



EUROPEAN CHAPTER NEWSLETTER

Editor: Neil Infield
N.Infield@Hermes.co.uk

www.sla.org/chapter/ceur/index.htm

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ESLY award for 1999/2000 Neil Infield talks to ELSY elect Kevin Miles

Many congratulations on winning the ESLY award for next year sponsored by The Gale Group. You came to the information profession from a slightly unusual route, please tell me a bit about it.

I joined the Surrey police in 1978 and followed a varied career for 15 years. I started as a beat and mobile patrol officer in Guildford, before a secondment to the Chief Constable's office. I was promoted to Sergeant in Woking in 1983 and then followed a fairly traditional career, moving every 2 - 3 years to Camberley, Godalming, and Farnham until 1992 when I was promoted to the rank of Inspector.

Whilst a Sergeant I studied for a postgraduate Diploma in Management Studies, which gave me an invaluable insight into organisational theory and design when considering current information issues. During this period I was also a member of various project teams, picking up project management techniques along the way.

How did you get started in the information profession?

Life as an information professional started in March 1993 when the then Deputy Chief Constable asked me to revise our Retention Schedules. We were paying out considerable sums of money in civil litigation and compensation, not because we were at fault but because we had thrown away the information which would have allowed the Force to prove our actions were appropriate. The Retention Schedules work was relatively simple but it seemed bizarre to me that final retention would be highly structured when the collection, storage and retrieval processes were rather chaotic. I sat down one day and using standard management and organisational theories put all my thoughts into a single diagram (which I've still got). I later discovered this to be an 'Information Life Cycle' -

although I'd never heard of one before.

This interest led to further private research and the first two books that fired my imagination were *Practical Information Policies* by Liz Orna and *Managing Information as a Resource* from the CCTA. The concepts made complete and utter sense, and I couldn't really understand why anyone should write books about the obvious. That only goes to show how naive I was about information issues!

In April 1993 I wrote my first ever 'Information' report, covering issues such as the effective use of information, information auditing, and proposals for an Information Strategy. That was a pivotal moment in my professional life; I sent one of the Assistant Chief



© Surrey Police 1998

Information gathering on the beat

Constables a copy of the report and as a result gained the support of a senior sponsor. A few months later he transferred me away from my normal duties and tasked me to produce a full report on the issues Surrey Police would have to address in becoming an 'information efficient organisation'.

The resultant position paper suggested a route forward, including the appointment of a 'qualified Information Professional' to manage the journey. My sponsor replied "You are absolutely right - go and get qualified!" Hence my MSc. in Information Science at City University.

Tell me a bit about the various activities that led to you winning the ESLY award for 1999/2000.

I now manage the Information Management Section in the Information Services Department, starting with existing work-groups of Registry (the file / correspondence centre), Library and 'Data Bureau' (an internal specialist group whose main function involves corporate responsibility for our data entered on the Police National Computer and interrogating it for intelligence, vetting processes for certain types of employment, maintenance of a central burglar alarms records, telephone subscriber checks arising from criminal investigations).

Each of these sections had been in the information

dark ages with paper based processes and duplicated information. In each area I have instigated work-practice improvements to make them more information efficient. For example, the Library catalogue is now being computerised with an OPAC to run across our intranet. I am in the tender phase to procure an electronic document / records management system time to computerise our Registry system and certain paper based systems in the Data Bureau now run on a SQL server with a browser front end.

Also under the Registry banner I've found funding and political support for a fully indexed central Force archive for vital records and crime investigation files / evidence. Previously these files were dumped in a spare corner or office in any of our 42 buildings and it was virtually impossible to locate specific files. (I found one large collection in the loft of a building where pigeons were using the files as nesting material).

In addition I have established the Internet / intranet section with three members of staff to co-ordinate activities force-wide. Our intranet was runner-up in the Information Management 98 awards. The intranet management model we've created has been seen by the Association of Chief Police Officers (ACPO) and we have been contracted to construct their Extranet in the image of our intranet. Our website is seen to stand out from the 'police norm' and has a substantially different

 **European Chapter News**  **European Chapter News**  **European Chapter News**

Please contact the editor if you have any news about yourself or fellow European Chapter members.

A Marathon run by Nigel Oxbrow

Nigel one of the founder members of the European Chapter recently competed in the London Marathon. He finished the course in the very creditable time of four and a quarter hours.

"I have watched the London marathon many times, but taking part gives it a totally new dimension. It is a very long way but the crowd, the other runners and the atmosphere is great and finishing is even better!

I really do appreciate the support - in all I should have raised about £2,000 for the Sudan appeal which is fantastic and I know will be put to good use. Many, many thanks again for your support and encouragement."

Minneapolis Conference Sessions for the European Chapter:

Please note the change in session time:

Old details:

Wednesday 9 June

European Chapter Contest Session

4.30pm - 6.00pm

New revised details:

Tuesday 8 June

European Chapter Session

4.30pm - 6.00pm

Michelle

European Chapter President

Post Conference Summer Soiree

Book your diaries now for the traditional Summer Soiree overlooking the river Thames.

It is scheduled for the 30th June at the IEE in London.

approach to communicating with our customers.

