

Will you still be in this business in ten years time?

Much has been written recently about the current state of employment on the library & information scene. Nicola Franklin is warning of an imminent shortage of young IPs because salary levels & job insecurity is discouraging students from coming into our business. How on earth did things get this way?

Once upon a time there were librarians. They looked after books, kept their libraries quiet and tidy, and had a passion for order, for classification & cataloguing and seeing that books were returned on time. They all belonged to the LA and probably assumed libraries would never change.

But sometime during the '60s and early '70s a curious hybrid appeared on the library scene: the Information Scientist. To begin with they tended to be chemists, engineers, biologists and the like - taking a step out of their own fields into the library arena where, with a fresh eye on an established scene they discovered new ways to classify & retrieve information and to harness the emergent technologies to established practice. Very quickly librarians realised that information science could transform their libraries, improve their skills and open up a whole new world to them - and they had the people-skills as well.

The '80s were our - very brief - Golden Age. We could do things that no-one else knew how to do and make things happen that had never happened before. The possibilities for the developing online services seemed endless, and jobs proliferated. Organisations and firms which had never had libraries, discovered they needed to tap into the wonders of online information. For this of course they had to get an IP - or several - to understand and use these arcane, artificial search languages.

But during this wonderful time we made a truly catastrophic mistake, one which would cast a long shadow over our future. We let the new breed of techies who maintained our machines purloin the word 'information' for their own use. 'Information technology' has absolutely nothing to do with information: it should **always** have been 'communications technology' - the art of making machine speak to machine. We needed that word to define ourselves, but we carelessly gave it away.

Towards the end of the '80s a small cloud appeared on our horizon, but we had no idea then what it would mean. Tim Berners-Lee invented a means for his colleagues to find their way around the uncontrolled newborn Internet. So the WorldWide Web was born, and the whole world went online. I suspect none of us then realised how this would affect our jobs, our careers and our status in the information world.



When Google burst on the scene with its silly name and its knack of convincing every user he has everything, the IP became effectively redundant. It doesn't matter that we can locate things undreamed-of by Google: perception is all, and no amount of profile-raising is going to change perception. In a recent survey of jobs advertised in the *Gazette* 3% of advertisers wanted Chartered staff: 20% rated possession of an information qualification - and 'an interest in books'(!) as 'desirable' - but most ads use words like 'flexible' 'multiskilled' and above all 'ICT skills' - the most important requirement of employers today.

Why do we not see these highly-successful beasts - they flourished for 160 million years, after all - around today? Ultimately because they failed to adapt. A lesson for us maybe?



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People

CILIP Matters



As regular readers will be aware, the front page of our March-April issue featured two stories on its front page relating to CILIP's Chief Executive Officer Bob McKee. At the Library & Information Show in April he indicated his wish to reply and of course we assured him we would publish anything he wished to say to ICLG. Unfortunately after a hectic summer Bob is now unavailable for interview until mid-October, after CILIP's emergency Council meeting, so we are taking the opportunity to ask the ICLG faithful what issues they would particularly like to raise.

This is an opportunity for your voice to be heard at the highest levels, and to address constructively some of the serious concerns they have regarding CILIP and its future. Please e-mail details of any burning issues you would like raised with Bob McKee, to Rob Begnett, our interviewer at: robert.begnett@tribalgroup.co.uk. All responses will be treated as confidential.

Does your company value what you do?

Victoria Bird is studying an MSc in Information and Library Management at Loughborough University. Her dissertation is about studying the impact of information provision on the economic prospects of companies.

