

# CLSIG NEWS

Commercial, Legal & Scientific Information Group

## July 2007 - Issue 2

### Who are You? CLSIG Membership

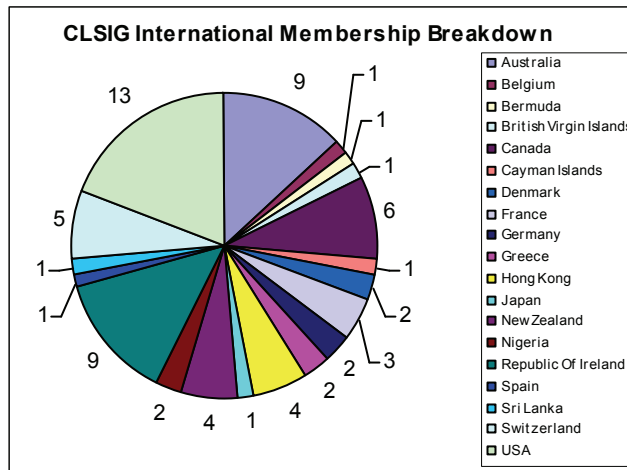
The CLSIG has been going through a major time of change. Over the last few months in particular the importance of CLSIG membership's involvement in the decision-making process has grown considerably (not to say that your contribution was not previously important - it was and still is vitally important), however the committee has had to make some important decisions with regards to the group's vision and future direction.

It is always essential that any member-based organisation understands its own membership and their requirements, otherwise it risks becoming irrelevant by being out of touch with what matters to the grass roots!

The following charts were generated from the CILIP membership information.

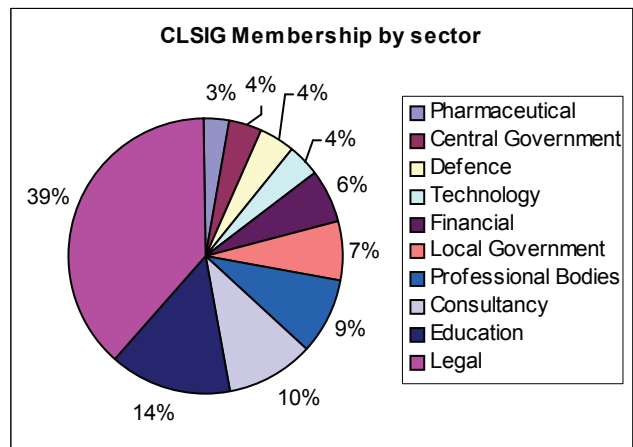
Bermuda (1) and the British Virgin Islands (1) etc., the US features strongly in this chart with 13 members, and there are plenty of other countries in between!

The diversity of our membership extends beyond geographic boundaries, we have members in over 30 sectors. The top 10 are shown in figure 2 for your reference.



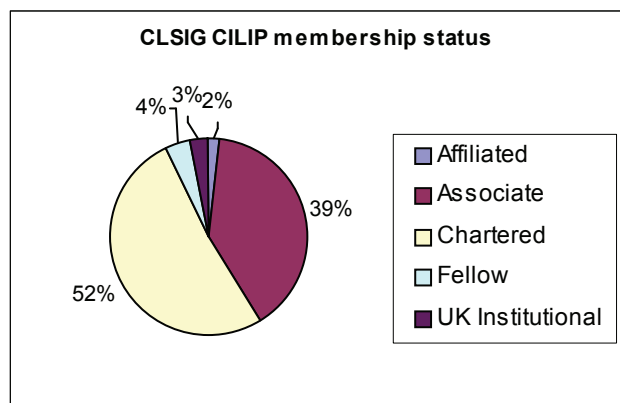
(Fig. 1)

The chart above illustrates the diversity of CLSIGs international membership. 5% of our members hold 'international' status. We have members in: Australia (9), Belgium (1),



(Fig. 2)

Over half of CLSIG members are either Chartered or Associates, plus we can claim over 50 Fellows amongst our ranks! (figure 3)



(Fig. 3)

(Continued on page 3)

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## People



### Daren Middleton the new CLSIG Treasurer

Daren Middleton has gallantly stepped into the position of Treasurer recently vacated by Gertrud Erbach.