I've also created the 'Corporate Data' section to manage that aspect of the Information Architecture. It is this section that won the GIS award at the Information Management 98 awards.

As well as line-managing these sections I am responsible for developing the Force Information Policy, Information Management Strategy and working to evolve the Force culture towards an 'Information Aware' organisation. Part of this has been the development of Information Audits in association with Graham Robertson. I am now starting the rollout of Information Audits as a standard management tool for all managers, although I suspect it will take many years to become standard management practice.

I have recently completed a three year part-time Masters degree in Information Science at City University. The core concept for my thesis centres on: *The Surrey Police Information Service: Exploring the principles of Electronic Democracy to develop proposals for an Internet based Community and Information Consultation Service.* Most public forums are to be found on 'community sites' and rarely address contentious issues or matters of public concern.

Here the proposal is that the Force actively uses e-

mail, Internet publication and the forum concept, using the genuine concerns of those who participate as the catalyst for publishing our plans and involve the public in the formulation of Surrey Police policies. There are early plans afoot with some large IT companies and the EU to bid for funds under *Information Society Technologies 5th Framework 1999 Work Programme* to implement the ideas.

In the last year I have been involved in an EC funded *ACHIEVE* project run by KPMG which examined best practice in Virtual Organisations. Their report can be found at www.achieve.ch and lately I have been developing our own ideas / theories on Knowledge Management.

In addition to my information role I also spend 10% of my working time on operational patrol as the Duty Inspector for the Eastern third of the Surrey Police area.

What plans do you have for the future?

There are plans afoot to move me into a more strategic role, co-ordinating the information and knowledge management aspects of Force strategies and projects. These plans are still in their infancy but will probably focus on internal consultancy within areas of influence rather than personal project / strategy ownership.

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I am preparing a three year strategy that will emphasise ownership and stakeholder issues and responsibilities, source accuracy, aligning information flows to processes in support of organisational objectives, etc. It will focus on our 'Information Audit Toolkit', internally developed from Graham Robertson's input / model.

With all this going on I don't suppose you have much time for hobbies?

Apart from the usual 'hobbies' of home and garden maintenance and enjoying life with my wife and two boys, aged 9 and 11, my main 'escape route' is reading science fantasy books.

I am continually amazed at the way these authors can create complete worlds in text, with their own history, laws of nature and personal / political / social environments. The lack of common ground with our own world means I cannot bring any of my work or personal experiences into play and can therefore completely immerse and lose myself in their worlds.

SLA Mediterranean Conference in Barcelona **By John Akeroyd, South Bank University**

Over 50 people gathered in Barcelona in February for the first SLA Mediterranean Conference with the theme of managing the library in the electronic era. Joint organisers were *Doc-6* of Barcelona, consultants in information processes and *Cenfor International* of Milan, the Italian publisher. Delegates came from most of the southern European countries in particular Italy and Spain. Surprisingly, there were a substantial number of Norwegian delegates and a smattering from other European states.

The first morning concentrated on copyright and licensing issues and involved presentations from Nuria Gaalart, the Head of Special Projects at the *University Autònoma of Barcelona*, and two papers from Emannuella Giavarra who, as well as being a practising lawyer, is copyright advisor to DGXIII and leads the TECUP Project. Emannuella talked at some length about the problems of licence agreements and copyright in the electronic age including the state of play on the European directive and the differences between different national laws.

She noted the shift to licensing and the decline of exceptions but also talked about the potential for self-publishing and Universities retaining their own copyright, particularly for electronic delivery. In the second paper Emannuella discussed the emergence of library consortia globally and provoked a considerable discussion about the relative merits of consortia, including why they fail, why they succeed and how to go about establishing one. The paper was prefaced by comments by Luis Anglada the President

of the *Catalonian Consortium* and there were interesting contributions from other delegates.

In the afternoon, Alice Keefer of *Doc-6*, one of the organising partners, presented a paper on digital preservation. Alice's paper analysed the different kinds of documents to be preserved, the technological changes affecting format, hardware and software and also the legal and other constraints to digitisation. She also provoked considerable discussion on the merits and demerits of preservation - essentially what to preserve and why.

On the second day, John Akeroyd discussed current developments in library systems and the initial development of the integrated library system in the early 1980s to date. He provided some guidance on what to be aware of in selecting systems and likely trends.

He was followed by Miguel Jimenez, the Library Director of the *University Autònoma de Madrid*, who presented the methodology involved in the selection of a new library system for a number of universities in and around Madrid. Miguel detailed the factors involved in the rationale for the decision taken by the consortium. John Akeroyd returned to move the discussion forward to the development of hybrid libraries, that is combining traditional print systems with electronic resources, such as the web, and the problems which derive from that.

Throughout the conference, Miriam Drake, Dean and Director of Libraries at *Georgia Institute* provided a running commentary on the American perspective on many of these issues and summed up the morning in a presentation on the current state of developments in the US, particularly emphasising the different roles of technologists and library exploiters.

Finally in the afternoon of the second day Ellis Sada, Library Director from the *Catholic University in Milan* presented a comprehensive paper on the training requirements brought about by new electronic developments. She emphasised the need for extensive training programmes for taking training to users.