- ◆ Can you help her by taking just a few minutes to answer an online questionnaire?
- ◆ The survey is to find out about companies who have attempted to, or may be interested in measuring the value of internal information services. Any size company is of interest, but those with their own dedicated information centre/library, especially so.
- ◆ The anonymous online questionnaire which only takes a few minutes to complete, is available at: <http://FreeOnlineSurveys.com/rendersurvey.asp?5rwf06p1ha1208433>
- ◆ If you have a query or want to find out more please e-mail Victoria at: V.L.Bird-05@student.lboro.ac.uk

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***Ed's musings... IP dinosaur?** Our opening article will get you thinking. Take a look at what it's like to be in Paul Byfield's shoes. Concerned about document supply,? see Stephanie Keenan's survey. Now why don't you get to know SLIM? In this issue a GRTF update, next issue - hopefully - a Bob McK interview. ICLG News is full to the brim with articles, events, news and views... and oh look it's Rob Begnett. Phew!*

New ICLG committee member : Rob Begnett



Rob started out as a genetic engineer working in the food and pharmaceuticals industry. However since the start of 2006 he has been responsible for the Business Intelligence unit in Tribal Technology (formerly Instant Library), providing information services support for a number of clients either as a supplement or alternative to on-site services, and giving internal information support for the Tribal Group.

Prior to this he was an information scientist with Shell Global Solutions, Cheshire. Rob was fortunate enough to participate in several working groups involved in the major developments of the Shell information services, e.g. looking at technical mechanisms for delivering electronic information services at users' desktops and the copyright and licensing implications of such services.

So Rob will be bringing to the committee expertise in business intelligence, electronic document management systems, and the delivery of electronic information services. Look out for contributions from him in future issues.

A Day in the Life of...



Paul Byfield of EBRD

How did you become an Information Professional?

I became an information professional 'by accident', while press monitoring for a media firm between my degrees. I temped at the British Library before

commencing my first professional post as a legal assistant librarian at Olswang (law firm), and went on to become the Information Manager.

Where do you work, and how long have you been in your present post?

The European Bank for Reconstruction and Development (EBRD for short!); I have been here for 6½ years.

What is a typical day like?

Varied but interesting:

- * As the Office of the General Counsel Information & Knowledge Manager, I am responsible for the information needs of 55 lawyers (direct clients).
- * I manage the department's In-house database; my admin. officer and I disseminate information to the lawyers on a daily and weekly basis.
- * Answering bankers and economists legal research queries, i.e. from HQ; and the 32 regional offices from EBRD's 27 countries of operation in Eastern Europe & Central Asia.
- * I have regular meetings with my Business Information Centre counterparts; and work closely with other EBRD information groups.
- * I edit and produce the departments Country Law Assessments, i.e. commercial legal environment summaries covering the countries of operations.
- * I represent the department on a number of IT/IM/KM related committees.

I try to keep my working day down to 8 hours. With a young family I like to achieve a semblance of work- life balance (new baby)!

What are the things that really make your work interesting?

EBRD personnel are drawn from 27 countries. When you get into the lift you can hear conversations in a multitude of languages. I now have a very keen ear for languages! Starting at EBRD with something of a blank canvas, I have been able to implement several changes. Currently I am working on a few more projects. It takes time but the challenge is exciting.

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

It is quite bureaucratic, but I knew this when I joined, so it's something I have grudgingly accepted. The budgetary restrictions are quite tight but that's a skill I have learnt to master!

How's the career progression?

It is quite restricted but there are IM/KM opportunities in other departments.

What skills do you need to be a top-notch information professional?

- * Communication skills (both talking AND listening!). You will need these skills to promote yourself as well as to train other people.
- * A high level of competence with IT systems – more often than not we act as the liaison between the IT department and the practice group, it is vital that we know what we are talking about in these situations.
- * An ability to balance the workload and to respond quickly when necessary.

Do you have a mentor, or someone you really admire, who has helped in your professional life?

I have encountered many excellent people in my 12 years in the industry – information professionals, lawyers and other professionals; the ones I admire most are those who combine a passion for their work with their technical expertise.

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

- * Try to be flexible – you'll be asked a wide range of questions, so be prepared for the unexpected.
- * Attend external events – the industry is moving quickly and we all need to keep up-to-date.
- * Keep your skills updated – see above.
- * Keep in touch with professionals in other sectors; you need to have a broad knowledge base.
- * If you don't know the answer – look it up!! This will both impress those you work for and at the same time increase your own knowledge.

