

ICLG News

No 147

SUMMER 2004

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ICLG AGM

The ICLG AGM was held on April 29th at the offices of Baker & McKenzie. The minutes of the AGM, Chair’s Report and Treasurer’s Report can be seen on the ICLG Website www.iclg.org.uk. The following Committee was nominated and seconded for the year 2004/5.

Officers:

Chair: Jill Halford, Charles Taylor & Co Ltd.
Vice Chair: Richard Beveridge, Instant Library
Hon Treasurer: Gertrud Erbach, News International
Hon Secretary: Rory Souter, Swets

Committee members:

Webmaster: Fiona Durrant, Baker & McKenzie
Newsletter Editor: Douglas Milne, Yell
Special Projects: Bert Washington, Sports Marketing Surveys
Umbrella Liaison: Jill Tulip, IPC Media
Alison Salmon, The Society of Motor Manufacturers and Traders Limited
Claire Harris

The following also attend committee meetings:

ICLG Representative on CILIP Council:

Elizabeth Dwiar, Field Fisher Waterhouse

CILIP Liaison: Lyndsay Rees-Jones

ADLG Representative: Joy Waite, General Dynamics UK Ltd

ICLG Scotland Representative: Claire Innes, The Royal Bank of Scotland

Many thanks to Fiona Durrant and Baker & McKenzie for hosting the AGM.

The AGM was followed by a presentation by Graham Robertson, Principal Consultant at Bracken Associates on

Oranges and lemons: what’s the connection? Managing information as an organisational resource

It is not often a presentation includes oranges, lemons and a bottle of fruit cocktail but Graham somehow managed to weave them into his presentation.

Graham posed the question is information an asset, a resource or a commodity discussing the difference between them.

He linked ‘the arrival of executive support’ for info/knowledge management over the past fifteen years to the notion that information is a corporate resource (like materials, money and people), and that managing it properly is just as important as managing other corporate resources. He identified Richard Hawley as an early proponent of this view and highlighted the following publication:

HAWLEY COMMITTEE, 1995. *Information as an asset: the board agenda: a consultative report.* London: KPMG.

He also recommended information auditing as a 'recognised management tool', with the implication that both auditing language and systematic assessment of service and resources against business objectives is likely to appeal to senior management. He suggested this publication on the subject

HENCZEL, S, 2001. *The information audit: a practical guide*. Information management series, ed. G. St Clair. Munich: Saur.

He touched on the Willard Model and the Information Cycle discussing where Information Management and Information Resources Management meet and overlap finishing by recommending the following book

Orna, Elizabeth 2004 *Information strategy in practice*. Gower

The evening finished with networking over a glass of wine and refreshments.

Jill Halford and Adrian Clement CILIP



A Private matter: is CILIP of value to corporate information professionals – Maggie Haines President of CILIP 3 June 2004

Maggie Haines began by speaking about the new roles and challenges facing Information Professionals today e.g. Digital resource management; Corporate Information Professionals are leading in KM; Legal compliance; Business continuity; Risk management; teaching and research. Other people want these roles e.g. IT departments and we have demonstrate that we have the right skills, that we

give value for money and contribute to the corporate mission and goals. A global customer base creates an expectation for 24/7 availability and engagement in research is also expected.

How can CILIP help.

Advocacy and lobbying.

CILIP has meetings at a high level with Government Departments the CBI, MLA, Institute of Directors to name a few.

Bob McKee is also a member of MLA Council and is often asked to recommend Information Professionals to be invited to be members of public bodies.

CILIP is working with the Skills Council on employment, status and pay issues.

Networking and Peer Support

CILIP Branches which are cross sectoral are taking a more active role with the regional agencies and in the new qualifications framework, branches can learn from other sectors. ICLG is a good example with its activities for networking, but more promotion of the ICLG issues is necessary. CILIP Training programmes and Conferences provide opportunities for networking and peer support.

Access to sectoral/special interest groups through CILIP

CILIP maintains links with other professional bodies for example SCONUL.

Training and Development

CILIP gives access to high quality trainers at reduced prices across a range of themes. CILIP Information Services provides a large range of reference sources for research although web access could be improved.

Support for the Library and Information Professional

Qualifications Framework to be inclusive of people who can rise through non traditional routes. Professional publishing, Update, Gazette, Facet publications. Professional Advisory services e.g. Lyndsay Rees-Jones is available to give advice and support on an individual basis over workplace employment issues.

Consultancy Services
Employment Services Infomatch

CILIP is the only UK body for Library and Information Professionals which provides all these professional services.