This was a fascinating meeting bringing together a variety of speakers and delegates and perhaps, more than anything, illustrated the essential similarities in the stage of development of libraries across most of Europe and the States. The technology, inevitably, was exactly the same as were the legal, financial and social constraints surrounding its introduction. All in all this was a successful conference and most delegates hoped that it would be repeated next year.



Demystifying the Licensing of Electronic Resources
Report from the Distance Learning Videoconference on 4 March 1999
By Janet Tomlinson

This is the third SLA Distance Learning event that I have attended and I have always found them to be satisfying and rewarding.

When you attend at a London site there are usually around 10-12 attendees so you feel you are working in an intimate group but at the same time you are connected and can interact with, the speakers in Washington and many hundreds (possibly thousands) of other members all over the US.

The format is similar for all the Distance Learning events and this one followed the usual pattern with a one way video link and two way audio connection. The programme kicked off with some pre broadcast activities so everyone at the local site had a chance to get into the topic of the meeting. The moderator in Washington then went live and introduced the speakers.

The first speaker was Molly Sherden who gave an overview of licensing from a legal standpoint. She covered:

- What rights are protected by copyright & licences
- Definition and types of licences
- 12 very useful tips on understanding licensing agreements covering everything from 'the burden of monitoring correct use under the licence' to 'which legal jurisdiction takes precedence in a dispute'

Pamela Clark and Trisha L Davis then gave separate papers covering different aspects of Licensing terms and conditions.

The main thrust of Pamela's paper was the different types of requirements which need to be considered in a licence. These were:

- User requirements
- Site requirements
- Product requirements
- Technology and Data requirements
- The requirements of other departments who may need to be involved such as Legal, Central Purchasing, IT and Outsourced staff or Consultants

Trisha continued the theme with coverage of:

- Ownership rights vs access rights
- Authorised users and authorised access
- Contractual obligations
- Standard contractual terms vs specific licence terms

The moderator took questions for the speakers from all the sites followed by three quarters of an hour off line for each site to review the pros and cons of a draft

licence agreement. The broadcast was resumed for a panel session and further Q & A.

During the post-broadcast wrap-up, Penny Leach from Goldman Sachs shared some useful documents on licensing.

- Licensing Digital Resources: How to avoid the legal pitfalls? European Copyright User Platform, The Netherlands, 9 November 1998 www.kaapeli.fi/~eblida/ecup/docs/warning.html
- Statement of Current Perspective and Preferred Practices for the Selection and Purchase of Electronic Information, International Coalition of Library Consortia (ICOLC) www.library.yale.edu/consortia/statement.html
- Licensing Principles: Guidelines and checklist for libraries, Tilburg University Library, 27 October 1997 http://webdoc.sub.gwdg.de/ebook/aw/prinzlitz/1_lizp-e.htm

Last, but not least, the 'takeaway' conference documentation has proved to be an excellent checklist for licence negotiation. I recommend these videoconferences to all members as an excellent vehicle for continuing professional development. Also, thanks to Lexis-Nexis for sponsoring the events. Maybe we can lobby them to establish other sites in Europe for future sessions.



SLA Lunch with Dottie Moon
By Rosemary Winkworth

An informal lunch was held in March at the IEE, to coincide with Internet Librarian and Libtech International '99. This was to enable those SLA members attending the conference to have the chance to network with new and existing European Chapter members.

It was a very pleasant and effective use of a lunch hour, during which Dottie Moon, Group Leader of Competitive Intelligence, United Technologies Research Centre, gave a short presentation on the new key role she currently has at UT. She has 'got out of the box' to move away from the stereotypical corporate librarian role into the more dynamic and broader role of knowledge management. It was a very stimulating talk during which she gave some useful tips, ranging from how to promote oneself within an organisation, becoming a decision maker as opposed to an influencer, to how to deal with senior management.

Those attending the lunch were given a copy of the UTC Information Network CD, which proved to be a slickly presented way to promote an information service, giving us yet more ideas and food for thought.

Knowledge Management in Swedish Corporations by Inga George

Few formal strategies exist to assure the access of external information. Complementing a detailed questionnaire with interviews, Margareta Nelke has managed to collect and analyse a unique and valuable set of data from Swedish corporate library managers and managers in R&D, marketing and information.

In her report, *Knowledge Management in Swedish Corporations: The Value of Information and Information Services*, she presents the results of her investigation and draws conclusions which should give both colleagues and, perhaps more importantly, corporate decision-makers a 'smorgasbord' of food for thought.

The value of external information is estimated to range from \$2.500 to \$15.000 per used document. In preparation for the report Margareta Nelke carried out an in-depth study of how nine major Swedish corporations address the issue of information management.

The aim of the study was to:

- * quantify the value of information
- * analyse the information management process
- * cast light on the role of the corporate library in this process
- * identify important future issues for corporate knowledge management.

The path ahead is narrow, winding and thorny but the reward will be that the library at last can play the strategic role it aims to play in the company. This is a real challenge. With these rousing words Margareta Nelke, Manager of Tetra Pak R&D AB's Research



Margareta Nelke author of Knowledge Management in Swedish Corporations: The Value of Information and Information Services

Intelligence Library, with more than 15 years of experience as a corporate librarian, concludes her new analytical and thought-provoking report.