Paul Byfield EBRD
e-mail: byfieldP@ebrd.com

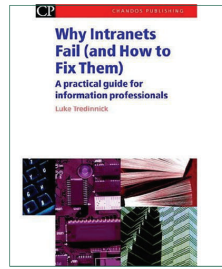
Book Review

Why Intranets Fail (and How to Fix Them)

Luke Tredinnick.

Chandos Publishing.

2004. £39.00 paperback



This book is a useful, jargon free, example laden text providing clear identification and explanation of what usually goes wrong in intranet design and implementation, and what we as Information Professionals can do about it. It is a book of two halves; firstly discussing the issues, and then moving on to provide solutions, including implementation and management project plans.

The author outlines the types of intranet design - interaction or process driven - and moves on to predict what will affect intranet development in the future. Don't be tempted to spoil it by skipping to the end though. Apart from the practical guidance provided by Tredinnick, the huge value of this book is how he identifies the underlying reasons for failure, specifically highlighting the huge gulfs that often appear between the needs and expectations of users and the organisation.

He argues that organisations can overlook the basics of an effective intranet - that is,

supporting day to day work by increasing information access and control. The well rehearsed mantra "It's on the intranet" is simply not good enough anymore. Another plea is for us to stop looking at intranets as Information Professionals! Users really only care about the quickest way of getting the information they need and if your intranet doesn't fit that bill, they will look elsewhere.

In making the distinction between the internet and intranets, the author notes that users may expect their intranet to work like the internet, especially when searching. He also highlights the pitfalls of 'incentivising' intranet use rather than making it integral to day to day operations.

Tredinnick also reminds us of the more obvious yet often overlooked guidance, that publishing a document on an intranet is the start of the job not the end. As part of this, he impresses upon the reader the importance of good information architecture, the vital role that metadata plays and how different types of hierarchy need to be adopted to suit the particular information within the organisation. One interesting thought he gives the reader is how an intranet should mirror the organisational culture, not define it.

Reviewed by Paula Murdoch
paula.murdoch@tribalgroup.co.uk

SLIM – SPECIAL LIBRARIANS IN THE MIDLANDS

SLIM has featured in *ICLG News* recently and maybe you're wondering exactly what it is?

Special Librarians in the Midlands (SLIM) is a networking group for workplace librarians in the Midlands, set up in 1998 to support workplace librarians who sometimes feel very isolated – often working alone with few professional contacts.

The founders, Margaret Brittin and Chris Crabtree, were surprised to find that there were over 350 workplace librarians in the Midlands registered with the Library Association (LA). The LA contacted them all to publicise SLIM's first event in June 1998. The audience of 20 came from a wide range of backgrounds enjoying the opportunity to network and make professional contacts. This year SLIM celebrates its eighth birthday and is going from strength to strength, inspiring others to set up groups elsewhere such as London and Cambridge – SLIL and SLIC!

SLIM meets two or three times a year, focusing on a variety of subjects such as knowledge management, extranets, intranets, and coaching & mentoring. All meetings are free and informal with lots of opportunities for networking. SLIM membership is open to anyone working in a workplace library or information service in the Midlands. There are now over 100 people on the SLIM mailing list. If you would like to join, email Margaret at: margaret@brittin.fslife.co.uk

Focus on Libraries



Value & Efficiency in Document Supply Services by Stephanie Keenan

A few months ago Stephanie Keenan, a Library & Information Manager in a waste management company, contacted ICLG asking if our members could assist with her survey of value & efficiency in document supply services as used in small commercial libraries. ICLG put out a call to the membership, which seems to have produced a very successful response.

