



NEWS

January 2010 - Issue 17

ONLINE Information 2009 It just Gets Better & Better for CLSIG

CLSIG has done it again. We managed to put on yet another good 'show' at Online.

Running from the 1st December - 3rd December, CLSIG had as in past years, a well placed corner stand at the Conference. As per Penny's comments on page 3, CLSIG's top priorities this year were to meet, greet and inform those who came to the stand about CLSIG and its activities.



All those involved in this endeavour reported back that they had a really good time doing so, and had met a number of CLSIG members and had made contact with a number of non-members. Many of whom couldn't resist the giant jelly beans.



Stan gets to grips with Sue Hill

The second day, saw the much anticipated arrival on the stand of 'Stan the Masseur Man'. As per last year Stan was a real hit and a definite highlight of this day. The massage slots went very quickly.

(Thank you again Sue Hill the Beans!)

Promoting CLSIG has an international appeal, as shown on the third day. CLSIG signed up its first Libyan member - so that's another international member and a new country added to our international profile.



Thanks to Brunella Longo for this photo

Hanna Lewin was the subject of an interview which

appeared in the CILIP Gazette "No substitute for face-to-face chat" - which is the very essence of CLSIG. We like our members to network, with a glass of a little of what you fancy in your hand. To see the article in full grab hold of a copy of the Gazette 14-27 Jan 2010 or view it online at: <http://preview.tinyurl.com/yexyaaq>.

The number of exhibitors in the Grand Hall appeared to be somewhat reduced this year, whereas the number of free seminars had been increased. The ones I went to were very well attended.



This year's theme was an interesting one: *Information + Conversation = Collaboration + Innovation*. Apparently over 700 delegates from over 40 countries attended attracted no doubt to its diverse 3 track programme:

Track 1

- ... The Semantic Web
- ... Open Movement in Libraries, Tech. & Education



Track 2

- ... The Social Web: Transforming the Workforce
- ... Enterprise Information Management
- ... Developing a Trade Intelligence Portal
- ... Promotion of E-Resources in Developing Countries

Track 3

- ... IPs Delivering & Demonstrating Value
- ... Publishers Stepping Up To the Challenge

The dates for Online 2010 (30th November - 2nd December) are out. So in anticipation I'm looking forward to seeing what CLSIG will present to the global Information Profession later this year.

Alison Thorne

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Question Time - Outsourcing Services

An exciting item for CLSIG will be in the next issue. We will have Mark Jewell, Vice President of Account Implementation & Program Management, Integreon, under the spotlight.

Integreon focuses exclusively on legal and financial outsourcing, on their website they claim to:

Provide a wide range of knowledge and legal support services, including:
 ... *Legal and discovery services*
 ... *Financial and legal document services*
 ... *Finance and accounting*

services ... Research and analytics

If you have any questions you would like to pose to him please send them to: newseditor@clsig.org.uk

The copy date for the March issue will be 26th March. So don't delay.



Library Heroes in the Gazette

CILIP's Gazette journal has started a new series called 'Library Heroes'.

If somebody has inspired you in your job, or even

prompted you to enter the information profession, why not share it with others.

Just send approx. 400 words to Gazette Editor Debby Raven at: debbyraven@btconnect.com

Hello, New Committee Member

Laura is an Information Officer at Norton Rose LLP supporting the firm's legal and business research needs and maintaining the Information Services intranet pages. In her spare time she enjoys reading, catching up with friends and is currently devoting her time to completing her Chartership!



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CLSIG Did What Last Year?

2009 was a busy year for CLSIG. CLSIG was running professional development events, hosting social events, and the committee had an influx of new members.

Starting from the top - we had a new Chairperson - Penny Bailey. We also had probably had the highest number of members join the committee: Angela Battistini; Hanna Lewin; Christopher Mullan; Laura Pike; Suzanna Rickeard and Irena Valouchova.



The Events Team laid on some award-winning events, notably the CPD (Continuing Professional Development) Seminars:

- Redundancy. Coping with redundancy from the employee and the managers perspective:

February

- Your Information Service Under Review: How to Build a Persuasive Business Case. From a consultants and a librarian's perspective: April
- Managing Stress in the workplace: June
- Web 2.0 - the truth behind the hype: September
- Marketing: November

Other organised events included: **National Archives Trip:** May; **AUKML/CLSIG Open Day:** October; **Royal Court of Justice Tour:** August; **Online 2009:** December.

