation that all resources should be online. Kate then took us through how CMS Cameron McKenna, where she was Head of Knowledge & Research Services, analysed each service in terms of sensitivity versus competitive advantage/conflicts to determine which services should be dedicated, retained or shared. Kate also addressed the detailed negotiations with the Solicitors Regulatory Authority, the thorny issues of confidentiality, the human impact and the effect on the size, location and career opportunities of the Research team. CMS have opted for a hybrid Knowledge and Research model with gatekeepers based in London (2), Bristol (1) and India (2)." This was a pragmatic session with interesting insights from Kate on the new found confidence and respect she believes the Legal Researchers have in the new model now they are Fee-Earners in their own right and no longer an internal service.

Michael also pointed out that Partners were now very interested in the Service Level Agreement and Executive Reports on usage and enquiry statistics when the Knowledge and Research services were being bought in, which was very different to Michael's experience when he struggled to get these reports read when he used to be Head of Service within a law firm.



CLSIG Officers & Committee 2011– 2012

| | | |
|---------------------------------|------------------|--|
| Chair | Penny Bailey | chair@clsig.org.uk |
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| Rep. to Special Libraries Panel | Sandra Ward | s.e.ward@btinternet.com |

Notices



Online Information 2011
29 Nov – 1 Dec, National Hall, Olympia, London

CLSIG will exhibit again at Online - our 6th year. The exhibition is slightly smaller this year, as is our stand, but we will be there again with NGLIS and possibly one or two other Groups. and the welcome to all our members, friends and strangers will be as warm as ever. A call will go out in due course for members to book themselves in for short stints on the volunteer rota. We look forward to seeing you at Online Information 2011

Visit **CLSIG/NGLIS**
Stand 750 at Olympia

CLSIG NEWS

special Anniversary issue in November 2011

Were you a member of ICLG or of LAIG? Do you have interesting memories or anecdotes of the early years, or of the 10th, 20th or 30th anniversaries?

Alison Thorne, our Newsletter Editor would welcome your contributions to a special anniversary issue of the Newsletter to be published in November.

Deadline for contributions: 26 October, please

Remember, remember the 28th November....

CLSIG 40th birthday celebration on 28 November

Don't forget to book yourself in to this very special event. The details are in full on page 5, and everyone attending will have the chance to meet a number of luminaries — the Pioneers who will feature in the next issue.



a special interest group of



Chartered Institute of
Library and Information
Professionals