But Maggie Haines recognises that CILIP could do more, she would like to see best practice and research disseminated through the website, and tools and training for evidence based information practice should be provided. CILIP should encourage value and impact research, reflective practice and evidence based information practice. Enhanced web facilities should be used to support the work of its group and CILIP itself should be a role model in terms of knowledge management.. The floor was thrown open to questions from the audience.

(please go to the ICLG website www.iclg.org.uk to see a copy of Maggies Haines' presentation)

Maggie Haines Q&A session 3 June 2004

Katharine Schopflin BBC

Does CILIP support Library and Information Professionals if they can not afford CILIP?

Maggie Haines: CILIP is a professional body which operates on membership fees so many services are available to members only. However there is a subsidised membership rate for low earners and many of the special groups can be joined by associated member status for a minimal fee eg ICLG for £25 pa. The website holds a lot of information which is available to everyone and the lobbying that CILIP does on behalf of the profession benefits all the Information Professional community whether or not they are members of CILIP.

Veronica Kennard N.M. Rothschilds & Sons

What Proportion of Information professionals are in CILIP?

Maggie Haines: The quick answer is we don't really know. But it also depends on your definition

of an information professional. CILIP's aim is to be more inclusive, to have more members and better marketing is required to attract more members and to encourage members from other professions to join.

Elizabeth Dwiar pointed out that the ICLG has over 300 law librarians which must be a large proportion of the legal Information Profession.

Iain Heron London Underground

Iain had a number of questions which he sent in by email

Iain Heron: A quick glance at the CILIP website reveals just how library orientated CILIP actually is.

Maggie Haines: The terminology on the website is very library based and this needs to be changed.

Iain Heron Where are the links to the corporate sector on the website?

Maggie Haines: This is a good point and needs to be addressed.

Iain Heron Where are CILIP taking any sort of lead in the information world?

Maggie Haines: CILIP has achieved a lot in two years and is taking the lead in the information world. It is important to look at what CILIP does and not to confuse it with the LA. In the UK CILIP consults at a high level with government departments and in the corporate sector e.g. CBI, and Institute of Directors and responds to consultation papers and inquiries. A quick look at the "Advocacy" link on the website also shows their involvement in International organizations e.g. IFLA, EBLIDA, LIBER COMLA

Iain Heron is CILIP involved in International Standards?

Maggie Haines: Yes for example Jill Martin is the CILIP Advisor on International Affairs and has worked widely with International Bodies and Mark Field, a Professional Advisor at CILIP, was a member of the specially constituted panel, KME/1 Knowledge Management, who were consulted by BSI in the development of PAS:2001.

Iain Heron How is CILIP developing best practice in information management?

Maggie Haines: Best practice, evidence based information practice, reflective practice these are

the ways forward for the profession. A start has been made with the Benchmarking Network. Evidence based Information Practice has had a big effect on the health library sector and should be applied in corporate sector.

Iain Heron Why does a search for information management return no hits on the website?

Maggie Haines: A search should return hits for information management and this will be investigated.

Silvinia Bonansea-Ryan Ovid

It is very hard to find out about the latest research developments in Information Science and Management through CILIP.

Maggie Haines: The information services at CILIP can do literature searches on request. They also provide three email bulletins you can sign up to receive news of the information world and new developments, the Daily News Bulletin, Weekly Information World, and the International Bulletin. The CILIP website though could be used to promote best practice. The opportunity to link in with LIRG which promotes the value of information research and links research with practice should be followed up.

Karen Blakeman Chair of Executive

Board: UKOLUG publishes a current awareness column in its newsletter, although this is more focused on services and products and less on theories.

Elizabeth Dwiar (Field Fisher Waterhouse, ICLG Council Rep): CILIP Information Centre is open late on Wednesdays and can provide valuable meeting space. Attending Umbrella and many other events are ways of keeping up to date.

Kim Pilbeam MacFarlanes

The requirements for Chartership are too general, there would be more support from applicants and Law Firms if it could be tailored to individual sectors. Guidelines for CPD in the corporate sector against which one can measure oneself would also be welcome.

Maggie Haines: Her staff prefer the chartership programme to be broad as they don't want to be locked into one particular sector at this stage in their career. Guidelines for CPD are available in certain sectors e.g. Health and maybe CILIP should be talking to BIALL to jointly draw up guidelines for the Legal Information sector. She fully supports a cross sectoral approach.

Karen Blakeman: This issue has been simmering in the background and it needs a push from the members to make clear that this is an issue.

Jackie Fishleigh (Payne Hicks & Beach)

mentioned that she had joined the editorial board of "Update" and would pass on any queries anyone had.

Bert Washington (Sports Marketing Surveys)

stated that everyone can claim back tax on the Professional Subscriptions and he in fact has done so and got it backdated for a number of years. You can do this by writing to your local tax office, or if you fill in a tax form by entering the information there.