CLSIG spread it wings and took to the world of social networking by communicating with its members through **LinkedIn** and **Twitter**.

So what has CLSIG in store for its members this year? Well, see the back page for events, come to the AGM on 26th March and for everything else - we'll be in-touch with you one way or the other.

Goodbye to a Valued Committee Member Hanna Lewin

Hanna in her role as a committee member, managed the publicity and social networks for CLSIG. She has decided to take some time out from professional activities to follow other avenues.

Hanna will be much missed, in a very short space of time she had proved herself to be an invaluable member of the committee. Her leaving however leaves us the committee, with the arduous task of finding someone to fill her capable shoes.



CLSIG at Online

From our Chair Penny Bailey:

"CLSIG had three objectives in attending Online - to greet existing members, to recruit new members and to raise awareness of our activities among a wider audience. We were successful in all three areas and are beginning to feel like a permanent fixture at Online! Although some people may feel that traditional conferences and exhibitions have had their day, for us Online provides an annual focus for face-to-face networking with a wide range of information professionals that we wouldn't otherwise meet - and there is a strong international dimension. There is no substitute for face-to-face networking and this happened on the stand during the day but also at evening parties and receptions organised by vendors and suppliers."

Our experience at Online was extremely positive. Once enticed in by giant jelly beans and Stan the masseur people were happy to chat and we managed to persuade lots of CILIP members to renew or pick anew CLSIG as one of their special interest groups. We also signed up a few subscribing members on the day and ran out of membership forms, we had to photocopy more! We signed up our first member from Libya who will make up one of 53 overseas members.

We had comments about expanding our popular seminar series to members from outside of London, something that we have already done: our Web 2.0 seminar is moving to Birmingham in January. The expansion of our CPD activities really does depend on our members being active and making connections to make events possible so we were keen to make new contacts with people in other special interest and professional groups and encourage them to think about setting up local groups or organising joint events (we can advise on finding speakers!). And speaking of our seminars

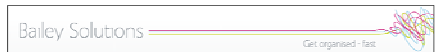
people were surprised that our seminars are open to all. We certainly try and appeal to those working in commercial, legal and scientific settings as much as we want more discourse between people who work in different sectors.

Many of our members said they were under threat of redundancy and we seek to provide networking and learning opportunities via our seminars and website (which we plan on updating after MOSS has settled in) with resources such as our newsletter that are invaluable in evaluating career options.

We celebrated a great year for CLSIG with a drinks reception on the Wednesday and look forward to next year! Online provided a great opportunity for the committee to meet members new and old.

Thanks to the members who stopped by the stand, and an especially big thank you to those who helped manning the stand: Brunella Longo, Monica Anderton, Rosemary Herring and Alison Mills.

Thanks to our sponsors Bailey Solutions, Incisive Media and Sue Hill Recruitment, and to our fabulous masseur Stan.



Congratulations to Alison Attard, of Ipsen Developments, who won the caption competition.

Hanna Lewin

Legal Information Services and the Effects of the Recession - A Preview



In January 2009, the Office of National Statistics officially recognised two consecutive quarters of negative growth within the British economy and announced that Britain had entered a period of recession. The timing of this announcement appeared capricious given the events of 2008: Lehman Brothers had collapsed within the same weekend that Meryll was subsumed into the Bank of America. The majority of British high street banks had become partially state-owned and the press was already starting to vigorously fore-shadow what would become the start of the recession.

As the bankers, brokers, and economists queued up to be interviewed in the television studios and newspapers, they all appeared fugitively unable to commit to figures on who owed what to whom and who owned which of the respective toxic assets. Their responses were stark and measured but nevertheless worthless speculation without any data behind them. There was a distinct lack of information available.

My MA thesis argued that the 2009 recession would, in fact, be a trigger to an upsurge in information use and the role of the information professional. As organisations recognise the comparative safety and relative value that good information and good information analysis offers my hypothesis was that

Continued on Pg 7

Exchanging Knowledge the Way we LIKE it

When I read that this year's Online information conference has as motto 'Information + Conversation= Collaboration' I thought: "Hmm, have they been at a LIKE event and been inspired?"

Because LIKE, or the London Information and Knowledge Exchange is about just that; information and conversation; knowledge sharing and networking, all in a relaxed atmosphere.

Every month LIKE members come together in a pub in Bloomsbury and discuss a topic, usually introduced by a speaker, whilst enjoying a drink or two and some food.