Knowledge Management in Swedish Corporations - The Value of Information and Information Services, The Swedish Society for Technical Documentation, TLS Meddelande 28, Stockholm 1998, 32 pages, ISBN 91-7390-032-X, language: English. Price: SEK 440.00 (V.A.T. and postage will be added)

European Business Librarian of the Year Award 98 Neil Infield interviews Andrew Ettinger

A new annual award in the information profession - the European Business Librarian of the Year Award was presented to Andrew Ettinger, Director of Learning Resources at Ashridge, a leading European business school, during Online Information 98 at Olympia, London in December. Sponsored by Information Access Company (now known as The Gale Group), the award recognises excellence and innovation within the profession during 1998.

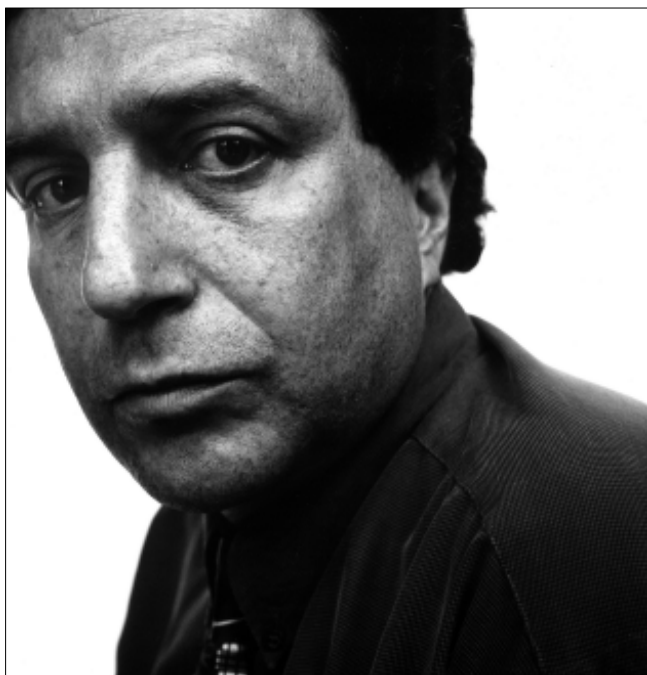
The award is open to all UK and European business librarians currently working in academic or public libraries, and the winner was selected by an independent selection committee, chaired by Allan Foster, Information Services Director at Keele University, who commented: "We were very pleased to see that the nominations had a truly European flavour with nominees representing eight different countries - and the nominations were of a very high quality"

Andrew congratulations on winning the EBLY award. Can you tell me a bit about your background before coming to Ashridge, how did you get started in the information profession?

Having obtained a postgraduate qualification in information science, I worked as a librarian at NELP (North East London Polytechnic for five years. I then went to LBS (London Business School) as an assistant librarian, acting as deputy before I moved to Ashridge. I have been here almost 14 years, seen many changes and have had several posts moving from library and information manager to director of learning resources. I am responsible for four inter-related departments who all reside in the Learning Resource Centre (LRC). They are library and information, media services, multimedia and IT training and support.

Please tell me about the various activities that led to you receiving the EBLY award.

I think I won the award for both my vision and innovative implementation. We have always tried to be very close to our varied customers here at Ashridge and some time ago appreciated they had both information



*Andrew Ettinger
European Business Librarian of the Year*

and learning needs which often overlapped. Our resources and knowledge needed to be delivered in a seamless way. We are also involved in the process of helping our customers become focused before they use us and then packaging appropriate resources in a timely manner.

One major breakthrough for us is that since 1998 we have been able to deliver many of our products in a virtual way. These include over 40 learning guides on a range of skills and competencies that include a theoretical overview, practical development activities and a reality section that includes references to the best learning resources available. Other electronic products we have developed are software guides, book and other learning material reviews, best web sites in business and management, access to our bookshop and remote access to a range of web-based external databases. This has largely been in response to the changing nature of our business, - shorter and more modular programmes, a greater international base and the increase in qualification programmes.

In 1998 I was also involved in consultancy assignments, visiting lectureships, chairing conferences, writing articles and working with a major charity committed to making peace work in Ireland - Cooperation Ireland.

What were your feelings when you received the award?

I was extremely proud and wanted to include the whole team around me here at Ashridge. It is wonderful to see that our customer-focused approach to learning and information has been recognised outside of Ashridge. It certainly makes up for the times of doubt

when I felt we were out on a limb with the information profession.

What are your plans for the future?

We will continue to improve our physical and virtual resources. In the near future we are putting in a security system, launching our new web-based catalogue which we have developed in-house, radically upgrading the TV studio and conference room we have in the LRC, not to mention going live with the Virtual LRC. In the next year we hope to start the conversion of the 15th Century barn at Ashridge into a multimedia centre with cyber-café, state-of-the-art areas and increased space for the LRC. If I have the time and energy I also hope to write more, including 'The book', continue to speak at conferences, consult and teach here and at other universities.

What will you do with your development activity prize?

