



NEWS

July 2010 - Issue 20

Outsourcing - A Librarian's Perspective

Outsourcing. Opportunity? Threat? Inevitable? How do law librarians really feel about it? Should we be concerned about our jobs and - ultimately - our profession?

Libraries have used outsourcing agencies for decades. Just think of MARC records (cataloguing/classification), "shelf-ready" books, specific projects such as retrospective conversion or those requiring expensive equipment such as digital imaging. It can provide good service for otherwise costly or time-consuming jobs. It can provide short-term project work or cover staff absence. As the economy bites and firms look to make savings, outsourcing is a realistic option for many service industries. The difference now is that some organisations, such as Integreon, are persuading firms to outsource *all* their services. How is this going to affect us, our jobs, our profession?

A law firm is no longer in full control of its own information once it is passed to an outside agency. With the highly confidential nature of their work, plus the huge sums involved, there will inevitably exist the possibility of chance remarks being passed on or even a deliberate sale of information. Confidentiality is paramount. The potential for conflict of interest must be non-existent. Intellectual property should be protected. Despite all possible safeguards put in place to prevent such an occurrence taking place, the danger of disclosure or corruption still exists. The turn-over of staff in off-shore firms will only heighten the problem. And the law firm will have no control over the qualifications, training and experience of outsourced personnel.

Loyalty and "Institutional Memory" are immeasurable and cannot be replicated if information services are outsourced. The link will become a business agreement between a few senior firm members and a dedicated account manager. The knowledge of individuals within a firm, their needs and requirements, together with the desire

to alert staff to items of interest, will be lost.

This "added value" which librarians provide for their firms cannot be assessed in pounds and shillings. The loyalty of staff will also pass from the law firm to the agency, and the firm will be the poorer for it. Information staff also get involved with training, induction, knowledge management, web-mastering and numerous other aspects of the law firm. Their networking web works magic in helping find important and relevant information quickly for the firm, through local knowledge and contacts.

If the work is outsourced, the jobs go. At meetings, Integreon promises a bright and optimistic future, with good career structure, for those who join them at this stage. But this is only true for some. Not everyone will be offered a job, others will not want to join and some may not wish to re-locate.

Outsourcing library services will also impact on booksellers and Information Management System providers - an agency will probably consolidate its clients' procurement and IM systems from several into one. Interestingly enough, outsourcing firms may also suffer - with more and varied competition. In his recent article in *CLSIG News*¹ Mark Jewell said that Integreon "may" negotiate good deals, which would benefit the database providers who might be able to "reduce their account management costs" - more job losses, in other words. It seems highly unlikely, however, that the big providers will allow access to their data if any law firm in question is not a subscriber. And with the forthcoming Legal Services Act, some of a firm's work could also be outsourced. Will our lawyers in fact find themselves competing for business from trained (and cheaper) off-shore lawyers? In addition, a law firm's own clients - seeing PR announcements of big savings with outsourcing deals - will expect or demand that some of these savings be passed onto them as lower fees.

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CLSIG
Legal Information Safari

Interested in Attending an Autumn Event like this?

Meet up in the City of London, and enjoy a legal information safari visiting a three legal libraries in the afternoon and then afterwards, enjoy a drink in the pub.

To book interest email *Angela Battistini* at: events@clsig.org.uk Free to CLSIG members/ £5 to non-members (does not include any refreshments)

City Business Library

Professionalism - it's all about success!
Tuesday 10 August 2010, 2.30 - 4.00pm

Professionalism is a choice, an opportunity for you to think, behave and act in a way which will make you stand out from the crowd. It applies to all of us, all the time, not just in the workplace but in our personal lives as well so it's about everything we are and everything we do. Join Susie Kay of The Professionalism Group to take a look at the way professionals approach their world and to gain some very practical advice, intended to help you demonstrate your own professionalism 24/7 Free - but you must book in advance on tel: 020 7332 1812; cbl@cityoflondon.gov.uk

Thank You

Another big thank you to all who contributed questions to the outsourcing issue by posing such wonderful and probing questions - what a timely article it was too. The feedback from the item was most satisfying, I hope your questions were answered satisfactorily.