LIKE started back in February 2009. Four information professionals, two knowledge managers, one librarian and one entrepreneur/information specialist met at an information event and realised, that there wasn't a group in London where people from across the information professions could come together and exchange information and experiences in a relaxed atmosphere. Looking at each other the conclusion was clear: "Why don't we set one up ourselves?" It seemed the obvious thing to do.

The founding meeting took place in a London 'coffeehouse' (traditionally the place where information is shared and discussed and all sorts of groups are formed) in February 2009, which resulted in the name LIKE and the basic philosophy of the group.

LIKE was going to be informal, open to people working in or with the information sector (including librarians, knowledge managers, webmanagers, publishers, printers, consultants, etc) and free! Being 'free' meant that we had to keep costs to an absolute minimum. Luckily there's the internet, which has lots of free stuff.

Soon a LIKE LinkedIn group was set up and the first members signed up. <http://tiny.cc/vhVSI>

The second LIKE meet up was held at an event organised by the RSA, a concept that was later adopted as one of three forms of a LIKE activity.

After the event we headed for the RSA bar and further arrangements were made.

We designed a logo, to make us instantly recognisable, and decided on how, where and when to meet.

And then, on 30 April this year LIKE3 went ahead as the first truly public event, with a 'knowledge café' type session entitled 'Knowledge and Recession'. 16 members attended and discussed the issue in various groups. Participants wrote their comments on paper table cloths that were used as 'anchors' in the 'round-up'.

So far there have been 8 LIKE sessions on a wide range of topics. Check out our website for an overview. www.likenews.org.uk

We have also been to hear Tim Berners-Lee speak at the Science Museum, about the past, present and future of the WorldWideWeb, which he invented when he worked at CERN.

The Internet and especially Web 2.0 technology has proven to be critical to LIKE's success so far. We post articles about our events on the LIKE blog, photos on Flickr and we are on Twitter. Keeping in touch with our 155 members (and counting!) is easy with LinkedIn and we organise our events at almost no cost.

We established our brand further with our own LIKE t-shirts which we wear at events and we have LIKE business cards.

LIKE seems to have found a successful formula in that it crosses boundaries between the various information professions and operates using the latest technology.

For more information about LIKE see www.likenews.org.uk.

Marja Kingma

marja.kingma@bl.uk

London Information & Knowledge Exchange



Royal Courts of Justice Tour

Back in December 2009 our avid Events Team organised a trip to the RCJ. As is now fast becoming the norm, those who attended really enjoyed the event:



"Thank you very much for arranging the tour of the Royal Courts of Justice. I thoroughly enjoyed it."

"Many thanks for organising a most enjoyable tour. It has been over 25 years since I last visited the RCJ and things have changed to some extent; there were no VDUs in the courts when I was last there!"



Marketing Matters Seminar

The Marketing Matters Seminar was held at the SMMT in London on November 19th. Shaída Dorabjee an Information Consultant gave an interesting and informative presentation on *“Marketing your information service effectively in these challenging times”*.



Shaída Dorabjee

After the seminar was over, as per our usual evening format, everyone was able to network over the refreshments. Members who attended made a number of suggestions for further seminars including future sessions covering:

1. Making an effective business case
2. Identifying the needs of the non-user
3. Practical application of blogs, twitter and MSM - success stories



Our thanks to all who attended the event, and to those who haven't attended any so far - why not! They are great value, and the networking after the event can't be beaten. So do take a closer look at the events page towards the back of the newsletter for future events. We are always open to suggestions and are willing to hold events in locations other than London (see below).

Back by popular demand, new location, the *Commercial, Legal and Scientific Information Group* invites you to:

Web 2.0 - the truth behind the hype

Monday 1 March 2010, Hammonds, Rutland House, 148 Edmund Street,
Birmingham B3 2JR.
Doors open 6pm, 6.30-8pm

What is web 2.0 and what isn't it?

[Web 2.0] is an "architecture of participation" -- a constellation made up of links between web applications that rival desktop applications, the blog publishing revolution and self-service advertising. This architecture is based on social software where users generate content, rather than simply consume it, and on open programming interfaces that let developers add to a web service or get at data. It is an arena where the web rather than the desktop is the dominant platform, and organization appears spontaneously through the actions of the group, for example, in the creation of folksonomies created through tagging." [Wired magazine](#), 2005

"The promoters of Web 2.0 venerate the amateur and distrust the professional. We see it in their unalloyed praise of Wikipedia, and we see it in their worship of open-source software and myriad other examples of democratic creativity. Perhaps nowhere, though, is their love of amateurism so apparent as in their promotion of blogging as an alternative to what they call 'the mainstream media.'" Nicholas Carr on his blog [Rough Type](#) 2005

So who is right? In this seminar **Karen Blakeman**, Independent Information Trainer and Consultant at RBA Information Services, and **Phil Duffy**, Information Services Manager at Hammonds LLP will debate the pros and cons of using web 2.0 tools and technologies. This event was sold out and highly rated by attendees in London earlier this year.

