



# NEWS

## March 2010 - Issue 18

### Chairperson's 2009 AGM Report - Highlights

Thank you everyone for coming along tonight and thank you to our hosts: Macfarlanes LLP for providing such a wonderful venue.

2009 was a year that has given us a background of recession. Against this background CLSIG has exercised financial prudence and finished the year with stronger bank funds. We have adopted a sensible business approach and akin to Charles Darwin's "survival of those who adapt" we have evolved, listened and responded accordingly. That is why we ask members to complete questionnaires which tell the committee what you would like to CLSIG to do over the forthcoming year. One thing that came out of last year's AGM questionnaires was more regional events.



*Questionnaire winner - a clearly delighted Anne Storey*

This year we responded with an event in Birmingham. However we do need more members to get involved with helping us to research and organise regional events. It is very hard for a committee of volunteers to organise regional events without the regional members getting involved.

The year was also another one of firsts, in particular using new technologies such as LinkedIn and Flickr. Our CLSIG Group on LinkedIn now has over 150 members and is steadily growing. We also did a postal mailing to get across the message that we need you to sign up to the CILIP website and opt-in to receive our emails otherwise you will not hear from us as we no longer can afford to do postal mailings.

During 2009 we held tours of the Royal Courts of Justice in August and December as well as a trip to the National Archives. The Online Show at Olympia in December was a very successful event for us providing a platform at which to talk to existing members, recruit new members and communicate with our partners. Stan the masseur provided much

amusement and relaxation for the lucky few who signed up for a free massage.

The Events Team have built on the previous strengths of the Professional Development Club seminars and produced another stunning series of informative evenings which helped us respond to difficult circumstances.

In February we had the Redundancy seminar which provided a safe environment in which to discuss a highly emotive and sensitive problem from both the manager and employee perspectives. At our March AGM we held a seminar called 'Be Your Own Boss' at which Jill Fenton shared her experiences of setting up her own independent business research company and I looked at the pros and cons of being employed, self-employed and being an employer. The April seminar saw Sarah Fahy deliver a well reviewed presentation on Making a Business Case - particularly pertinent when information services are under review. Continuing with topical issues in June we had Managing Stress in the Workplace including recognising what causes stress and strategies for coping with it. September's seminar on Web 2.0 was fully booked and was so successful that it was repeated in Birmingham in March this year - our first regional event for a while. Finally in November Shaida Dorabjee an information consultant gave an interesting and informative presentation on Marketing your Information Service effectively in these challenging times.

Forthcoming and event ideas for 2010:

- May - Graduate Trainee Day
- June - SharePoint Seminar with NetKX
- June - Middle Temple library tour
- July - Copyright seminar
- July - Westlaw - behind the scenes
- September - Running Events/Training the Trainer
- October - Networking social
- November - Supreme Court Tour
- December - Online 2010

*(Continued on page 3)*

In this issue	Branches & Groups First Rprt	3	AGM Treasurer Rprt - brief	7
	City Back in Business	4	LinkedIn to Twitter Yet?	7
	Web 2.0 in the Regions	5	CILIP Manifesto	7
	AGM Seminar: Negotiating	6	Opportunities & Events	8

## CLSIG is going places – Wouldn't you like to be part of it?

The CLSIG committee is always looking for people prepared to give a little time every month to assist with our administration, events and activities. We are an ambitious, active and friendly group, the work is rewarding, will raise your profile and help your career, and at the same time is a lot of fun. CLSIG has developed its focus and broadened its activities to appeal to many new areas in the commercial sector, and we are continually seeking to maintain and advance our services to members and to raise the profile of the group.

Get a feel for who we are and what we do, join us as a **Committee Member** to see where you think you might comfortably fit. Later you may feel like taking on one of the specific committee roles. Currently we're seeking to fill :

- A **Membership Secretary** is needed immediately to take over the vital job of keeping our records up to date, liaising with CILIP's membership office, notifying members of forthcoming events, and of publication of notices and newsletters on our website.
- **Sponsorship Co-ordinator** is a new position - the post-holder will help us widen our circle of sponsorship partners, companies, groups and individuals. If you have a broad range of contacts with suppliers & services in the information business, you could have fun with this.
- The **Events Team** needs to add at least one new member. It is busier than ever with forward planning, finding venues, signing up speakers and analyzing the

surveys we run regularly to find out what exactly our members want to attend.

