

All change at ICLG

The Annual General Meeting of the ICLG was held at Macfarlanes in central London on the 25th April 2007 at 6.30pm. The turnout for the AGM wasn't quite what the committee expected, particularly considering the major agenda items to be discussed. However, those who did attend had come prepared to engage in the discussions and very lively they were to.

Oriole Newgass the ICLG Chair opened the meeting, introduced Derek Law the speaker and gave the Chairs 2006-2007 report. ICLG has had an eventful year, organizing events & exhibitions, moving from a hardcopy magazine to an e-mag, experienced major changes to our CILIP capitation and welcomed a new member onto the committee.

Gertrud Erbach gave her last report as Honorary Treasurer. She will soon be handing over the financial reins to Daren Middleton of 7side. The finances are looking healthy and with the cessation of the hardcopy newsletter, the funds will no doubt be looking better in the future. Please see our website for full copies of the above reports.

As stated in the last issue of the newsletter and on the website there were 2 important issues to be raised as motions:

- ◆ Motion 1 : that ICLG should change its name to Commercial, Legal & Scientific Information Group (CLSIG). The purpose being to reflect more accurately the make-up of the membership.
- ◆ Motion 2 : that the Group should raise the annual independent member subscription from £25 to £35. If passed offering all members the option of reduced subscription rates to valuable information services.

The motion to change the groups name had been endorsed by CILIP Council at their meeting on 4 April. The purpose at the AGM was to put the proposal to the membership to discuss and then vote. Concerns were voiced at the loss of the 'industrial' element from the name, the cost of the name change, and whether such a change would indeed increase the income of the group. It was pointed out that the structure and colour of the logo would not change, as this was now

well recognised. There was much lively discussion, but the motion was carried unopposed.

The 2nd motion again met with lively discussion, and was passed with an amendment. The members present wanted a clearer distinction between the subscription fees of CLSIG members who join via CILIP and those who join the CLSIG Direct. The groups' annual independent subscription was therefore raised from £25 to £35 for non-CILIP members and an optional additional subscription of £25 to members who joined ICLG through CILIP membership.

Derek Law gave his after AGM talk entitled "*Can we fix it? The Timeous Homologation of Proleptic Appointments*" (Phew! It's the way he tells them).



His talk was in two parts: the role of libraries & librarians, and the Governance Review Task Force (GRTF) & CILIP. Are libraries and librarians all that they could be? Derek feels that as a profession we still have some way to go. So is CILIP beyond help? Can Big Bob fix it? Derek as the former Chair of the GRTF believes it is possible but only if CILIP is willing to take on board the recommendations of the GRTF.

Derek's talk was fun and informative. I also found it to be thought provoking. As a profession we are often disgruntled with our lot, but we don't always take the time out to really understand the politics that stalk the CILIP corridors, and Derek's talk brought that home very well. On an individual basis, as well as a profession we need to take more of an active interest in what goes on within our 'professional trade association'.

The evening was a success and the committee would like to thank all those who attended, Derek Law our speaker, Macfarlanes our host and SWETS who sponsored the refreshments. Once again many thanks to Gertrud Erbach who was presented on the night with a bouquet of flowers, as appreciation for her steadfast support of 'ICLG' as a committee member then as Honorary Treasurer. The committee wishes her all the best for the future.

*Alison Thorne
SMMT Ltd*

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People

Ian Snowley CILIPs new President



Ian Snowley was inaugurated in April. Ian has had a varied information professional career; he has worked in the public, government, health & medical and currently education sectors. Ian is the Director of Academic Services in the University of London, Research Library Services.

In his inauguration speech he outlined his presidential year themes:

- ◆ *Governance – working towards establishing a well managed institute which actively reflects the needs of members*
- ◆ *Encouraging members to be active within CILIP*
- ◆ *Professionalism – promoting recognition of the value of our skills and qualifications*

- ◆ *Challenging the perceptions of librarians in the media – by advocating the value and importance of libraries and librarians in Society*
- ◆ *Professional mobility – encouraging the sharing and exchange of skills between sectors*

I believe that we have a great opportunity to bring about the changes needed to address some serious challenges - and in doing so to deliver a lasting future for the institute and the profession.

I think we'll all agree that CILIP needs to be clearly focused and have a vision that will enhance our professional credibility. We wait in anticipation to see what and how Ian will achieve this.