Stephanie has written an extremely detailed and useful report on her findings which we had originally intended to publish as an article for ICLG News. However the end result of the survey is an article of such depth and detail

that renders it too long for us—and to edit it down would be to lose most of its value. We are therefore publishing it in full on our website www.iclg.org.uk where you may download the full report. This excerpt will give a flavour of Stephanie's diligent research:

“It seems that time must be invested, which is in itself a cost, whether or not any budgetary gain is made. Before starting to use Science Direct (and other publishers) I compiled a spreadsheet using BL's current periodical copyright fee pricelist, the (flat rate fee + number of pages * cost per page) calculation for our main affiliated organisation and a \$/£ converter to work out which option would be best for our main non-subscribed journal sources. This took some time and effort! “

2007 European Student Award

to Attend the 2007 Annual
Special Libraries Association (SLA) Conference
Denver, Colorado, USA, June 3-6, 2007

SLA Europe and the Business & Finance Division of SLA are jointly offering a new award to a current European library and information science (LIS) student to attend the 2007 SLA Annual Conference in Denver, Colorado, USA, from June 3-6, 2007. The award will cover all costs.

Applications must be received no later than **December 31, 2006**. Notification of award status will be made in February 2007.

Eligibility

Full details are available at www.sla-europe.org. Key criteria are:

- Be enrolled in an accredited graduate-level LIS programme during academic year 2006-07 and interested in a career in special librarianship, preferably with a focus on working in a business environment.
- Be a first-time attendee at an SLA conference.

Application Procedures




Write a two-part essay, in English, of approximately 500 words, which:

- Tells us why you chose to enrol in a graduate LIS programme and what you hope to do with your degree, and
- Addresses one of the following three topics:
 - A. What skills must the new information professional possess and why?
 - B. What is the biggest challenge facing the profession, in general, and information professionals in your country, in particular?
 - C. What benefits/knowledge do you hope to gain from attending the 2007 SLA conference? (Do not describe what you will do during the conference).

Include a letter of recommendation from either a faculty advisor in your programme or an SLA member who knows you well explaining why you would be a good candidate for the 2007 award.

Please also include your most current CV with your current postal and email address and telephone number.

All documents must be prepared in Microsoft Word and must be e-mailed no later than 31 December 2006 to Rachel Kolsky, President, SLA Europe at rachel.kolsky@aig.com

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Freedom of Information in the Workplace

© Bill Barnes & Gene Ambaum 2006

News & Press

Governance Review Taskforce

The CILIP Taskforce has now met three times, with a great deal of work being undertaken electronically between meetings. Soundings are being taken from a wide range of "stake-holders" - as interested parties are termed in this context. CILIP members have been invited to send in their comments, as have members of Groups, Branches, current and former members of Council and many others. Responses have been thoughtful, useful, and helpful to members of the Taskforce, who very much welcomed both the breadth and depth of views submitted. CILIP members have expressed profound concern about the current state of their professional association, and have an urgent desire to see radical action being taken to restore its reputation.

The universal view is that CILIP Council is far too large to be in any way effective, and that reducing it to a workable body who can exercise proper governance, will have to be not merely radical, but extreme. We have consulted with Professor Alan Friedman of the Professional Associations Research Network (PARN) on what may be an effective operational model for a new CILIP. Next month we shall be discussing professional association governance with the Executive Director of the Medical Libraries Association in the USA.

The Taskforce is still on course to present its plan for the future of CILIP governance to the Council meeting on 7 December, and will of course continue to report its progress in all the information media.

ICLG press release...

Can it be true, the things they say about us?

ICLG members can rest easy in the secure knowledge that in this multi-coloured swap-shop of a world where we live, their esteemed committee do not rest on their laurels but work tirelessly 25 hours a day, 8 days a week (thank you Messrs Lennon & McCartney) for the good of the Group. Essen Khemka, Managing Director of Growth CompuSoft Exports Ltd., of Gujarat, India commented in an unsolicited e-mail to the ICLG Vice-Chair:

"I came across your organization on the Internet and was very much delighted to know that ICLG has made great contributions for the growth & development in the field of Library & Information Science. I'd like to compliment you & your team for the extraordinary efforts made in this area."

Well, there you have it. We are the best thing since sliced bread, and we couldn't agree with him more! Do you think Mr Khemka wants us to use his product?
Ed.



ICLG AUTUMN or WINTER VISIT

Why not come to Kew?