A holiday in Honolulu. No I intend going on a study tour, almost certainly to the US later this year. I would like to visit business schools, corporate universities and any innovative physical or virtual LRC type places. I would also be happy to run workshops or speak at conferences on areas such as multiskilling, benchmarking, learning resource centres - physical and virtual or future trends in learning and information. I would be extremely grateful if any SLA members know of places I should visit. They can contact me here at Ashridge.

*Andrew Ettinger, Ashridge, Berkhamsted,
Hertfordshire HP4 1NS
Tel 01442 841156 Fax 01442 841200
E-mail andrew.ettinger@ashridge.org.uk*



European Business Information Conference in Dublin Conference summary by Nigel Oxbrow

EBIC'99 was held in Dublin on March 16-19 and was TFPL's ninth European Business Information Conference. It was a full house with 250 delegates from over twenty countries. The delegates were senior knowledge and information managers and executives from the business information vendors.

Companies need Blue Tits not Robins

In an outstanding opening address at EBIC'99 Arie de Geus explained how an organisation needs to learn and adjust to changes in its environment to survive and thrive. Through an extensive study that observed and examined the behaviours and characteristics of companies that have survived for more than one hundred years, de Geus has developed his ideas of what makes a 'living company'. His key message is that these successful and long lived companies learn from experience, maintain flexibility, and are able to

adapt in response to changes in their environment.

Arie de Geus, author of 'The Living Company' and originator of the concept 'the learning organisation', used the example of the difference in behaviour of two small British birds – the Blue Tit and the Robin - to illustrate his point. Robins are territorial birds that live on their own or in pairs and protect their part of the garden – their territory. The Blue Tits, however, live in ever-changing flocks and move around much more freely. When aluminium caps were first introduced on bottles of milk delivered to the doorsteps of homes in the UK, a few birds from both species discovered that they could peck through the cap and drink the milk. Within a few months the entire Blue Tit population across the UK knew how to get to the milk, whereas only the few Robins who had discovered it for themselves knew the trick. By flocking together and learning from each other the Blue Tits acquired a new skill and adapted to their new environment. Companies need to encourage 'flocking' to ensure that they are learning to adapt all the time.

Capabilities

Many other speakers, in the main sessions and the break-outs, echoed the importance and value of communication between people - encouraged and facilitated through Communities of Interest and Communities of Practice. Hubert Saint-Onge, from the Mutual Group, described most organisational structures as 'stuck in the industrial age' with functional silos, separate from the main business processes, providing support services such as HR, training and IT. In a knowledge environment these silos need to be replaced with integrated skills and resources that enable the development of the strategic capabilities of the organisation. The ability to increase the capability of an organisation is the key to its future survival and success.

No more cheese

Bruce Cardinal, President of The Gale Group's Corporate Division, presented a very convincing argument that there is also urgent need for change in the information industry. In his presentation 'Beyond data dumping' he said "I don't want any more cheese, I just want to get out of the trap!" The current mindset in most vendor companies that says that you can gain competitive advantage by just adding more and more content is an outdated model. Vendors need to adapt their services to meet the internal business needs of their clients. They need to tailor and add value to information services targeted at niche markets.