Brief biography: <http://www.cilip.org.uk/aboutcilip/howcilipworks/president/iansnowley>

Inauguration speech: http://snowley.typepad.com/ian_snowleys_weblog/2007/04/inaugurated.html

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

Editor
Alison Thorne
athorne@smtt.co.uk

Deputy Editor
Paula Murdoch
paula.murdoch@tribalgroupp.co.uk

Editorial Adviser
Oriole Newgass
oriolenewgass@tiscali.co.uk

Advertising Manager
Bert Washington
bertw@ecoanimalhealth.com

Printers
Tozer & Co. Dartmouth
ajwtozers@aol.com

Mailing & Distribution
Outmere DM Ltd
mike@outmere.co.uk

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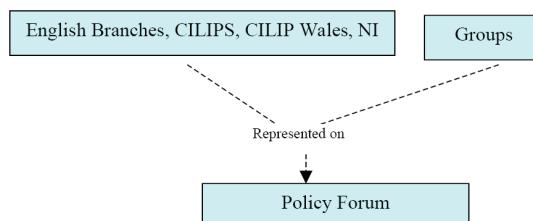
CILIPs Policy Forum

As you may well know many of the clinical governance proposals are scheduled to be in place by 1st January 2008. The proposals include the formation of a Policy Forum the membership of which will consist of representatives appointed by Branch and Group committees, including the Home Nation Branches, the Affiliated Members National Committee and the Retired Members Guild.

The Policy Forum is to act as the “main focus for policy development on professional matters in CILIP, identifying the challenges and opportunities facing the Institute and how they may be addressed is the key policy generating body of the Institute, although formally its recommendations will be made to Council for endorsement.”

The Governance Implementation Group (GIG), chaired by Bruce Madge (President Elect), is overseeing this process and they are consulting with all Branches and Groups on a draft specification for the Policy Forum setting out its remit, role and working arrangements.

For more information on the Policy Forum take a look at the full report on the CILIP website: <http://www.cilip.org.uk/aboutcilip/governance/>.



Outsourcing



Outsourcing: The Service Providers Viewpoint

Outsourcing – buzzword or bogeyman – what does it actually mean in practice for libraries? I've seen it first hand from various angles. For the last five years I've been employed by Tribal to run a corporate library for the UK subsidiary of a foreign multi-national. In 2006 the multi-national sold off an important part of its business; that area was our biggest user and main sponsor. The multi-national's local director decided they no longer wanted a physical library. After this I was asked to join Tribal's consultancy team; my first project was closing down the library I used to run!

So what is outsourcing?

At its simplest outsourcing is paying someone else to provide a service or activity area. Libraries have long 'outsourced' individual tasks e.g. acquiring journals by using a subscription agent. Outsourcing of whole information services, or parts of them, is still fairly uncommon. Tribal runs a dozen information units across the UK, from a centre holding oil well records to a shared school/public library. There are other companies out there that run similar operations.

So why and how is it done?

The decision to outsource a whole service is likely to come from a company or organisation's senior management. In my un-named multi-national Instant Library was first hired to do a strategic review. It was then asked to take on managing the library to implement the recommended changes. The stock, library area and service were re-shaped then re-launched as an 'information service'.

I joined about 18 months later. I understand it was an unsettling period for the multi-national's library staff and some chose to take redundancy. Other staff (as in this kind of situation), under UK employment law automatically become employees of the

outsourcing provider. The process is disconcerting but quite survivable as long as staff are consulted, supported and kept informed.

Outsourcing logistics

After the transfer a monthly fee was charged to the client for the management and staff costs including travel and training. Items for the library and other departments were also purchased from Tribal and then re-charged in a single monthly invoice to become the multi-national's property. A confidentiality agreement was signed and we were bound by the client's policies on business conduct, IT network access etc. Being contract staff rather than actual employees sometimes presented barriers, for example we couldn't access the internal technical knowledge databases. However, the people we worked with, and worked for, were positive and supportive, which made it all manageable.

Each outsourced situation is different. Sometimes the outsourcing company is very visible. Alternately it can be like a franchise where the client sets the identity, policies and priorities. In this case the UK information service operated like a branch of the multi-national's worldwide library network. We worked with staff in the foreign parent company on the global electronic library and were supervised by a library manager four thousands miles away; we also reported to the contract holder, a senior manager in the local subsidiary, and had a manager within Tribal. Most outsourcing situations are simpler. In this case we succeeded in winning the trust of our library colleagues in the foreign parent; but there was a continuing need to maintain good communications.