There will be a networking reception after the event.

BOOKING DETAILS

All seminars are £10 for CLSIG members, £15 for non-members and half-price for the unemployed. To book or for more information please email events@clsig.org.uk.

Cheques should be made payable to CLSIG and sent to Irena Valouchova, Denton Wilde Sapte LLP, One Fleet Place, London, EC4M 7WS or DX242 City. Please note that refunds are only available up to a week before the event. Travelling details: <http://www.hammonds.com/Default.aspx?SID=259&CID=952&ctID=11>.

Missing

It felt strange at Online this year without City Information Group participation. As the first professional group to have a stand at the exhibition they seemed like a permanent fixture, and the night-before-Online party had become a legend: a huge sponsored multi-party at glamorous places like the Kensington Roof Garden, attended by 400+ members.

CiG was born at the end of the '80s as a special interest group of the Institute of Information Scientists. Its founders brought a wealth of experience, talent and creativity, and were quick to learn and to understand what was needed and what would work. This responsiveness to the changing information scene in the City resulted in CiG becoming a runaway success in its first decade.

Facing the inevitable 'merger' of IIS with the Library Association, CiG could not see itself fitting into what was clearly still the LA albeit under a new name¹, and took the bold step of going it alone. It was incorporated in 2002 as a not-for-profit membership organisation with charitable status. Thereafter the group went from strength to strength. They were the first to effect total integration of information providers, recruiters and

information professionals into the membership, and many initiatives subsequently adopted by other groups began with CiG: free evening meetings in City pubs, regular programmes of training and development seminars, an exhibition at the AGM and an annual Open Day, as well as Online.

The closure of CiG this summer in 2009's reduced financial circumstances of both City and country, was absolutely the right response. This year at Online SLA Europe (and CLSIG it must be said!) were trawling for dispossessed CiG members, offering alternative 'homes'. Perhaps however this is not the right view: just as CiG arose from nowhere to reflect perfectly the needs of its day, maybe now is the time for new groupings to emerge in response to changing times, adapting to the needs of today's IPs.

We held a terrific party shortly before CILIP came into being; a gathering of information scientists reminiscing about all that was good about the IIS, still dear to our hearts, but we knew its time had passed. I commend the idea to former CiG members: one last party to celebrate its hugely successful life and rejoice in what it achieved - and then move on to something entirely new!

Oriole Newgass

¹ *Not my judgment - a direct quote from Helen Jezzard in IWR in 2001.*

Update Goes Monthly with Extra Digital Editions



Update is introducing a monthly publishing schedule comprising six hard-copy magazines, also published in digital format, and six Update Digital online-only editions a year from 1 March 2010. This new schedule replaces the current one of 10 hard-copy magazines a year. It will provide CILIP members with enhanced continuity of coverage while reducing costs and migrating valuable content online.

CILIP is seeking to maintain the exceptional information service it provides to its members as an integral part of their subscription package despite current harsh economic conditions. It will do so by utilising more cost-effective digital channels as well as traditional media.

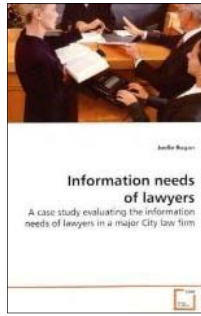
Recent investment in a new design for *Update* magazine has been matched by the development of *Update Digital*, an online version of the magazine. This is currently available to members and has live web links to additional content. The *Update Blog* is an extra benefit which provides an opportunity for discussion of the issues of the day.

In addition, *Update Digital* has been enhanced with additional content. Its archive now contains all issues published since January 2008. It comprises more than 1,400 news items and in-depth articles, all of which are fully searchable. The archive is also currently available to CILIP members. Since the CILIP website's relaunch, access to *Update Digital* has been simplified, and members who have registered for automatic log-in can go straight to *Update Digital* and its archive.