Editor

New CILIP Chief Executive appointed

Annie Mauger will be the new Chief Executive of CILIP. Annie has worked in a variety of management roles in England and Scotland, most recently as Acting Chief Executive for Bradford Action for Refugees. She held the post of Chief Executive of the Museums, Libraries and Archives (MLA) Yorkshire and was Head of Libraries and Heritage for the City of York Council. Annie will start her role on 1st November, following Bob McKee's retirement in October 2010. <http://www.cilip.org.uk/news-media/pages/news100709.aspx>

CLSIG welcomes Michael Hopwood - Publicity Officer



Michael Hopwood is an Information Resources Team Leader responsible for Digital Course Packs, at King's College London.

A qualified and chartering librarian, he has worked in central Government, commercial, and the academic library and information sectors.

CILIP ELECTIONS

As you are probably aware, CILIP's annual elections take place every autumn.

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

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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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Four councillors (trustees) and a Vice-President are elected, councillors serving for three years and the Vice-President one year (after which she/he becomes President of CILIP).

Daniel Sabel and I, Paul Curtis in the Governance Unit are keen that these annual elections are very inclusive, democratic affairs, with a healthy number and diverse range of candidates in terms of personal backgrounds and professional

specialties. For that reason we are writing to ask CILIP Special Interest Groups to publicise the elections, encouraging members to stand for election as well as to participate in the elections process by casting their vote. The Governance Unit will of course be publicising the elections 'CILIP-wide'.

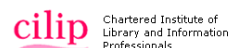
Nominations are provisionally scheduled to open on 2 September and close on 4 October.

For more information about the elections, our webpage for the trustee election is at <http://www.cilip.org.uk/trustee-election>, and our webpage for the Vice-President election is at <http://www.cilip.org.uk/vicepresident-election>. Both webpages will be kept regularly updated.

Of course members are always welcome to contact Daniel or myself at governance@cilip.org.uk.

Many thanks for your co-operation.

Paul Curtis
Governance Officer
CILIP, 7 Ridgmount Street
London, WC1E 7AE



CLSIG News is published 6 times a year: January, March, May, July, September, November

(Continued from page 1)

Finally, something with which we all ought to be seriously concerned. Mark Jewell admits that information researching skills are not something in which the people in the Asian sub-continent are trained. In his own words, "we have been unable to interest candidates with information qualifications in this kind of work". Instead, they are giving them four-six weeks' training from a team headed by a former head of training for a major investment bank. These outsourced researchers will replace highly skilled and trained information professionals, with specialised degrees and years of practical expertise.

Surely we should look at protecting what we are good at? We should use outsourcing agents to do any work which is piece-meal or time-consuming, which is labour-intensive or purely administrative, freeing up qualified staff to do what they have been trained to do and what they do best. Our firms should not be throwing away everything for the sake of a line at the bottom of an accountancy sheet. This is our profession at stake. Let us not go quietly.....

Due to the sensitivity of this subject matter, and to aid the author to speak freely, their identity has been anonymised.

(1) CSLIG News, Issue 19, May 2010

Book Hotspot - one to look out for!

Transforming Research Libraries for the Global Knowledge Society Edited by Barbara I Dewey University of Tennessee Libraries, USA

ISBN 1 84334 594 3, ISBN-13: 978 1 84334 594 7
£45.00 / US\$75.00 / €55.00. Published: August 2010

- Authors are leaders in the research libraries field from a variety of countries
- Thought provoking chapters will help guide research library transformation globally
- Contains a diversity of thinking on research librarianship in the 21st century
- Chapters reflect deep experience and varied expertise of authors

Transforming Research Libraries for the Global Knowledge Society explores critical aspects of research library transformation needed for successful transition into our vastly different 21st century multicultural environment. The book is written by leaders in the field who have real world

experience with transformational change and thought-provoking ideas for the future of research libraries, academic librarianship, research collections, and the changing nature of global scholarship within a higher education context.

Readership: University and college faculty, students, and administrators interested in the future of research libraries in a global, 21st century context.

Introduction and context. Chapters on:

- Transforming services and spaces;
- Global digital collections;
- Key relationships with senior campus administrators;
- Organizational development and leadership;
- Future workforce issues;
- Scholarly communication and; other topics of transformation developed by expert chapter authors who are leaders in the field of research librarianship.