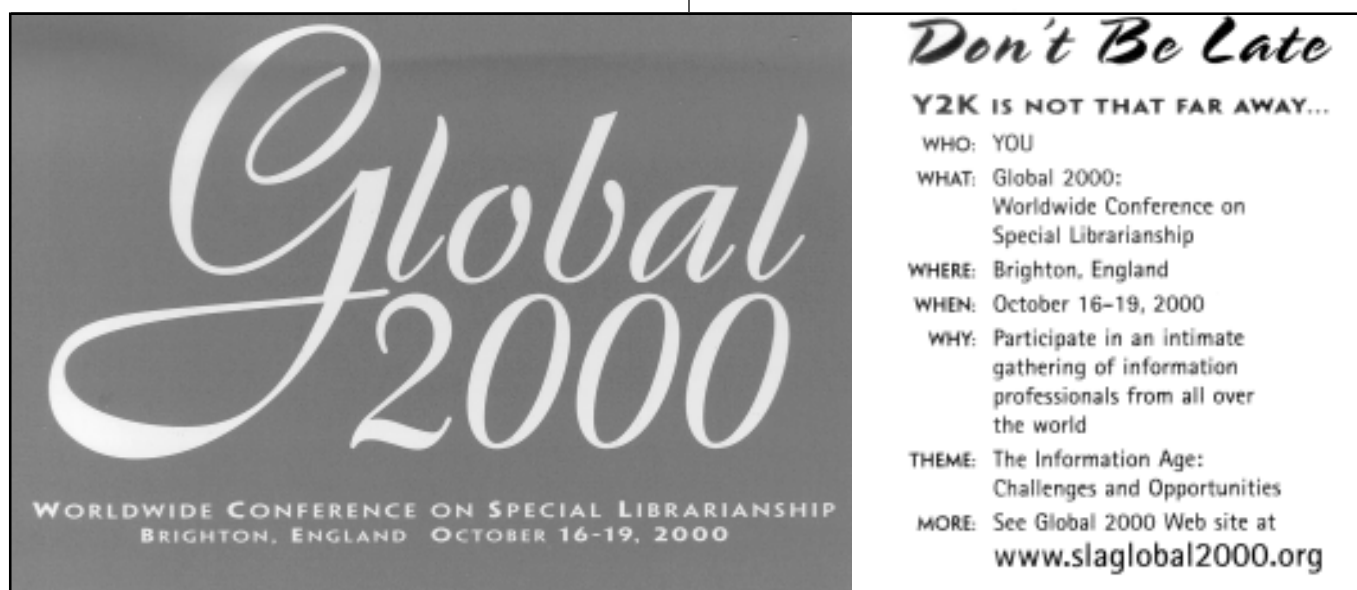
Publishing skills and KM

In his closing address Dialog Corporation's President and Chief Executive Officer, Dan Wagner, echoed the need for change and demonstrated how his company is beginning to adapt to new demands from customers. In an inspiring presentation he argued that the skills and experience of electronic publishing could add considerable value to the corporate intranet environment – and in particular that automatic categorisation was an essential tool of knowledge management.

Quality of electronic life

For many delegates the most moving paper was that presented by Gerry McGovern the Chief Executive of NUA. Through a detailed exploration of the impact of the digital age on society McGovern built up a passionate and very strong argument that computers had failed to deliver the promise of an information age. Indeed, he claimed there had been a 'great technology swindle' and that we were in danger of reducing the quality of life and of human-to-human communication.

As well as the plenary sessions delegates welcomed the



Global 2000
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BRIGHTON, ENGLAND OCTOBER 16-19, 2000

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WHO: YOU
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Worldwide Conference on
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WHERE: Brighton, England
WHEN: October 16-19, 2000
WHY: Participate in an intimate
gathering of information
professionals from all over
the world
THEME: The Information Age:
Challenges and Opportunities
MORE: See Global 2000 Web site at
www.slaglobal2000.org

informal nature of the afternoon break-out sessions where they had the opportunity to attend four out of twenty different workshops and panel discussions. Each of the sessions explored different topics such as 'spotting future trends', 'intelligent information retrieval and smart desktops', 'virtual communities' and 'integrating internal and external information'.

More flocking at the SLA tea

Some excellent examples of flocking took place at the annual SLA tea. Once again the standard of cuisine was very high and many old contacts were renewed as well as new ones established.

Harry Beckwith to Speak on Special Library Marketing at Minneapolis by Katherine Bertolucci, LMD Consulting Section Chair

Harry Beckwith, services marketing authority and celebrated author of *Selling the Invisible: A Field Guide to Modern Marketing*, will speak on Tuesday, June 6, 1999 at 9:00 am at the SLA Annual Conference in Minneapolis. *Selling the Invisible* is about selling services and is the top-selling business book of the 1990s. Mr Beckwith will research and address the issue of marketing special libraries for his SLA presentation. Libraries have always provided services, but traditionally have struggled with marketing those services to their best advantage.

Mr Beckwith will prepare for his SLA address by interviewing a group of special librarians selected by the program sponsors: the Consulting and Marketing Sections of the Library Management Division, the Advertising and Marketing Division, the Business and Finance Division, and corporate sponsor LEXIS-NEXIS. This select interview group will represent diverse perspectives within the profession and will discuss with Mr Beckwith the unique marketing issues that face today's special library.

The SLA membership is indeed fortunate to have the marketing analysis of Harry Beckwith, the foremost expert on services marketing. He has also addressed and consulted with major corporations such as ABC Television, Wells Fargo Bank, the U.S. Postal Service, Northwest Airlines, Compaq, and the U.S. Golf Association, among others.

SLA members will be able to purchase *Selling the Invisible* on Tuesday, June 8, at the LEXIS-NEXIS sponsored Internet Room. In addition, LEXIS-NEXIS is arranging a book-signing event with the author.

Be sure to attend the other marketing programs at this year's conference:

* The annual Marketing Swap & Shop will be

presented by LMD's Marketing Section during the afternoon on Monday, June 7. Swap & Shop is always an exciting gallery of marketing ideas. SLA member libraries and consultants are encouraged to submit examples of their marketing efforts for their colleagues' perusal. Examples of past Swap & Shop contributions consist of promotional materials, videos and brochures.

* As part of the LMD Consulting Section's all-marketing program in Minneapolis, SLA's very own Special Librarian, John Latham, will speak about the new CONSULT Online, on Tuesday June 8 at 1:00 pm. This is an important new marketing tool for members who are consultants or for anyone who is seeking a consultant.

* The LMD Consulting Section is co-sponsoring 'Contractor Opportunities' on Wednesday, June 9. Presented by the Military Librarians, this program will help special librarians get those lucrative government contracts.

* The LMD Consulting Section offers an exciting CE Course for prospective, new or established consultants who are interested in library management consulting. Board member Sylvia James and Katherine Bertolucci will present the all-day course, 'So You Want To Be A Consultant' on Sunday, June 6. It covers the basics from setting up your office, to getting the contracts, to doing the job.

* Interested SLA members from all Divisions and Chapters are invited to attend the LMD Consulting Section Breakfast on Monday June 7 at 7:30 am, sponsored by Inmagic.