Having worked for one of the world's largest insurance companies Daren joined the management team at 7Side in March 2006, bringing with him over 20 years of professional experience in understanding client requirements

and customer facing relationships.

Since joining the team at 7Side, Daren has successfully formed solid working relationships with law librarians, accountants, solicitors and has made a valuable contribution to the ongoing development of 7Side as a leading information supplier in business information services.

Daren's personal interests include; Golf, Chess and Formula 1 racing.

### The Jason Farradane Award 2007

Nominations are being accepted. The Award sponsored by the Journal of Information Science is made to an individual or a group of people in recognition of outstanding work in the field of information science. Nominations should be for achievement that meets one or more of the following criteria:

- ◆ Raising the profile of the information profession within an organisation or field of endeavour in a way which can or has become an exemplar to others;
- ◆ Raising the awareness of the value of information in the workplace;

- ◆ Development of a significant new information product or service;
- ◆ Development of a product or service that has made a significant impact on the availability and accessibility of information.

Individuals or groups from anywhere in the world can apply. See the UKeIG website for more details.

Nominations should be sent with full supporting documentation to: Christine Baker, Piglet Cottage, Redmire, LEYBURN, North Yorkshire, DL8 4EH. Tel & Fax: 01969 625751, Email: [cabaker@ukeig.org.uk](mailto:cabaker@ukeig.org.uk) UKeIG: <http://www.ukeig.org.uk/awards/farradane.html>

Closing date: 14th September 2007



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

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### 7Side Ltd wins the BIALL CRIA Award

7Side Ltd, was presented with the prestigious Customer Relations Initiative Award (CRIA) at the 38th BIALL Study Conference Annual Dinner, held in Sheffield on 15 June 2007. The CRIA is awarded "to a law publisher or supplier in recognition of innovation or good practice in line with the principles of BIALL's Code of Best Practice in Legal Publishing".



Mary Lovell & Sam Lloyd (MD) of 7Side

Over 300 delegates attended the three-day conference, the major theme of which was 'Information Overload', with other important issues and innovations within the world of legal information also being touched upon.

The conference provided legal information whilst praising outstanding contributions by librarians, publishers and suppliers to the legal information world.

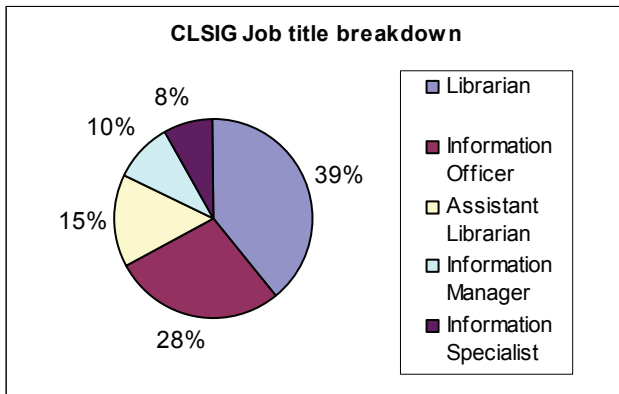
Barbara Tearle, President of BIALL made the presentation, and Mary Lovell (Director of Business Development, as well as being a CLSIG Committee member) on accepting the award, explained:

*"This is an accolade we have always aspired to win and have sought to cultivate a company culture that offers excellent service to all its customers. Our 7Side team strives to deliver outstanding service and they will be delighted that their efforts have been recognised."*

(Continued from page 1)

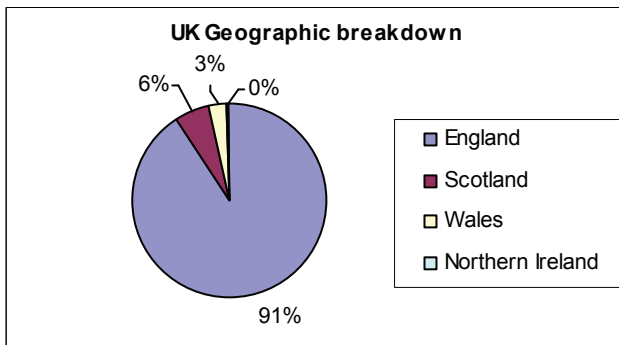
There are over 350 different job titles and they include: 2 Chief Executives, 2 Presidents, 18 Directors, 45 Heads of Division/Department, 6 full-time Mothers, a Documentalist and to take care of pastoral needs 2 Reverends!