What else to expect

The other distinctive feature of any outsourced service is the contract between the client organisation and the outsourcing provider. Usually it will outline what's to be done, how it will be monitored, how the arrangement can change (or end!), how long it lasts and, crucially how much is charged. Otherwise many of the issues are the same as in a conventional library and information

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service. If anything, there is an even greater need to develop a customer-focused service, be active in marketing and user training, and develop ways of demonstrating how we add value.

The Future?

Businesses and public sector organisations use outsourcing for greater flexibility, to buy-in expertise, or get a clearer focus on the costs of an activity. Its now quite common for activities like security, catering and IT functions to be outsourced. Compared to these areas it's surprising that there hasn't

been more outsourcing of library and information services. Across the information world we all face the challenge to re-think, re-define and re-package what we do. One option is to visibly focus in-house on what adds most value, and curtail, automate or re-shape everything else. In this context outsourcing is also a tool that librarians can use - whether working with a specialist provider like Tribal or collaborating with other information services - to seek some of the benefits and demonstrate innovation to key stakeholders.

*Andrew Poole
Tribal Group*

House of Commons Visit

ICLG visit to the House of Commons on Tuesday 14th February 2007

In this age of increased security consciousness, post 9/11, a thorough airport-style security checks on our arrival at Portcullis House was only to be expected. Happily, this didn't at all presage the nature of our visit and tour, which was extremely "open" and informative.

The morning and first part of the afternoon was taken up with a variety of talks about the House of Commons Library's Research Services, Information Office, References Services and Library Resources Section. Many impressive facts and statistics were produced; for example, the total number of requests in 2003/04 for written and oral briefings and reference information was in excess of 60,000 ranging from requests for specific documentation or basic facts to substantial briefings on policy matters. The Library aims to respond to all these enquiries within the stated deadline or, for those requests without a deadline, within two weeks.

Although much of the work and many of the services are directed to the "core" user group of Members of Parliament and their staff, there is also a wealth of information available to external users, i.e. us, principally through the House of Commons Information Office, which answers enquiries from the public relating to the work, publications and history of the House of Commons. Again, impressive numbers reveal the extent of its work; during 2003/04, for example, the Information Office received some 59,000 telephone enquiries and 5,000 written enquiries, most via email. In the same period, the telephone enquiry bureau answered 86 per cent of calls within 20 seconds – perhaps they should offer consultancy services to the gas and electricity utilities!

However, the strongest impression conveyed was of a large and diverse information service that, despite its long history, was now well advanced in terms of electronic information management – not necessarily the

impression that the more cynical of us might have gained when considering the performance of Members and Ministers! The e-Library, with a suite of online services, provides a wealth of information on all aspects of the development and passage of legislation through all its stages.

For myself, perhaps the most interesting element was the presentation on Aspects of Parliamentary History, and the related Exhibition in the Attlee Suite. This recounted the history of reporting of Parliament, from the period when reporting the activities of that body had been a crime punishable by death to the present-day instantaneous broadcasting of the activities of the House of Commons and many of the select committees.

In case we got the impression that the whole HC Library had become an entirely digital information service, we were treated in the afternoon to visits to the old Members' Library in the main Palace of Westminster. This is a library of traditional nature, where MPs can not only browse, read and borrow books, but can also curl up during the long night hours while waiting to vote in late-night debates. Certain chairs were identified as the favourites of well-known individual MPs. As it was a Parliamentary recess, we were even able to visit the Chamber of the House of Commons, and to visualise what a packed chamber would feel like during one of the famous debates of the past.

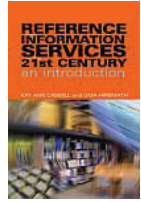
A light-hearted counterpoint to the talks and tours was provided by a quiz that we were invited to try our hands at, in pairs. While most of us managed to answer around a dozen or so of the 20 questions correctly, one question had all of us, bar one, completely stumped; namely, what was the significance of the owl pictured on the front of the quiz?

*David Griffiths
BMT Group Ltd*

[Answer: the collective noun for owls is a "Parliament"]

Book Review

Reference and Information Services in the 21st Century: an introduction



Cassell K.A. and Hiremath U.
Facet Publishing, 2006. ISBN 978-1-85604-598-8
£39.95 (CILIP members £31.96)

This is a substantial publication which endeavours to cover as much 'ground' as possible. The authors acknowledge "the impact of technology on [their] practice", and have tried to reflect this in the different types of resources referenced. One important point to note is that the authors are American, one being based in a university library and the other in a public library. The US and workplace bias is reflected in their choice of content. Reference sources cover: books; magazines and the publishing industry; bibliographical; encyclopaedias; ready reference; dictionaries; current events and issues; health; legal and business information; geography and travel; biographical information and government information.