Update's new publishing package takes advantage of the latest technology. Further developments are being researched, including an enhanced online news and information service and embedded audio and video content in *Update Digital*. Meanwhile, CILIP plans to publish more than 900 pages of essential information for members in 2010 in hard copy and online *via Update* and *Gazette* magazines and their associated supplements and special issues.

More information about *Update* and *Update Digital* is available at www.cilip.org.uk/update.

**Joelle Rogan
Information needs of lawyers: A case study evaluating the information needs of lawyers in a major City law firm**



VDM Verlag (9 September 2009)
ISBN-10: 3639195043
ISBN-13: 978-3639195040

I love reading about library issues which I can relate to and Rogan's book is certainly one of them. Originally a research paper which she was encouraged to publish, her goal was "to discover if the library provided the best service to the lawyers" and if not whether it was because of communication barriers.

The scope is Rogan's experience and observations while working in a law library. Possibly because Rogan is an information professional herself, she soundly justifies the existence of law libraries. As a fellow information professional I may be biased too but I feel that the book provides a good argument to any interested party for the existence of law libraries. Anyone who wants to understand the relationship between lawyers needing information and the vital part played by the information services in law firms will find the book helpful, for example budget planners, human resources departments, skeptical lawyers, and other stakeholders.

Issues covered include the different ways that people communicate their need for information; the power of partners to decide what kind of information service they want in their firm and what the budget should be; the reasons lawyers give for needing both electronic and print resources; and how confidence in using electronic resources is age-related. (Fourteen years ago I

interviewed 10 lecturers in the law department of a university to gauge their awareness and use of IT and was quite surprised to find that the older lecturers there were more confident than the younger ones.)

Rogan's book contains a good overview of what exactly lawyers do, in their own words. Appendix 1 lists the in-depth questions that she asked a number of lawyers of all levels in the firm and their answers are given in the main text. She also questioned a range of library staff so there is a good balance of opinion.

She rightly points out that information needs are the same for lawyers in all law firms but that their expectations of their library service vary depending on the status and reputation of the library within the firm. Slight comparisons between law firms are made but the book's focus is one law firm.

The author's Recommendations confirm two major issues which are certainly due in part to communication barriers: that lawyers require further training to use online databases, and that information overload is a growing problem (she considers ways of solving this).

Many of you reading this are probably already aware of lawyers' information needs, but Rogan's book is thought-provoking and worth reading and discussing. I suggest having a copy in your law library for lawyers and trainees to borrow because in its own (sometimes ingenuous) way it suggests how lawyers can best use the expertise of their library staff. Law library managers may find it a useful benchmark when conducting in-house surveys or when discussing the library budget with the library partner. The book would also be helpful in library schools and careers libraries for its very positive analysis of the role of law librarians.

**Rosemary Herring
CLSIG Member**

Continued from Pg 3

this value would be easily transposed against the current climate and that the value of information, and the information professional's work, would be seen.

Writing in the forthcoming edition of CILIP Update, Anne Coles of Lawrence Graham and I consider the importance of information and look at front-line responses from information professionals to this climate.

This recession has unquestionably been hard. There have been redundancies, heavy budget cuts and high expectations made upon staff. However, the information profession at large is well placed to support business at this time. By revitalising the information offer to users, raising the profile of the information team within the organisation, offering

training and new information services to help users help their clients, meeting publishers to negotiate better terms and, very simply, providing the usual high levels of service that the users are familiar with, the information teams can stand out. Selling information as a core service and reminding users that good decisions can only be made upon good information is the new message and one which information professionals are best placed to offer. After all, as Frank Ryan says; 'It is a truth universally acknowledged that decision making without information is gambling.'¹

**Chris Cooper, Researcher
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¹ Ryan, Frank (2006) *Proving Value of Information Services using metrics: Using a relational database management system to defend and develop your service* **Business Information Review** 2006; 23 P 34

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PLEASE NOTE THIS DATE!

CLSIG AGM

23rd March 2010, 6pm for a 6.30 start

Macfarlanes, 10 Norwich Street, London EC4A 1BD

AGM followed by the seminar *Negotiating Contracts* with Fiona Fogden

Refreshments available

Contact Joanna Hudson for more details: events@clsig.org.uk

**2010
CLSIG Events
- tbc**

23rd March - AGM and negotiating contracts

27th April - Writing for the Web

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

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CLSIG
Commercial, Legal & Scientific Information Group

a special interest group of

cilip

Chartered Institute of
Library and Information
Professionals