We also keep the IQ count up with 15 Doctorates and 2 Professors, it's amazing that we all share a common interest, the top 5 job titles are shown in figure 4:



(Fig. 4)

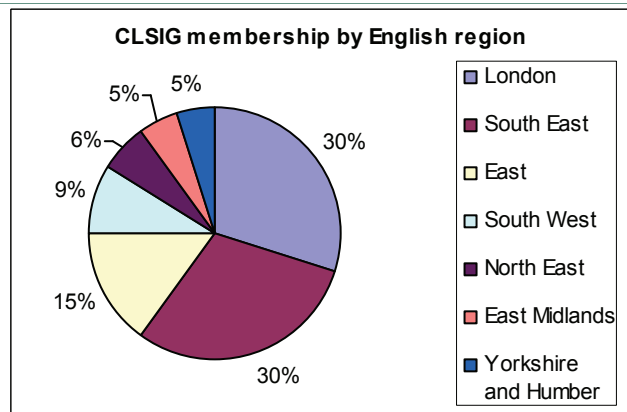
The overwhelming majority of CLSIG members come from England (see figure 5), with a significant showing from the Celtic nations. What's this, no members in Northern Ireland? Not so, we have 4 members in Northern Ireland, i.e. approximately 0.3%.



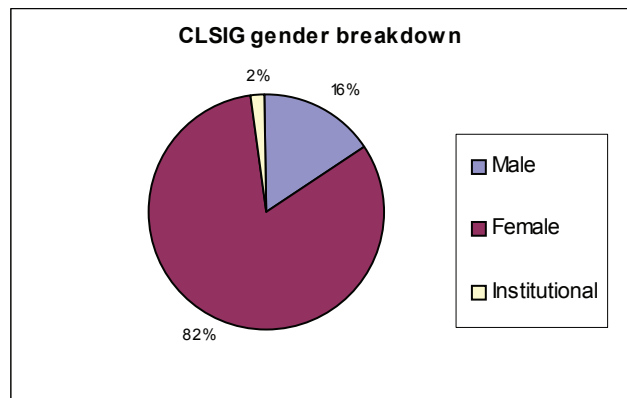
(Fig. 5)

Much of the membership is concentrated in Southern England, with a healthy 40% of our membership distributed across all the other regions (See figure 6).

CLSIG males are outnumbered by their CLSIG female counterparts by 5:1 (see figure 7). No surprises there, but the biggest surprise must be that there is a gender category called Institutional? Apparently this represents those with an active CILIP membership, who haven't given any personal details. I understand that



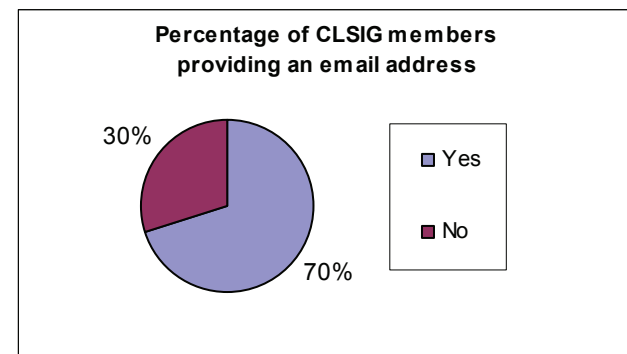
(Fig. 6)



(Fig. 7)

explanation, but why use 'Institutional'?

On a more serious note, we have now put to rest our hardcopy newsletter. Help CLSIG make the most of its limited funding AND save the planet by providing us with your email address. Are you one of the 30% that still hasn't?