Summary of key themes and future directions
Bibliography

CILIP AGM Call for Motions

The AGM is an opportunity to listen and respond to your questions. Members wishing to submit motions to be considered at the AGM must send them in writing to The Secretary, Governance Unit, CILIP, 7 Ridgmount Street, London, WC1E 7AE. The last day by which notice of any motion must be received is 5pm on Friday 13 August 2010. How to submit a motion to the AGM:

<http://www.cilip.org.uk/about-us/governance/agm/pages/agm2010.aspx>



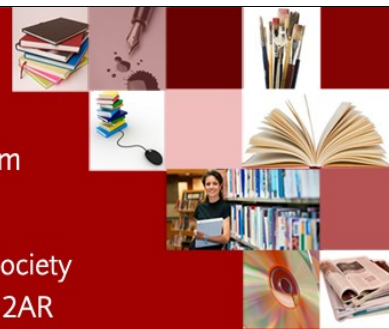
CLA Open Meeting

29th September 2010 at 2:30pm

Held at The Royal Geographical Society
1 Kensington Gore, London SW7 2AR

- 'Intellectual Property Will Save the British Economy' a panel of economists, business leaders, writers and publishers. Moderated by BBC broadcaster Peter Day.
- CLA licensees discuss the value of international repertoire and take questions.
- Followed by a drinks reception.

RSVP: rsvp@cla.co.uk



CILIP Sector Panels

The assessment of individual cases of service reductions in England is being carried out by three special Panels set up by CILIP: Community, Learning and Special. CILIPS (CILIP in Scotland) CILIP Cymru /Wales and CILIP in Ireland are responsible for dealing with cases arising in their own countries. The panels are:

- **Community Libraries** - covering public and prison libraries and library and information services in voluntary and charity organisations
- **Learning** - covering LIS in schools, further education, higher education and research organisations
- **Special** - covering government, health care and corporate library and information services

Each Panel is chaired by a member of CILIP's Presidential team and members include CILIP Trustees, Special Interest Group committee members and CILIP members with expertise in the area.

The sector panels consider proposals of expenditure or service reductions from LISs within their remit. The Panel then evaluates the proposals for change against the assessment criteria, and decides whether further action is required. For some cases, the work of the panel is likely to be confidential.

A regrettable sign of the times, in some cases the proposals will not require further action. It is unrealistic to expect that LISs would be exempt from expenditure reductions that are taking place across the public sector and formed part of the manifesto proposals of each of the major political parties. In other cases, action may be necessary and could include:

- Requests for further information
- Representation to the Head of Service, Chief Executive Office or Governing Body
- Visit to the organisation
- Lobbying MPs, councillors and pressure groups
- Partnering with other groups to lobby

Community Libraries Panel
Chair: Brian Hall

Learning Panel
Chair: Biddy Fisher

Special Libraries Panel

Chair: Peter Griffiths

Members: Pauline Blagden, Veronica Fraser, Dion Lindsay, Sandra Ward, Celia Waters

CILIP staff: Guy Daines

Contact the Panels

If you would like to contact the Panel, send an email to: policy@cilip.org.uk and CILIP will pass it to the Panel through their dedicated Maitalk list.

Abridged excerpt CILIP website

ATTENTION PLEASE

CLSIG Special Libraries Panel Representative Needs YOUR Help

Sandra Ward is the CLSIG rep. on the Special Libraries Panel, has attended the first meeting of the Special Libraries Panel on the 8th July and covered issues such as government, health care and commercial libraries. Sandra has sent out the following to CLSIG members:

“As CLSIG’s representative on CILIP’s Sector Panel, I’d like to say thank you to those who responded to my request for information on downsizing experiences. The role of the Sector Panel covering CLSIG areas, Health and Government libraries is threefold:

1. To provide CILIP with positive messages about the value of Information Services and Libraries to their organisations/sectors that CILIP can use in proactive promotion with the aim of ensuring that employers recognise our value and the impact on organisations on reducing their LIS/KM and IM workforces
2. To enable members to advocate on behalf of the services, and provide them with career support
3. Providing direct support to members faced with service reduction and job loss

Although the third strand of activity is likely to be

less needed in our sector - where the timing of reductions and the focus of employers is not likely to be appropriate for CILIP intervention, CILIP does want to be prepared to help. I would therefore appreciate a couple of volunteers for the Reading Group who may be consulted for their specialist expertise should a case requesting support against closure in our sector be made.

I also need your ‘nominations’ of potential spokespersons - dynamic and forceful folk who can sell LIS in our sector - who if called by Jeremy Paxman or other - would be prepared and able to promote the value of services and skills to the business, commercial, legal and scientific sectors.

And even more importantly, the panel needs one liners (elevator speeches) that capture the value of information and library services in our sectors. Please forward suggestions. I can’t promise a prize but I will provide a list of the quotes so that you can consider them for use at work.