The guide can be broken down into four parts, with each part containing a number of chapters:

- ◆ Fundamental concepts.
- ◆ Introduction to major reference sources.
- ◆ Special topics in reference and information work.
- ◆ Developing and managing reference collections and services.

Remember this is an introduction to reference and information services and this is reflected in the way in which it has been written. So the target audience will most likely be the new Information Professional rather than your seasoned Information Professional. However, if you are looking for a guide to American reference resources this publication will more than adequately fit the bill. A companion website is also available at: <http://www.neal-schuman.com/reference21st/>

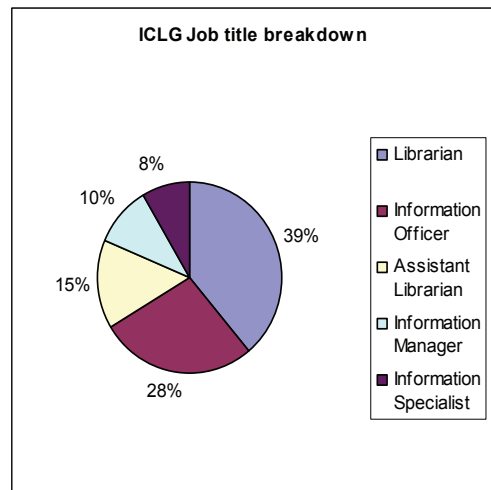
Membership Snapshot

Over the last few months the committee has found that the issue of developing and maintaining links with our membership has grown in importance. Particularly when we had decided to move from paper to e-magazine. We didn't want any of our members to miss out.

So, as it's always good to get know your members we decided to take a closer look at our membership information. This is just a little taster of what was found. The next edition of the newsletter will cover this issue in more depth.

With over 350 different job titles between us it's amazing we all share a common interest. The top 5 are shown in this graph, but we can also claim:

- ◆ 2 Chief Executives
- ◆ 2 Presidents
- ◆ 18 Directors
- ◆ 45 Heads of Division or Department
- ◆ 6 full time Mothers



We keep the IQ count up with 2 Professors and 15 Doctorates and whatever our wits can't provide might be dealt with by the 2 Reverends on the books. We even have a Documentalist!



Next Issue
**CLSIG Membership Statistics:
The Full Picture**

Courses & Events

2007 Sheffield

TOO MUCH INFORMATION!

38th Annual Study Conference and Exhibition

Sheffield City Hall
Thursday 14th June - Saturday 16th June 2007

Information overload is a major concern throughout the profession and a problem for all those we serve: students, academics, researchers; trainees, fee earners, clients; barristers, civil servants, the judiciary. How can we help them to assimilate all the information we are able to place on their desks or desktops? How can we improve our own ability to process and use information? This provides the central theme of this year's Conference, but there will be plenty of opportunity to examine other important issues and innovations in the world of legal information. The keynote address and Willi Steiner Memorial Lecture, "The Architecture of an Information Revolution", will be delivered by Adrian Dale.

Contact: Elaine Bird, email: ebird@wssociety.co.uk
Website (BIALL Diary): <http://www.biall.org.uk/home.asp>



RSS, Blogs and Wikis: tools for dissemination, collaboration and information gathering

Wednesday 11th July 2007, 9.30 - 16.30
Netskills Training Suite, Herschel Building. University of Newcastle

This workshop has been designed to cut through the jargon and hype and suggest ways in which the IP can use these tools as information sources, tools of collaboration or as part of your information delivery strategy. It will look at how they can be used to manage projects, provide users with current awareness, generate newsletters, and promote your expertise to colleagues, users and clients. There is a substantial practical element to the workshop giving you a chance to try out all three technologies, assess their relevance, and consider how you can implement them within your organisation. The programme includes:

- RSS, blogs and wikis defined
- Key applications and reasons for using them
- How to use RSS for current awareness and news alerts
- Identifying relevant RSS feeds and blogs
- Setting up a blog
- Using RSS and blogs to market your services and keep your users up to date
- Blogs and wikis as collaborative tools
- Impact of the new technologies on information integrity and quality
- Software comparisons

In the practical sessions you will set up your own personal alerts service using RSS, start a blog, and contribute to a wiki. The techniques and approaches described in this workshop can be applied to all subject areas.