Katharine Schopflin: CILIP should have a high profile in the national press.

Maggie Haines: Tim Buckley Owen has improved things greatly in this area but it's hard for us to get the attention of the media.

Bert Washington: It should be easier to communicate with CILIP and that CILIP should take a more proactive role towards promotion to its members.

Rory Souter Swets and Hon Sec ICLG: The ICLG has problems contacting its members by email due to the lack of usable information from CILIP

Maggie Haines: The review of Branches and Groups and also the improvements which are being planned for the website should improve things. Tim Buckley Owen has taken over the membership department which will result in an improvement. CILIP is happy to lead the way forward with key bodies and suggestions are welcome.

Elizabeth Dwiar closed the formal part of the meeting by thanking Maggie Haines for addressing the meeting and pointing out all the things that CILIP has achieved in just two years. She also thanked Trowers and Hamlin and Janet Scoones for hosting the meeting and thanked Xrefer for sponsoring the refreshments. The evening continued with informal networking over some delicious food and wine.

Jill Halford

“Information and the Professional Scientist and Engineer”, edited by Virginia Baldwin & Julie Hallmark, Haworth Information Press, 2003 \$49.95

With an emphasis on the ways technology has changed the means of accessing and distributing scientific information, this is a collection of articles written by a broad range of information professionals from the science/engineering sector.

The book covers a wide variety of disciplines, including geology, botany, hydrology, zoology, chemistry and engineering among others. The interdisciplinary approach of many of the scientific disciplines is also emphasised. Botanical resources for example can be utilised not only by botanists, but also by geneticists and chemists.

Despite having served my brief apprenticeship in the science library of my alma mater, Queen’s University, Belfast, the book’s subject matter has not featured prominently in my career history to date. It is largely irrelevant to my current field of practice (legal information), but is nevertheless an interesting read and serves as useful background reading for anyone working in the scientific information sector. However Susan Fraser of the New York Botanical Garden hammers home a point which could apply to an information professional in any sector:

“With an escalating shift towards virtual collections, the librarian has now become an information manager, responsible for the task of getting the patron the information they need in a format they can use”.

It also focuses on some of the technological developments which act as the driving factors of change in the library world, such as Geographic Information Systems, 3-D visualisation technology used in geologic information, digitised georeferenced maps and of course powerful searchable databases.

The book also provides a useful insight into how information management in the scientific and technical sector differs from that of the commercial sector - although there is considerable overlap. In both areas traditional library skills such as cataloguing and taxonomy remain essential, but the digital environment is now at the forefront in finding, filtering and presenting the information in non-traditional ways.

Ciaran Ward, Field Fisher Waterhouse

A Day in the Life of a Librarian - Working for a National Newspaper

4.00 pm - 4.30 pm

Working the evening shift begins at 4.00pm. Working for a company that publishes two daily newspapers and one Sunday newspaper means that the library has to be available to editorial staff for as much of the day as possible. I begin my working day by checking my email. As well as my own personal email, I check the library group email.

Editorial staff often send information requests via email so this checking will continue throughout my shift. Make sure that there is nothing that I need to reply to or follow up from the previous day and check with other staff to make sure that there are no unfinished enquiries that I should deal with when they leave. I also have a quick look at the daily papers and at a couple of news web sites just to keep up to date with current events - try to be prepared for any requests which may come my way.

4.30 pm - 9.00 pm

Start work on cataloguing pictures published in the day's newspapers. Usually this is complete by 4.00pm when I start my shift. Sometimes, particularly on a Monday, there are still some sections of the paper to be completed. Cataloguing the pictures simply means checking the publication and payment information in our pictures database and creating an appropriate caption and keywords for the pictures so that they are easily retrieved should they need to be used again.

Phone call enquiry from member of editorial staff. Enquiries can vary greatly from short factual queries to much more in depth enquiries requiring lengthier and more detailed research. A member of staff wants to check the spelling of a number of Scottish place names. Consult one of our gazetteers and give him the answer immediately. The majority of enquiries need to be answered as quickly as possible - editorial staff usually have tight deadlines to meet. The first edition of the newspaper usually goes to print at around 9.00pm so can be quite busy with enquiries up until then.

Another phone call from a freelance journalist asking for biographical information and profiles of two famous actors. She points out that the request is not urgent and that anytime this evening would be fine. Take the contact details from her and begin searching film web sites and a newspaper database. Almost immediately the phone rings with another, more pressing request. A member of staff needs to know how far it is from Edinburgh to Baghdad and from Edinburgh to Doha in Qatar. Take down the details and say that I will phone back as soon as I have the information.