ICLG is planning a trip to Kew Gardens, possibly in October to look at the Gardens and Library,

or alternatively in December to do either / both AND to skate on the Ice Rink outside the Temperate House. If you like the idea of good company in amazing surroundings, please email me to say which option you'd prefer, with which day of the week, afternoon or evening suits you best. Who knows - if we get enough responses we may be able to organise both!

If you're interested, e-mail your choices to Alison Thorne athorne@smt.co.uk



Forthcoming Events



Association of UK
Media Librarians



AUKML / ICLG Open Day
13 November 2006, 09.00 - 17.00
Friends House, 173 Euston Road, London NW1 2BJ

New to the profession? Studying information?

New entrant and student librarians are invited to this annual joint Open Day. Information Professionals from all workplace sectors will speak about their jobs and offer tips on finding work in their area. Professor Charles Oppenheim (Loughborough University) will talk about studying information, and a recruitment consultant will advise on your career. There will be several tours of the Wellcome Library.

Cost: £15 including buffet lunch.

Book: by cheque to AUKML (in advance)

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online information 2006
28-30 Nov,
Olympia Grand Hall,
London, UK

Are your organisation's information needs requiring you to be a superhero?

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Visit the new joint event Information Management Solutions to discover how effective Information Management can improve company productivity, reduce IT costs and improve competitive advantage. www.oni-show.co.uk

Supported by:

28 - 30 November 2006, Olympia Grand Hall, London
Register free online and avoid the queues at: www.online-information.co.uk



Wednesday 25 October 2006
Impression Management Workshop
led by Kathy Ennis
- an ICLG event



Kathy Ennis is a Senior Adviser in CILIP's Department of Knowledge & Information

You will learn about the importance of image and impression, how to raise your profile in the workplace and how to use personal development tools. These are vital skills for **all** IPs today— don't miss this opportunity.

Time: 18.00 - 20.00

Venue: Ewart Room at CILIP HQ
7 Ridgmount Street, London WC1

Cost: £5.00 (ICLG members) £7.50 (others)
to include refreshments

Book: Bert Washington at
bertw@ecoanimalhealth.com

ICLG, as a supporting partner of Online 2006, can offer our members substantial reductions on conference registration fees
www.online-information.co.uk



Discovering New Resources · Demystifying Web Technologies

Internet Librarian International 2006

Cophthorne Tara Hotel, London, W8.
16-17 October 2006

Register online at

www.internet-librarian.com.

Information Today is offering a 20% discount off the full two-day conference fee for CILIP members.

ICLG is joining AUKML and EUSIDIC in the Exhibition this year at Online 2006 - be sure to visit us on Stand 762!



We will also need ICLG members to put in short stints on the stand rota during exhibition hours, so look out for an e-mail call for volunteers in November



Joint ICLG, CiG, CLIG, AUKML, BIALL Christmas Party

27 November 2006
at the Science Museum

For more details contact CiG on: admin@cityinformation.org.uk

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The “biggest and best *Umbrella* yet” is promised as CILIP’s biennial flagship event moves to a prestigious new venue at the University of Hertfordshire in

Hatfield, and as always ICLG will have a number of top class presentations lined up. For details of progress so far, see the Umbrella website: www.umbrella2007.org.uk

November’s ICLG News, issue 158 will be our Online 2006 issue and will therefore go to press slightly earlier than usual. We shall be highlighting the Online Conference, its speakers and surrounding events, so if you have any contributions please note the absolute deadline will be **16th October 2006**

ICLG members: this is your magazine — what do you want to read in it? Your editorial team is approachable and open to suggestions. You just point us in the right direction, we’ll do the leg work; it’s sorted, and Bob’s your uncle (which Bob would that be, then?) Wonderful members watch out, I could also be contacting you individually for ideas..

Alison Thorne

...And while we’ve got your attention — well, we hope we have! - please note that our hard-pressed Membership Secretary is still getting his e-mails bounced back from members who have not supplied him with their correct up-to-date e-mail addresses.

This is making him feel very rejected and stressed-out: please help by e-mailing him at bertw@ecoanimalhealth.com telling him who you are, and what is the e-mail address you would like him to use.

Thanks!



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