Course Presenter: Karen Blakeman



CLSIG @ Umbrella 2007

Programme Highlights

CLSIG has 3 speakers this year, the sessions are briefly outlined below.
The full Umbrella programme is available from the Umbrella website at:
http://www.umbrella2007.org.uk/documents/Brochure_001.pdf

Ann Hemming on e-learning

Ann Hemming is currently working for Lexis Nexis within the Practitioner Solutions Team and is responsible for the development of new e-learning solutions.

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

This session will focus on current and future developments in e-learning and the challenges in making information widely accessible.

Victoria Jannetta on Managing Change

Victoria Jannetta has many years of experience in legal information and has recently been appointed as Manager of the Library in Law Firm Field Fisher Waterhouse.

Abstract - Managing Change: developing your workforce to cope with challenges ahead

In this session she will draw on both past experiences and her current role in developing a new team to give advice on strategies for motivating workers to cope with future challenges.

Angela Abell on Managing Digital Information

Angela Abell participated in a TFPL project to look into the developing roles of Information Professionals within the Digital World.

Abstract -Who's Managing Information? Information responsibilities in the digital world?

The results of a review of a project which began life as "Who's managing information?"

Information roles in the e-world". In this session, Angela will give an overview of the results of the survey and highlight key trends in the development of the role of Information Manager within the digital environment.



Umbrella 2007



28 - 30 June 2007 - De Havilland Campus, University of Hertfordshire

Contact us

UMBRELLA CONFERENCE DELEGATE BOOKING IS NOW IN OPERATION

The word on the street and in the library is that Umbrella 2007 looks to be the best ever.

You can secure your place by booking via the Umbrella website [Registration Form](#), alternatively e-mail umbrella@cilip.org.uk or call 0207 255 0540.

Up to 1,000 delegates will gather on 28-30 June for three-days of discussion, debate and some fun at Umbrella's brand new venue the DeHavilland Campus at the University of Hertfordshire in Hatfield.

The [programme](#) features almost 100 speakers who will take part in plenary sessions and deliver 56 specialist presentations. The conference is complemented by a major [exhibition](#) and a wide range of social events including the [Umbrella Awards Dinner](#) and an Elizabethan Banquet at Hatfield House.

The Umbrella website will be updated regularly with all the latest information about Umbrella 2007

<http://www.umbrella2007.org.uk>

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Come and meet members of the CLSIG committee at our sessions

Contacts & Notices

CLSIG Officers & Committee 2007 - 2008

Chair	Oriole Newgass	oriolenewgass@tiscali.co.uk
Deputy-Chair & Membership Secretary	Bert Washington	bertw@ecoanimalhealth.com
Hon. Secretary	Kim Mclachlan	kim.mclachlan@macfarlanes.com
Hon. Treasurer	Daren Middleton	daren.middleton@7side.co.uk
Committee Member	Sarbjit Dhillon	sdhillon@swets.com
Committee Member	Mary Lovell	mary.lovell@7side.co.uk
Committee Member	Katherine Ross	katherine.ross@suehill.com
CLSIG News Editor	Alison Thorne	athorne@smmt.co.uk
Co-opted Member	Rob Begnett	robert.begnett@tribalgroup.co.uk
Webmaster	Claire Taylor	claire.taylor@ffw.com
CILIP Liaison Officer	Diane Dewar	diane.dewar@cilip.org.uk
CILIP Council Representative	Elizabeth Dwiar	elizabethdwiar@yahoo.co.uk
ADLG Representative	David Griffiths	dgriffiths@bmtmail.com



Aerospace & Defence Librarians Group

City Business Library & the Guildhall Library
Thursday 21st June, 10am - 1pm

<http://www.cilip.org.uk/NR/rdonlyres/26E72741-432D-452E-B123-DCDCB49DD208/0/ADLGCityBusinessGuildhall.doc>

The 2007 ADLG Seminar
“Library Information Service Survival Guide”
Thursday 27th September 2007. CILIP, London. 9:30am - 4pm
<http://www.cilip.org.uk/NR/rdonlyres/32AAD71D-7733-4C6A-A8C3-CAD5279D288B/0/ADLGSeminar2007.doc>

Full details of all ADLG events can be found on the ADLG website:
<http://www.adlg.org.uk> under the activities section.

Places are limited on the June event, so please book early to avoid disappointment

**Please
note!**

ICLG News

Is now
known as

CLSIG

News