- The **Press & Publicity Officer** will work closely with the Membership Secretary disseminating information on CLSIG events, in information publications, web listings and calendars.

Nearly all this work above can be done from your home/office, so committee members can come from anywhere in the UK. Committee meetings are held approximately every two months - normally in London, mid-week and in the evening (18.30 - 20.30-ish). Expenses are paid in full for attendance at CLSIG meetings, wherever you live.

When the committee is up to strength, our Chair, Penny Bailey will be looking for a **Vice-Chair**. This is very much a "supporting role", i.e. - deputising for her in a number of areas, e.g. at events, media communication and other external bodies.

Does any of the above sound interesting to you? To hear more, or to express your interest in joining us in any capacity, please contact either: Penny Bailey at [chair@clsig.org.uk](mailto:chair@clsig.org.uk) or Joanna Hudson at [secretary@clsig.org.uk](mailto:secretary@clsig.org.uk). For a fuller write up of these positions please see the CLSIG website: [www.clsig.org.uk](http://www.clsig.org.uk). We would love to have you on board!

### Apologies - Mark Jewell of Integreon Q&A Delay

Due to an unforeseen problem (which has also delayed this newsletter going out), the Q&A with Mark will be published in the next issue. Many thanks to all those who contributed to this item by providing some deep and probing questions - I guess some of which may have attributed to this 'unforeseen problem' [smile]. So next issue then.

*Editor*

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

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

## Bert Washington ... has left the building!

Nearly all our readers know Bert by name at least - the guy who's been sending out e-mails to notify you of our events and happenings, the publication of newsletters and who pleads regularly to be sent the e-mail addresses we don't have!



After a number of years at CLSIG in a variety of posts, Bert has left the committee, climbed into the black leathers, revved up the bike and moved on to pastures new.

We'll miss him tremendously: they say nobody is irreplaceable but Bert comes closer than anyone I've ever known.

He has done sterling work over the years advancing the scope and profile of the Group, with dedication and a joyous sense of humour. He spent many hundreds of hours of his own time wrestling with CLSIG's membership lists to ensure that we were able to keep in touch with all our members.

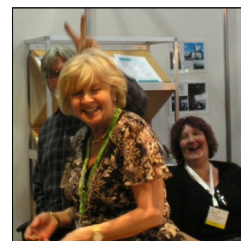
Bert's patience and support have always been legendary: I would not have lasted four weeks, let alone four years, as Chair of the Group without him. I could always rely on Bert to come up with the right answer to what often seemed to me to be insoluble problems trying to run the Group.

Last week at a seminar I was talking to a member of CLSIG. I said I hoped we'd see her at the AGM, fishing out my diary to give her the date. "Oh don't bother" she said "I'll be getting an e-mail from Bert".

Everyone knew they could rely on him!

This is beginning to sound alarmingly obituarial, but don't worry: Bert is alive, well, happy and engaged to a very fortunate lady in the West Country.

We all wish him every happiness and success as he rides off into the sunset, with our gratitude, our lasting affection, and thanks for all that he's done for CLSIG and for so many of us.



*Bert the Joker*

*Oriole Newgass*

(Continued from page 1)

No Chair's Annual Report would be complete without a heartfelt thank you everyone in the committee team. 2009 started with 11 and increased to 14 but back down to 11 owing to a couple of recent resignations mainly due to career changes. We have vacancies for Vice-Chair, Membership Secretary, Sponsorship Co-ordinator and committee members without portfolio. Joanna Hudson puts in sterling effort as both Secretary and organising events. The Events Team do a tremendous job in organising the events and seminars on an absolute shoe string. Sue Edgar has worked hard as Treasurer. David Griffiths and Chris Mullan have been working behind the scenes on our web site during its transition to SharePoint. Angela Battistini gathers feedback on the events so we learn what works well and what doesn't. Special thanks go to Bert Washington for his long service as Membership Secretary and we have a token to send him as an expression of our thanks.