(Fig. 8)

If you haven't, please send your name, CILIP membership number, and current email address to Bert at: [bert@ecoanimalhealth.com](mailto:bert@ecoanimalhealth.com)

If you have concerns with regards to any of the above charts e.g. figure 7, please send your responses to the Editor - Alison Thorne.

Rob Begnett & Alison Thorne

## Umbrella 2007

### CLSIG at Umbrella

Umbrella 2007 was held at the newly refurbished De Havilland campus at The University of Hertfordshire. The programme was packed and offered something for everyone. This year CLSIG had 3 speakers: Ann Hemming, Victoria Jannetta and Angela Abell. CLSIG thanks them for giving up their time, their presentations are briefly outlined below:



#### **Ann Hemming - session cancelled due to ill health**

Ann is a product specialist with Lexis Nexis Butterworth's working with the Practitioner Solutions Team. Formerly Director of KM and Training at Hugh James Solicitors, Ann was responsible for introducing e-learning initiatives as part of her KM strategy. Ann also completed her MBA in Law Firm Management with Nottingham Law School in 2006.

#### **Presentation Abstract**

##### **The future of e-learning: making information accessible to all**

This paper will discuss some of the recent initiatives in KM and Learning such as:

- ◆ Use of Web 2.0
- ◆ The use of rapid learning tools and reusable learning objects
- ◆ The use of simulations to create safe learning environments
- ◆ Integration of the management of learning into the knowledge workflow.



#### **Victoria Jannetta**

Victoria has 20 year's experience in the information profession. She has worked mainly in the legal sector and is currently working for Field Fisher Waterhouse. She also has also worked for accountancy firms KPMG and Grant Thornton. Victoria has managed a number of teams through change and will be sharing her experiences on how to equip staff to effectively handle change at work.

#### **Presentation Abstract**

##### **Managing Change: developing your workforce to cope with challenges ahead**

Change in the work place is becoming the norm, however many people are unsettled or threatened by change which makes them react negatively. By equipping staff with the right skills they can be encouraged to see opportunities presented by change at work. This talk will offer practical advice on change management based on the speaker's experience of guiding teams through change both in management structures and organisational strategy.



#### **Angela Abell**

Up until November 2006 Angela a former Director of TFPL undertook information consultancy projects and led information related research projects. Her particular interests are the value of information, knowledge management, and the development of roles and skills in the information professions. She is currently working with LLUK on the development of National Occupational Standards for the Libraries, Archives and Information Services workforce.

#### **Presentation Abstract**

##### **Who's Managing Information? Information responsibilities in the digital world?**

The world of digital information touches everyone - individuals, organisations, employees, employers, citizens and communities. In 2006 TFPL undertook a research project to assess who was involved in the management of electronic information and how it is affecting the roles and careers of information professionals. This presentation will summarise the outcomes and conclusions of that research and some other significant related activities.

## The Interview

### Karen Blakeman founder of RBA Information Services



During my research on Karen in preparation for the interview, I was very impressed by her website offering a myriad of helpful tips, articles, blogs and newsletters on all things related to electronic information resources. What I found more remarkable was that RBA Information Services is still run solely by Karen, with some help from some trusted associates. So my first question had to be: What drove Karen to start up her own business? A medical microbiologist by training, Karen herself is surprised at the direction her career has taken given her first role was working in the 'food poisoning lab!' (AKA The Colindale Central Reference Laboratory).

During her early career as a scientist in the late 1970s, Karen became more and more interested in the growing concept of the 'information scientist'. She recalls that this was the time when electronic information was just emerging; but in her first 'information' job at Wellcome she was more used to working with main frames rather than PCs.

The real turning point came when she was offered a prestigious role with Strategic Planning Associates where she spent two very interesting years learning even more about electronic information and how to access it. This was pre-internet days and you had to pay for every piece of data so only those who could afford the subscriptions had access to it. After this she decided to set up her own electronic information advice and training company as she understood the immense value of information resources and how important it was for people to make best use of them.