To contribute effectively on CLSIG’s behalf, Sandra needs information on cuts in services and staff, arguments being made for the value of LIS, and audiences that you think are important to influence are needed.

Please send your thoughts, views, names and one liners to Sandra at s.e.ward@btinternet.com”

From Mytholmroyd to Minnesota: Behind the Scenes at Westlaw

I'm probably not the only person who always thought Mytholmroyd was more Wales than Yorkshire. Or who had first come across it back in the days of Christine Miskin and LIR before it was bought by Sweet & Maxwell and became central to its UK operations. Huge developments have taken place over the intervening years, particularly since the creation of Westlaw UK.



That's the thing about services you access virtually. Sometimes you wonder about the physical reality behind it all, How's the work's done, by whom and how can it be influenced? You wonder if you knew more about that side of it could you improve your use of the service?

Musings like those are exactly what had me yawning copiously mid-morning in the middle of Yorkshire - all hail to CLSIG and to Jo Cowell for organising this. It was a chance to chinwag with folk from various points of the compass and types of services, escaping the office for fields and sun for the day (ahem).

On arriving my inner Legal LIS Geek was really pleased to walk through the Westlaw Reception and I realised that I was bang in the middle of DocDel. 12 Westlaw staff conducted seven!



separate presentations over the course of the day. In-between presentations they answered our many questions. We were often sidetracked and discussed other issues e.g. online version'ing of text-based products, authority, citation and issues surrounding simultaneous print and online.

Our main sessions dealt with overview information, legislation and annotations, current awareness, cases, data delivery, analytical, and feeds. There was a lot of base content and discussion of key and forthcoming developments (e.g. getting the Common Law Library online and a loose-leaf content library). There was lots of scary numbers statistical information e.g. 600+ cases, 50 Acts, 2300 SIs, 80,000 legislative amendments, and 90,000 current awareness and LJ abstracts a year.

We had a demonstration of converting legislation source content from OPSI into Westlaw content through their CMS. There was a talk about the processes of taking a text-based print source

material and making that into online content through their CMS and discussion on related issues such as media neutral and multiple outputs capability to improve speed of production, interoperability, future proof. We talked through the sheer versatility of information re-use through routing created content through a main current awareness centre - each entry can go out up to 200 times through different mechanisms and services.

Some sections of the programme really helped on perennial questions (e.g. comparing and contrasting between services). So I now know that in terms of current awareness 40 websites are checked for Lawtel, 400+ for

Westlaw, that all transcripts on Westlaw are court approved, and handed down judgments are only on Lawtel. What counts as a journal for Legal Journals Index? Usually 70% legal content (though certain exceptions are made re. legal content of key sectoral titles). And all of that may sound a little bitty, but they're the kinds of things I would find myself wondering about back at my desk mid-research, so they saved me time.

What came across very strongly overall was the sheer size, volume, quality control, expertise and complexity of the Westlaw operation in all its

aspects of creating, up-dating, standardising, harmonising, and delivering data, and the sheer level of on-going development.

It was a hugely informative day and very interesting to compare and contrast views and

experiences. We didn't really go near price, types of package and what's core service and what's add-on service and costs thereof, or affordability issues. They're part of the normal accustomed negotiating landscape that none of us can escape from. But that's not what Mytholmroyd does and it wasn't the purpose of the day.

And why the reference to Minnesota in the article title? We heard about the Thomson West Eagan Campus Data Centre in Minnesota. The statistics of which included 12,300 servers, 500 IT staff, a 6ft wide dry moat no less - and selling its unused power back to the Minnesota grid!

If anyone really wants a copy of my ream of notes, email me and I'll happily provide...

Isabel Hood
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**online
information**

2010

30 Nov - 2 Dec 2010 Grand Hall, Olympia, London

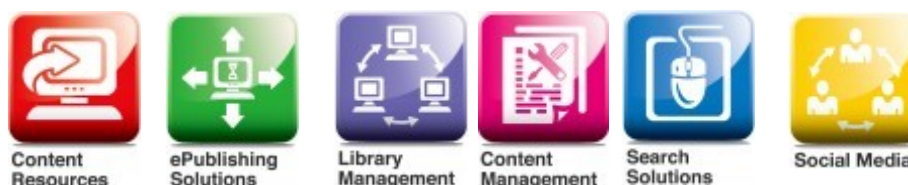


ONLINE INFORMATION 2010

SPEAKING, SPONSORSHIP & EXHIBITING OPPORTUNITIES

Online Information 2010 is the annual meeting place for the global information and information management industry, bringing together over 9,000 attendees from around the world.