Please get involved as many hands make light work. Those involved on the committee in 2009 were:

- Chair: Penny Bailey
- Hon. Secretary: Joanna Hudson

- Hon. Treasurer: Sue Edgar
- Membership Secretary: Bert Washington
- Webmaster: David Griffiths
- Deputy Website Editor: Christopher Mullan
- CLSIG News Editor: Alison Thorne
- Editorial Assistant: Angela Battistini
- Editorial Assistant: Suzanna Rickeard
- Committee Member (Events): Jacky Berry
- Committee Member (Events): Hanna Lewin
- Committee Member (Events): Irena Valouchova
- Committee Member (Sponsorship): Laura Pike
- CLSIG Branches & Groups Forum Rep: Oriole Newgass

Thank you to our venue providers: BMA, City Business Library, Hammonds LLP, MacFarlanes LLP and The SMMT over the year without whom we would not be able to cater for the increasing numbers attending our events.

Finally, I'd also like to thank our loyal sponsors who make all the difference when putting on our events and socials: Bailey Solutions Ltd, Sue Hill Recruitment and Services Ltd and Swets.

*Penny Bailey, CLSIG Chair*

### **CILIP Matters : Branches & Groups Forum first meeting**

On 15 March for the first time ever Branches and Groups had an opportunity to discuss their specific concerns, and to bring them to the notice of CILIP Council and the administration in Ridgmount Street. It was a groundbreaking occasion and virtually every Branch and Group was represented at the meeting - a measure of the importance of this Forum to all of us.

Sue Cook was elected as Chair of the Forum. An estimable lady though she undoubtedly is, she represents a Branch and not a Group, and of the 12 Branches nine of them also sit on the English Branches Forum, while the other 3 sit on the Celtic Nations Forums. This leaves the 29 Groups as very much 'poor relations', having only now finally achieved a Forum in which to meet; having also to share it with the 12 Branches, and now to be chaired by a representative of one of them. Given this, plus the vital differences between Branches and Groups (Branches do not have to attract members: they are assigned them geographically, and receive higher capitation per member than do Groups), it would seem reasonable for Groups to have a Forum of their own. This is unlikely to happen, so a more equitable arrangement would be for the Forum to hold two joint meetings annually, and two meetings for Groups alone. It would be much fairer, and I think we should push for this if it is at all possible.

The two burning issues in March were the draft Branch & Group Rules, and Access to Membership Data. The first was discussed in depth and there was

general agreement that we all need a much more flexible framework for our committees, and elections, e.g. why the anomaly of having to elect our officers annually but our committee members only every three years? AGM rules - particularly on AGM quorums, assume quite unrealistic numbers attending. It is quite funny, too, that the Rules apparently assume hundreds of members are clamouring to join our committees and need to be given a chance to get elected: the reality of the relentless arm-twisting we all have to do to get *anybody* to serve, stands in stark contrast to this optimistic picture!

The other major issue of access to our membership data, based on a brilliantly innovative set of proposals put forward by Norman Briggs for ILIG, was never given a chance to be discussed. The meeting was cut absurdly short (one and a quarter hours in each half) and CILIP's CEO took up much of that precious time, after having promised beforehand to play only the part of the silent recording angel! All proper discussion of Norman's paper will have to be held over to the next meeting, but no decision was taken as to when that would be.

I shall write an outline of these Access to Membership Data proposals for the next issue of the newsletter: they offer an elegant, workable solution to our most acutely distressing problem, and it is only fair that our members should have the chance to know what we are fighting for on their behalf.

*Oriole Newgass  
CLSIG rep. to CILIP's Branches and Groups Forum*

## The City Business Library has Reopened!

Welcome to our new library! We reopened on 15<sup>th</sup> February in our beautifully refurbished premises at Guildhall. There is a new entrance from Aldermanbury which serves Guildhall Library and the City Business Library (as well as the Clockmaker's Museum and the Guildhall Bookshop). We are on the ground floor in a bright and spacious room.

There are three desks:

**The Reception Desk** - where the team will guide you to the correct location and will check your bag when leaving the premises.

**The Enquiry Desk** - straight ahead from the entrance, is where you should come with enquiries regarding our stock and any information you wish to find.

**The Help Desk** - to the right, is for logging on to the computers (of which there are now 46!), printing and help with any technical problems. All of these have the same range of office software as before and access to our amazing range of databases including one which will help you compile your own B2B mailing list



free of charge. There is also free Internet access. The initial sessions have been increased to one hour and may be extended as before.