If you need to market your library services or your own services, be sure to attend the SLA Annual Conference in Minneapolis. These inspiring programs will help you promote and perform your way to success.

Leadership Challenge Conference By Bindy Pease

During the planning of EBIC this year a number of senior information managers expressed an interest in a conference for their young high flyers. A conference that had the style and ambience of EBIC but that was focused on developing these high flyers into the information leaders of tomorrow. The result of these discussions is: *Leadership challenge. A European event to develop tomorrow's information managers* 16-18 July 1999 - Eynsham Hall, Whitney, Oxford

Leadership Challenge is a new event that provides insights into the challenges and opportunities of

SLA European Chapter National Representatives

Austria

Wendy Bartlett
Head, Reader Services Unit
Vienna International Centre Agency
International Atomic Energy Agency
Wagramerstrasse 5
PO Box 100
A-1400 Vienna
Austria

Tel: + 43 1 2360
Fax: + 43 1 235584

Belgium

Carinne Brochier
Information Manager
Trends
Redaction
Research Park Zellik
De Haak
B 1731 Zellik-Bruxelles
Belgium

Tel: + 32 2 467 5763
Fax: + 32 2 467 5759

Denmark

Bruce Hubbard
DTI MarkedsService
Danish Technological Institute
Gregersensvej
PO Box 141
DK-2630 Taarstrup
Denmark

Tel: + 45 4350 4911
Fax: + 45 4350 4925
Email: bah@dti.dk

Iceland

Anna Magnúsdóttir
Librarian
VST Ltd, Consulting Engineers
Armuli 4
108 Reykjavík
Iceland

Tel: + 354 5695000
Fax: + 354 5695010
Email: anna@vst.is

Italy

Theresa Connaughton
Chief, Reference & Documentary Information Group
David Lublin Memorial Library
Library & Documentation Systems Division
Food & Agriculture Organisation of the United Nations
Room A-104
Viale delle Terme di Caracalla
00100 Rome, Italy

Tel: + 39 6 5225 5870
Fax: + 39 6 5225 4049
Email: theresa.connaughton@fao.org

Netherlands

Maaïke Molenaar
KPMG
Information & Research Centre
PO Box 74555
1070 DC Amsterdam
The Netherlands

Tel: + 31 20 6567099
Fax: + 31 20 6567188
Email: molenaar.maaïke@kpmg.nl

Sweden

Ingemar Gunnarsson
Sodra Skogsagarna
S-351 89 VAXJO
Sweden

Tel. 46 470 894 90

USA

Kate Randall Haley
Business & Economics Librarian
University of Massachusetts, Dartmouth
285 Old Westport Road
North Dartmouth
Massachusetts 02747-2300
USA

Tel: + 1 508 999 8670
Fax: + 1 508 999 8987
Email: krandall@umassd.edu

Please contact the International Relations board member if your country is not listed and you would like to represent it.

leadership, as well as very practical sessions to develop leadership skills - all in an information context. There will be a mix of keynote papers, practical break-out sessions and team work.

The conference is being held in an old manor house, Eynsham Hall, near Oxford. The conference will start with lunch on Friday July 16 and end after lunch on Sunday July 18. Delegates will come from information and knowledge management teams from all types of organisations across Europe. They will have good interpersonal skills and will have potential to become leaders in the future.

Sessions will include:

- * Leadership - how to be the perfect leader
- * Leadership skills for the information leaders of the 21st Century
- * How to build and write a business case
- * Negotiating with vendors
- * Understanding business processes and politics - to influence and lead
- * Successful project management
- * Managing different personalities and behaviours
- * Building teams
- * The reality of knowledge management
- * Who will be the leaders in the information industry in 2005?

The conference is fully residential and the fee is £490+VAT including accommodation, meals and refreshment.

Recent SLA awards By John Crosby

The following individuals have been selected by the Special Libraries Association (SLA) to be honoured for their contributions to the Association and the profession.

The John Cotton Dana Award, named for the founder of SLA, is conferred upon a member for exceptional service to special librarianship. This year's recipient is Fred W. Roper, professor of library and information science at the University of South Carolina, Columbia, SC. Roper has been recognized most notably for his achievements in promoting special librarianship, scholarship, teaching and mentoring of students.

The Hall of Fame Award is granted to members of the Association at or near the end of an active professional career for an extended and sustained period of distinguished service to the Association in all spheres. This year's winners are Ellen Mimnaugh, product manager for online services for the Chemical Abstracts Service, Columbus, OH; and Angela Pollis,

the retired manager of the Knowledge Resource Center at U.S. Steel Corporation in Pittsburgh, PA. Mimnaugh and Pollis were selected for their longtime service and commitment to SLA.

The Dow Jones 21st Century Competencies Award is awarded to an SLA member who exemplifies leadership as a special librarian through examples of personal and professional competencies. This year's award goes to Lucy Lettis, director of Business Information Services for Arthur Andersen LLP. Lettis is recognized for her commitment to developing strong competencies and educating others on her staff to acquire those skills. This award is based on the acclaimed 'Competencies for Special Librarians of the 21st Century,' which can be found on the Internet at www.sla.org/professional/comp.html.