Karen recalled that an early challenge was that she no longer had access to key resources - some of which were very expensive! She told me that when she first started out she became very adept at begging and borrowing! She also learnt that the peaks and flows of work are something you have to manage when you're going it alone. August and December are traditionally quiet times so she had to work that into her business plan, compensating for it at other times of the year.

Karen is now a well established Information Professional and a veritable guru on electronic information resources. Since the early days, she has noticed a huge shift in how information savvy the

typical user has become. The way the world has embraced the internet as a primary source of information has heavily influenced this of course. Karen observed, *"The user is much more in control of the delivery of information. Six or seven years ago the user had to like it or lump it: today, users have much more control be it via Blackberry™, RSS feeds, email and more. Information providers can no longer dictate how they deliver their information to users."* As a self-confessed RSS junkie, Karen finds this shift in control to be a healthy one.

Over the years, Karen has also seen a change in the way customers look for information. Although many of her clients know better than to go running to Google, she has always been aware that many people still just do not know which way to turn to find high quality information.

Karen suggests that companies use blogs for market research and competitor intelligence as they are a rich source of information. For example, one of her clients is an R&D company dealing in consumer toiletries. They found that by mining certain blogs they reinforced the competitor information received from official channels by tracking the comments made by real customers praising or - more often than not - complaining about products. Karen advocates careful use of blogs but is keen for people not to dismiss blogs as idiotic ramblings, *"they're real people with real views about your or your competitors' products."*

*RBA Information Services offers training, consultancy and publications on how to find and use electronic resources more effectively.*

When I asked Karen where she thought the use of electronic resources will be in the future, she laughed, saying that she was once famously quoted as saying that the internet will never catch on! However, Karen is certain that electronic information resources will continue to be very much user driven and she is not ruling out the possibility that a brand new way of either handling or reading information will soon be on the way. In this vein, Karen is aware that her business needs to remain flexible to suit the inevitable continuum of change regarding electronic information resources. This is something which she relishes in the future; *"We have to remember that sources such as Google are relatively new and the information revolution is still going on. You've got to be flexible to adapt to that."*

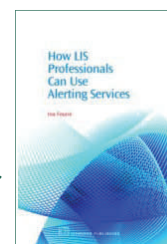
You can find out more about Karen Blakeman and RBA Information Services at [www.rba.co.uk](http://www.rba.co.uk)

**Paula Murdoch**

## Book Review

### **How LIS Professionals Can Use Alerting Services**

Dr Ina Fourier. (2006). £39.00 (paperback) 184334128X. £57.00 (hardback) 1843341298



The aim of this book is to draw to the attention of Library and Information Service (LIS) professionals the wealth of current awareness systems (CAS)/alerting services available for them to use, in-order to progress professionally and to keep up-to-date with new developments within their fields. With the advent of the WWW many LIS professionals potentially have access to a large number of subject-specific resources, and Ina Fourier in this book attempts to show how you can access these resources and use them to benefit yourself, and in turn create efficient value added systems within the workplace.

An in-depth introduction explores the nature of CAS, and is followed by chapters covering the following:

- ◆ The evolution of CAS, and the perceptions surrounding being 'alert', e.g. what will you gain from using them? How your users will benefit?
- ◆ How environmental changes will affect the LIS professional and impact on their need to use CAS. It's not just the necessity to keep up-to-date, but to be professionally attuned to what is happening within your field – using CAS in benchmarking.
- ◆ Need to use information creatively to make a difference, e.g.: LIS services, career development, and job satisfaction.
- ◆ The variety of available alerting services.
- ◆ The personalization of alerting services and self-knowledge – the key to success.
- ◆ Dealing with the negative side of CAS – information overload.

This book in my opinion is all good. When was the last time you picked up a book which encouraged you as a professional to 'big yourself up'? As Ina says why not use the resources available to you to keep professionally up-to-date; become proactive rather than reactive in the workplace and above all else when that juicy job prospect comes your way, you have the information and skills at your fingertips to go take it for yourself.