There is a dedicated training room for our database training sessions. These will start up again in March, as will the seminars and workshops given by Business Link, HMRC and a host of colourful individual consultants offering a fascinating variety of subjects - attendance is all completely **FREE**. Our new events list showing what is on offer and how to apply will be published monthly and can be picked

up in the library or accessed at:  
[www.cityoflondon.gov.uk/cbl](http://www.cityoflondon.gov.uk/cbl)



We are the only library in London offering a dedicated business information service and our services are **FREE**. We have a large range of electronic and hard copy resources, covering all business topics both global and national including market research, country data & statistics, management, banking & finance, magazines & newspapers, company information and directories - in fact everything for your business needs.

If you require help with researching a new business or developing an existing one - our expert staff (with over 150 years combined experience of dealing with business information!) are here to help you.

The City Business Library is a public reference library, one of five libraries funded by the City of London Corporation, the local authority for the 'square mile'.

Our opening hours are Monday - Saturday, 9.30 - 5.00 pm. Our enquiry line is 020 7332 1812 or enquiries may be emailed to [cbl@cityoflondon.gov.uk](mailto:cbl@cityoflondon.gov.uk)

The address is Guildhall, Aldermanbury, London EC2V 7HH. The nearest tube stations are Moorgate, St Paul's and Bank.

Everybody is welcome and we look forward to meeting you.



*Goretti Considine  
Librarian*

### No Excuse now NOT to Contribute to Update

Don't miss out on the opportunity to contribute to Update. Below is part of the working list of topics to be covered over the coming months. If you have something relevant to say please send your contribution(s) to Elspeth Hyams:  
[Elspeth.Hyams@cilip.org.uk](mailto:Elspeth.Hyams@cilip.org.uk)

#### April

LIBF and eBooks  
Information Literacy e.g. LILAC

#### May

Preservation and conservation  
Digital curation

#### June

Freedom of Information  
Records Management  
Web Analytics

#### July

Research & Evidence (scholarly info chain, clinical controlled trials); Carnegie & Kate Greenaway awards plus children's literature/Summer Reading challenge



## Web 2.0 - The Truth Behind the Hype - Report

The event, *Web 2.0 - the truth behind the hype*, which took place in Birmingham on the evening of 1<sup>st</sup> March 2010, turned out to be a stimulating and lively occasion.

The speakers, Karen Blakeman, who works as an Independent Information Trainer and Consultant at RBA Information Services, and Phil Duffy, who is an Information Services Manager at LLP, took very different views on the potential of Web 2.0 and presented its advantages and disadvantages in a comprehensive way.



Phil mainly voiced his objections to much of what Web 2.0 has become and incorporates. He emphasised issues of safety, data protection, security and risk in this context, explaining that people tend to give away too many personal details. Moreover, he believes that the ways of creating something are actually dumbing down and that Web 2.0 could easily go that way. With regards to literacy, he expressed the rather pessimistic opinion that Web 2.0 poses the danger of dumbing down professionalism insofar as library schools in the future might be more likely to produce content-creators and bloggers than content managers.

Economically, the future of some Web 2.0 applications also seems to be rather shaky according to Duffy, who illustrated this claim by giving Twitter as an example of an application that has no way of making a revenue or income. Duffy also illustrated the unreliable, trivial and sometimes rather ludicrous nature of some of the content to be found on Web 2.0 applications by presenting the audience with examples on some PowerPoint slides.

Blakeman, on the other hand, rejected Duffy's criticism of the general unreliability of Web 2.0 applications when she stressed that social media can also be used to correct errors. She elucidated how established, trusted information sources are often unreliable as well.

To her, Web 2.0 is powerful in its potential to reach out to others, which can involve discussions about services, which can thus be effectively monitored. She made it clear how it has become indispensable

in marketing and advertising. In addition, the usage of Web 2.0 is crucial in Blakeman's view for anyone who wants their names and details to be found quickly by search engines. Blakeman emphasised the advantage of being able to find up-to-date information in one's field of work, which is then linked to conversations about the information.



She went on to say that the usage of Web 2.0 applications can for this reason not be seen as optional but as part of a serious search strategy. Being aware of the many different applications on Web 2.0, she encouraged the audience to try out different applications in order to find out what works best for them, thus suggesting that the usage of Web 2.0 is in many ways a very individual experience.