Log on to a web site that calculates distance, find out what the journalist needs to know and call him back. Return to the previous request. Find enough information on the actors and email it to the journalist. An important part of my job is to sift through information and select only that which is pertinent to the enquiry, rather than inundating the person making the request with unmanageable amounts of information.

Return to my picture cataloguing for a short time. My colleague takes another enquiry by phone. A

member of staff on the sports desk has an article in French and wants to know if there is anyone in the library who could translate it for him.

Print out the article from the library email and set about translating it as quickly as possible. Call the sports desk to let them know that the translation is complete. I have a few more short enquiries before 7.00pm when my colleague's shift finishes.

From 7.00pm until 11.00pm, I work alone in the library. Finish the newspaper picture cataloguing at around 7.30pm and turn to cataloguing unpublished pictures. Continue to check the library email and also to browse the news web sites just to keep up to date. Find there is a request in the email for detailed information and statistics on mental health for a feature on Mental Health Week. Spend a while gathering statistics from government online and paper sources and then check a number of Mental Health organisation web sites for further information (MIND and the Scottish Association for Mental Health have a lot of information which is of use to me). Added to this I select a number of recent newspaper articles on the subject and email the results of my search.

9.00 pm - 10.30 pm

Tends to be a bit quieter as the evening wears on. Once the first edition of the paper has gone to print, I am less likely to be faced with urgent requests. Have a couple of phone calls to check spelling and continue with the picture editing. Picture desk calls to ask for pictures of Edinburgh's Grassmarket and one of the features writers needs a brief history and description of the Grassmarket. Collect the photographs from our picture archive and consult a number of books and web sites on Edinburgh to find the required history and description.

Around 10.00pm receive another non-urgent request for a picture of an incident in a match between Celtic and Rangers from 1931. Find out the exact date of the match and look up the match report in the back issues of the newspaper on microfilm. Find a copy of the picture and print it out.

10.30 pm - 11.00 pm

File away any pictures or cuttings which have been returned to the library and have a general tidy up before closing down for the night. If there is anything that needs to be followed up the next morning, I leave messages for the staff coming in at 8.00am.

(Reproduced by permission of the University of Edinburgh Careers Service)

ICLG Scotland News

Meetings

Following a high response rate to the web-based survey of training needs in Scotland, the Scottish branch of ICLG is planning a meeting on **Negotiating online subscriptions**. This is a popular half-day course, which is regularly run for ASLIB by **Fiona Durrant**. Fiona is the Library & Information Centre Manager at international law firm Baker & McKenzie.

Librarians and information professionals are increasingly under pressure from employers to get good value from suppliers, necessitating strong negotiation skills. Fiona Durrant will lead participants through issues surrounding the contracts and costs of online subscriptions, and give practical advice to use during negotiations. The course will cover:

- Preparing for meetings
- Practical clauses for letters reserving the right to cancel your subscription
- What to look at in the contract
- Hints and tips for arguing your case
- How to get the price down and/or negotiate more favourable terms
- Strategies to keep costs down for future years
- Discussion of own experiences and concerns

Why you should attend:

It is tough out there at the moment. We all need to make an impression on our employers and one way we can achieve this is to save money. It is often awkward talking about money and this

session gives practical guidance on how to broach the subject with the publisher. This session is aimed at anyone who has to deal with online resource renewals, new subscriptions or cancellations. The workshop provides practical tips and strategies you can really use. Delegates will be able to learn from the experience of the presenter as well as have the opportunity to discuss their own experiences.

On completing the course, you will be able to:

- understand the preparation needed before negotiation begins
- have to hand tips and solutions that you can use in negotiating down a price
- feel more confident about negotiating down a price with a publisher
- hopefully, impress your employer with the savings that you make, without compromising on the resources

Meeting details:

Title: Negotiating online subscriptions

Trainer: Fiona Durrant

Location: Glasgow

Venue: Graduate School of Business, University of Strathclyde

Date/time: 17th August 2004 1:30pm-4:30pm

Cost: To be confirmed

There are a limited number of places on this popular course, so register your interest in this event early by contacting Scott McGowan (scott@gsb.ac.uk 0141 553 6026).

Committee

The Scottish committee is currently looking for new volunteers to join in serving ICLG members living or working in Scotland. More active participation from members will result in more meetings and services for Scottish members – give us your input! Contact Claire Innes (claire.innes@rbs.co.uk) to come to the next committee meeting or to make any suggestions, for example meetings or visits.

Claire Innes

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Swan House
Abingdon Business Park
Oxon OX14 1UQ
Tel: 01235 857500
Email: info@uk.swets.com

www.swets.com

The official journal of the ICLG Group of CILIP.
Views expressed herein are not necessarily those
of the ICLG or the Editor.
Published 4 times a year.
Editor: douglas.milne@yellgroup.com