Fellows of the Special Libraries Association are called upon and expected to advise the Association's Board of Directors, alert the membership to issues and trends warranting action, and are recognized as active SLA members with future leadership potential for the Association. The 1999 Fellows are: Robert Bellanti, head of the Rosenfeld Management Library of the Anderson School of Business, University of California, Los Angeles; Susan Klopper, director of the Arthur Andersen Information Center, Atlanta, GA; Barbara Spiegelman, Manager, Technical Information and Communication for the Energy Systems Business Unit of Westinghouse Electric Corporation, Pittsburgh, PA; Gloria Zamora, protocol and information officer of the Sandia National Laboratories, Albuquerque, NM.

The Rose L. Vormelker Award is given to an SLA member recognized for exceptional services to the profession of special librarianship in the area of mentoring students and/or practising professionals in the field. This year's award recipient is Lynn Tinsley, head of the Engineering Science Library of Carnegie Mellon University, Pittsburgh, PA. Tinsley is recognized for unwavering commitment to the development of students in library science programs into professionals who have learned inside and outside the classroom.

Your five favourite Web sites

I am planning to produce a list of useful Web pages on the chapter website (www.sla.org/chapter/ceur/index.htm). To help me get started please send me details of your top five Web sites and why (N.Infield@Hermes.co.uk).

SLA European Chapter - Board Members 1998/99

President

Michelle Darraugh
Financial Times Management
128 Long Acre, London, England, WC2E 9AN
Tel: +44 (0)171 447 2280
Fax: +44 (0)171 240 5771
Email: michelle.darraugh@ftmanagement.com

Secretary

Sylvia James
'Daymer', Birchen Lane
Haywards Heath
West Sussex, England, RH16 1RY
Tel: +44 (0)1444 452871
Fax: +44 (0)1444 452871

President Elect

David Mort
Information Research Network
60 Eastern Green
Coventry, England, CV5 7LH
Tel: +44 (0)1203 421821
Fax: +44 (0)1203 421831
Email: david.mort@virgin.net

Treasurer & Business Manager for Newsletter

Kevin Johnston
Dun & Bradstreet
Holmers Farm Way
High Wycombe, Bucks, England, HP12 4UL
Tel: +44 (0)1494 422772
Fax: +44 (0)1494 422260
Email: johnstonke@dnb.com

Newsletter Editor

Neil Infield
Hermes Pensions Management
21 Mansell Street, London, England, E1 8AA
Tel: +44 (0)171 680 2214
Fax: +44 (0)171 680 2484
Email: n.infield@hermes.co.uk

Membership Chair

Nigel Oxbrow
TFPL Ltd, 17-18 Britton Street
London, England, EC1M 5NQ
Tel: +44 (0)171 251 5522
Fax: +44 (0)171 251 8318
Email: nigel.oxbrow@tfpl.com

Professional Development Chair

Cris Kinghorn
Bankers Trust Company
1 Appold Street
Broadgate, London, England, EC2A 2HE
Tel: +44 (0)171 982 2747
Fax: +44 (0)171 982 3388
Email: cris.kinghorn@bankerstrust.com

Public Relations Chair

Gill Voisey
Lexis-Nexis
International House
1 St Katharine's Way
London, England, E1 9UN
Tel: +44 (0)171 464 1300
Fax: +44 (0)171 464 1399
Email: gillian.voisey@lexis-nexis.com

Chapter Archivist

Wendy Foster
Halliburton, Hill Park Court
Springfield Drive
Leatherhead, Surrey, England, KT22 7NL
Tel: +44 (0)1372 863 143
Fax: +44 (0)1372 863 108
Email: wendy.foster@halliburton.com

International Relations

Stella Trench
AIG (Europe), 120 Fenchurch Street
London, England, EC3M 5BP
Tel: +44 (0)171 280 8986
Fax: +44 (0)171 280 8802
Email: stella.trench@aig.com

Networking Chair

Janet Tomlinson
Knowledge Gatekeeper, IEE, Savoy Place
London, England, WC2R 0BL
Tel: +44 (0)171 344 5453
Fax: +44 (0)171 497 3557
Email: jtomlinson@iee.org.uk

Board Member

Veronica Wootliff
N M Rothschild & Sons
New Court, ST Swithins Lane
London, England, EC4P 4DU
Tel: +44 (0)171 280 5220
Fax: +44 (0)171 280 5219
Email: wootlifv@rothschild.co.uk

Board Member

Celia Jackson
A.T. Kearney Limited, Lansdowne House
Berkeley Square
London, England, W1X 5DH
Tel: +44 (0)468 8000
Fax: +44 (0)468 8001
Email: celia_jackson@atkearney.com

Board Member

Paula Kienert
Fidelity Investments
Fixed Income Research Center Manager
One Spartan Way
Merrimack, NH 03060
Tel: +001 603 791-7704
Fax: +001 603 579-6355
Email: Paula.Kienert@fmr.com

Board Member

Rosemary Winkworth
Société Générale Asset Management
100 Ludgate Hill
London, England, EC4M 7RE
Tel: +44 (0)171 815 8652
Fax: +44 (0)171 815 9892
Email: rosemary.winkworth@sgam.co.uk