It was obvious that the audience had followed the event with interest and were keen on asking the speakers some questions after they had finished their individual presentations. Blakeman and Duffy were also available for further comments and questions and some informal networking after the event had been officially concluded. Most members of the audience also used this opportunity to talk to each other about the arguments that had just been put forward. The event had clearly given the information professionals who attended this event food for thought.



Irena Valouchova with Phil & Karen

**Ute Manecke**  
 Clinical Support Librarian  
 MKH Library Services  
[ute.manecke@mkhospital.nhs.uk](mailto:ute.manecke@mkhospital.nhs.uk)

### Member Feedback Survey

- The location received an excellent rating from the respondents. *"Really good to have an event in Birmingham for a change - thank you!"*
- The speakers were rated as 'very good'.
- Relevancy and value for money received high scores from all respondents. *"Entertaining as well as informative - a winning combination for making evening sessions memorable."*
- In terms of future events:
  - *"a dummies guide to copyright in a commercial environment"*
  - *"As my field is health I am afraid that only general library topics would be relevant to me"*.

## CLSIG AGM: If you don't ask, you don't get: negotiation as communication.

On 23rd March 2010, CLSIG of CILIP held its AGM, followed by a practical presentation by Fiona Fogden on negotiating contracts and firm-wide licences from the viewpoint of an information service manager.



Fiona is currently the National Information Services Manager for Baker Tilly, a major firm of accountants; she is known for her training and writings on the topic of negotiation, including her book *Negotiating Licences for Digital Resources* (published by Facet under the name Fiona Durrant).

Fiona's overall message was to be assertive and trustworthy in negotiation by careful preparation and considered exploration of the issues.

Recessionary times are good for negotiation, Fiona has found - all parties are more open to discussion, suppliers may be more flexible, and management is readier to give serious consideration to the issues - resulting in a higher profile for the information service manager and a positive one if communication has been fair and credible.

Fiona used a real scenario to talk through her timeline and checklist (an excellent handout). She highlighted the need for preparation before entering in to negotiation. As part of this she touched on the need to consider one's overall management of information service procurement. What services will you spend more time on? Fiona recommended having internal rules about where you make the most effort in negotiations. What are the key factors to assess in determining the value of each service? These may vary firm to firm and service to service, and will help decide your priorities.

As well as negotiating with the supplier, you are in fact in an internal negotiating situation within your organisation with the various stakeholders: with the users in identifying true levels and patterns of usage of the service under discussion, with management in getting buy-in to the BATNA (i.e. what happens if there is no renewal), with marketing in looking at the implications for sponsorship or editorial relationships with the supplier, and with finance in understanding budgetary implications. If the service is integrated in to the firm's workflows there will obviously need to be very serious consideration of what is essential about the service, what is nice to have, what the alternatives are (which you may want to trial and price), and how much those might cost - in monetary terms, in staff time, in risk. If a

business case was made at the time of the original subscription did the expected benefits - savings in staff time, winning new or retaining old business - materialise or are they no longer applicable?

Keeping up-to-date with regard to changes in the information marketplace - through reading industry publications and networking - is recommended to avoid being caught out if possible by changes in product ownership - sometimes there may be signs of a service being about to be sold, but they may not be very obvious.

Among the many other useful points Fiona made were:

- As the rollover date approaches, send a notice reserving the right to cancel but requesting time to gather more information, which buys you the option of renewal or cancellation;
- Consider carefully your Most Favoured Position (MFP or what you would really like), your Walk Away Position (WAP or what you can afford) but don't forget to cost and plan for your Best Alternative To a Negotiated Agreement (BATNA);
- Ask for a 'like for like' renewal proposal to gain a sense of the suppliers' expectations versus your hopes;
- Explore the gap between your MFP and the supplier's by using the framing statement 'If...then' - i.e. 'If you cut the cost, then we will cut users or drop a portion of the service' - to make it clear why it's no longer a like-for-like situation;
- Don't be afraid to suggest ideas to make the contract more favourable (for both parties) around the services or billing or time period or legal wording - you may well find these are adopted;
- A multi-year agreement saves future time but should include break clauses to minimise the risk (based on employee or usage figures for example, or a 'take down' clause to cover the loss of key sources from the service);
- Update your internal stakeholders on the results so that the appropriate people are aware of any changes to the service content or user base, and the future cost (especially if it is lower than before).