Addressing the full spectrum of tools and technologies that allow visitors to access, manage, manipulate and publish information as well as the actual content resources themselves, Online Information 2010 will focus on six key sectors:



This unique event offers the ideal platform to create business partnerships, consolidate existing relationships, and boost your business. Whether you are a regular exhibitor seeking to enhance your presence at **Online Information** or a newcomer to the event, we can guide you through the many opportunities it offers:

- **Speaking opportunities** in one of the specialised show floor seminars. To find out more and submit your proposal, visit our <http://www.online-information.co.uk/online2010/exhibiting/speaking-opportunities.html>. The deadline for submitting your speaking proposal is 2 August.

If you have any questions or would like to discuss any of these opportunities, please contact Stephanie Pothier: stephanie.pothier@incisivemedia.com.

Stephanie Pothier
Group Sales Manager
Online Information 2010
Tel: 020 7316 9642

Internet Librarian International Conference Registration 14th & 15th October 2010

20% CILIP member discount at Internet Librarian International

CILIP has negotiated a 20% discount for members to attend this important annual innovation and technology conference for information professionals in London this October. New and expanded coverage includes exploiting social and mobile technology, plus hot innovation topics, and proving your department's value. The conference website at www.internet-librarian.com provides the full programme. To claim your 20% discount as a CILIP member : <https://secure.infotoday.com/forms/default.aspx?form=ili2010&priority=CILIP10>



Getting Better at Everything you Do: Optimizing the Way you Work

CILIP, 7 Ridgmount Street, London, WC1E 7AE
9.30 am - 16.30 pm Wednesday, 22 September 2010

This interactive one-day training event combines key approaches from process improvement and knowledge management to equip Information Professionals with valuable tools for continuous improvement of their work.

It will enable them to critically review the products and services that they provide to their customers (internal or external), how they go about their work, and how they can work more effectively and efficiently on a continuous basis.

The session will include:

A structured approach and a selection of tools for:

- Defining personal, team or departmental goals
- Measuring performance
- Analyzing issues
- Identifying and evaluating opportunities for improvement
- Implementing and embedding change

Approaches for sharing learning and expertise:

- Before, during and after implementing change
- Across and within teams

Developing action plans and measures to follow-up from the workshop

This workshop will be of benefit to Information Professionals working in middle and senior management positions in public and private sector organisations who wish to advance the effective exploitation and management of electronic information.

It will enable them to:

- Find ways of making more effective and efficient use of limited time and resources in the management of their work.
- Obtain an overview of the latest approaches and tools for process improvement and knowledge management and how they might apply to their work. *(Process improvement tools will include those from Lean and Six Sigma such as Voice of the Customer, DMAIC, SIPOC, and those for identifying waste or issues (Ohno's 7 wastes, process mapping, spaghetti diagrams), root cause analysis (5 Why's, fishbone analysis), solution evaluation. Knowledge Management approaches will include AARs, learning retrospects, peer reviews.)*

Course Presenter:

Elisabeth Goodman

Booking:

UKeiG members £160 + VAT; others £200 + VAT. You can complete a PDF booking form for this course and return it (or print and post) by 15th Sept. 2010.

Christine Baker, Piglet Cottage, Redmire, Leyburn, North Yorkshire, DL8 4EH
Tel & Fax: 01969 625751 +44 1969 625751. Email: CBaker@ukeig.org.uk

Cheques should be made payable to **UK eInformation Group**

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SharePoint Article

After attending ILI 2009, I am now lead to understand that many IPs use SharePoint. However, there doesn't seem to be much literature or user feedback on our reaction to it. What is it like to use? Is SharePoint a product of ill-repute or do you wax lyrical about it? Please send in your comments to the Editor:
newseditor@clsig.org.uk

The Middle Temple Library Tour

Just a quick thank you for organising the tour yesterday evening (2nd June 2010). It was very interesting and good to meet some new faces!

Thanks once again,
 Samuel Wiggins



Middle Temple

**2010
 CLSIG Events**

- September - Running Events / Training the Trainer
- October - Networking Event
- 28th - Graduate Open Day
- November - Career Planning @ BMA
- December - Online Information 2010

CLSIG News September 2010 copy deadline: 16th August 2010



a special interest group of



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