This book is specifically aimed at the LIS professional who does not have ready access to academic libraries, professional journals or membership to professional bodies. But don't go telling everyone about it or you may end up running for the same job!!

*Alison Thorne*

## News

### **Online 2007**

As soon as the Online 2006 finished we have been inundated with news items and details of new developments for the 2007 conference.



One interesting new development is the introduction of a new section on the Online information website. This section contains a variety of resources which are updated monthly. Each month is themed and there will be a selection of podcasts, interviews and white papers available to access.

Click on this link to gain access to the downloadable content: <http://www.online-information.co.uk/online07/index.html>

Please note: Some podcasts will carry a charge.

### **BestofBiz**



BestofBiz is an online portal specifically designed by London Business School to support business education. BestofBiz reconciles online browsing with meaningful quality-validated research. It searches through multiple information sources including ProQuest and the entire digitised content of *Business: The Ultimate Resource*.

The systems interface was designed to replicate the actual experience of visiting the library, and 20 years of experience has built up BestofBiz's original searching tool and thesaurus indexing system. You don't have to find the right word when you search BestofBiz. You enter a search term and 'Concept Space' will find a synonym or a preferred term that is related to it and conduct a search based on all these terms.

BestofBiz is currently available on an annual subscription basis. Visit [www.bestofbiz.com](http://www.bestofbiz.com) for a preview or contact [bestofbiz@emeraldinsight.com](mailto:bestofbiz@emeraldinsight.com).

## Courses & Events

### Strategic information architecture design: building the platform for corporate delivery



**12 July 2007**  
**London**

#### Introduction:

This master class introduces information and knowledge managers to the principles of information architecture design and their impact on corporate strategy. It aims to give you the tools to produce good knowledge and information systems using information architecture.

It is vital that all corporate information resources are connected into a coherent framework for management, navigation and access.

This workshop also intends to help you make a solid case for developing a coherent information architecture for your organisation.

#### Course facilitator:

Adrian Dale (Senior Advisor, TFPL) has 18 years experience in the fields of KM, Competitive Intelligence and Information Science.

#### Who should attend?

This programme is for senior information, IT and knowledge managers who need to drive the more effective management of information resources in their organisation. A technical background and previous experience of information architecture are not required.

#### Course fee:

£495.00 + VAT (£581.63) includes buffet lunch and refreshments.

#### Contact:

TFPL Ltd, 2nd Floor, 160 Queen Victoria Street, London, EC4V 4BF

Email: [training.bookings@tfpl.com](mailto:training.bookings@tfpl.com)

Tel: +44 (0)20 7332 6000

Fax: +44 (0)870 333 7131



Association of UK  
Media Librarians

### AUKML/CLSIG Open Day 2007

**New to the profession?  
Studying information?**

**Monday 12th November**

AUKML (The Association of UK Media Librarians) and CLSIG (The Commercial, Legal and Scientific Information Group) 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 working day and offer tips on finding jobs in their area. Charles Oppenheim of Loughborough University will talk about studying information and an information recruitment consultant from Sue Hill will advise on your information career. We'll also be running tours of the nearby New Wellcome Library and provisionally the British Library.

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

**Time:** 9.00 to 5.00 (lunch 12 - 1pm)

**Cost:** £15 including buffet lunch

Payments please by cheque and in advance.

Payable to:

*The Association of UK Media Librarians*

To book contact: Gertrud Erbach

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### CiG Summer Party & Quiz



6.30pm - 11.00pm  
18th July 2007



Alibi Bar

18 Lime Office Court, Hill House, Shoe Lane,  
London, EC4A 3BQ

Food and drink is included in the ticket price  
Quiz starts approx. 9.30pm

CiG members £10, Non-CiG members £15

For further details please go to the CiG website:  
<http://www.cityinformation.org.uk/Events/events.htm>

## Please note!

ICLG News

Is now known  
as

# CLSIG NEWS

CLSIG News October copy deadline: 21st Sept. 2007

**CLSIG**  
Commercial, Legal & Scientific Information Group

a special interest group of

**cilip**

Chartered Institute of  
Library and Information  
Professionals