The seminar was followed by refreshments, while Fiona gave one-to-one on the spot negotiation clinics to attendees. Thanks to solicitors MacFarlanes for hosting. A shorter version of this article can be found in Freepint's VIP Newswire.

*Penny Leach*

## AGM Financial Report 2009

01/01/2009

Opening Bank Balance £1,814.82

31/01/2009

Closing Bank Balance £3,143.87

Receipts		Payments	
CILIP Capitation	£2,283.00	Other travel/subsistance	£1,575.67
Conferences/meetings/seminars	£2,414.35	Conferences/meetings/seminars	£1,783.03
Subs	£55.00	Stationery/Printing	£214.73
Bank Adjustments	£30.00	Bank Charges	£38.77
Sponsorship	£100.00	Misc	289.36
<b>TOTALS</b>	<b>£4,882.35</b>		<b>£3,901.56</b>



Didn't we do well!

For the full Treasurers report please refer to the CLSIG website: [www.clsig.org.uk](http://www.clsig.org.uk)

### LinkedIn to Twitter Yet?

Did you know you can follow CLSIG on Twitter?

Keep up to date with the latest news and events.

Follow us at: <http://twitter.com/clsig>

LinkedIn Home What is LinkedIn? Join Today Sign Up

Commercial, Legal and Scientific Information Group

Welcome to LinkedIn. Join LinkedIn or sign in to become a member of this group.

#### CLSIG Commercial, Legal and Scientific Information Group

CLSIG supports and promotes the professional interests of members in commercial, legal and scientific workplace libraries & information services. It is a special interest group of CILIP. Membership of the LinkedIn Group is open to anyone. See our web site for how to join CLSIG.

By registering to be a member of the Commercial, Legal and Scientific Information Group group, you consent to have your name and your email address be accessible by the official representative of the Commercial, Legal and Scientific Information Group group, and to be identified as a Commercial, Legal and Scientific Information Group group member in your profile and the LinkedIn search results. If you do not wish to give such consent, please do not register.

CLSIG also has a group on LinkedIn. Why not join and network with colleagues.

You can find CLSIG in the group directory.

### CILIP Manifesto

CILIP has written a library and information manifesto for use in the general election in 2010. It will be published on Thursday 18 March.

The Manifesto sets out six priorities for the next government to ensure that quality library and information provision, delivered by skilled and committed practitioners, continues and improves. Supplementary material has been prepared for each demand in the Manifesto.

The Manifesto will be used for lobbying and it is also hoped CILIP members will be able to use the manifesto with their local parliamentary candidates.

A Manifesto Task & Finish Group, which includes Policy Forum representatives is chaired by Peter Beauchamp, wrote the text.

<http://www.cilip.org.uk/get-involved/advocacy/manifesto/pages/default.aspx>



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**CILIP Honorary Fellowship**

Do you know someone who has made an outstanding contribution to the library and information community?

CILIP is inviting nominations for Honorary Fellowship (Hon. FCLIP). This award is made by Council to recognise distinguished service in promoting the purpose and objects of CILIP as laid out in CILIP's Royal Charter.

Nominations may be made by current individual members of CILIP or by any of the Branches and Groups of CILIP or any of the Committees, Boards and Panels of CILIP. Individual members can make only one nomination in each annual round.

Nominees may come either from within the library

and information community or from associated professions or disciplines. Fellows of the Institute may be nominated for Honorary Fellowship but it is not necessary to be a Fellow in order to be eligible for Honorary Fellowship. Nominations are made in confidence and are considered in confidence by the Honorary Awards Panel and the Council.

Please note that nominations must provide explicit evidence of achievement which is linked clearly in the submission to the stated criteria. Nominations will be considered by the Honorary Awards Panel solely on the contents of the submission received.

Nominations must be received by 4 June 2010.

*Desirée Chapman, PA to the Chief Executive*  
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 020 7255 0691

# 2010 CLSIG Events

- May - Graduate Trainee Day
- 4th June - Westlaw Trip, Yorkshire
- 2nd & 23rd June - Middle Temple library tour
- July - Copyright
- September - Running Events / Training the Trainer
- October or November - Supreme Court Tour
- December - Online 2010

CLSIG News May 2010 copy deadline: 26th April 2010



a special interest group of



Chartered Institute of  
Library and Information  
Professionals