



EUROPEAN CHAPTER NEWSLETTER

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www.SLA-Europe.org

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William Hann wins ESLY award By Gill Voisey

The European Chapter of the Special Libraries Association has awarded the European Special Librarian of the Year (ESLY) this year to William Hann, the man behind Free Pint (www.freepint.co.uk).

This is our seventh year for ESLY and this year we are fortunate to have Factiva as its sponsor.

Many of you will know Free Pint as the website and free email newsletter which William created as a place where information professionals could share tips and tricks and articles on effective web searching. You can also visit his Free Pint 'bar' to post Internet related questions and comment.

The e-mail newsletter is written by information professionals and is sent to more than 27,000 subscribers around the world every two weeks and is growing in international popularity.

William's prize is an all expenses paid trip to the SLA Annual Conference in Philadelphia in June.



President's letter By David Mort

Spring is one of the busiest times for the European Chapter as the SLA year comes to an end and thoughts turn to the SLA Annual Conference, European Special Librarian of the Year (ESLY), and a new Chapter President and Board.

As my year as President draws to a close, I think that it is worth highlighting one or two of the key developments in what has been a good year for the Chapter.

First, a significant number of new members have joined

the Chapter - initiatives such as the business card draw at Online 99 and our regular Chapter tea at TFPL's EBIC Conference (this year sponsored by Factiva) have helped to increase awareness of our activities.

Secondly, the Chapter has an established annual programme of events and meetings which we have added to this year. Alongside the Annual Lecture, Summer Soiree, EBIC Tea, and Online Breakfast, we are in the middle of a new series of intranet demonstration events which began with the Factiva intranet and continued in May with a visit to see the BBC's intranet. Look out for more intranet events later in the year.

The BBC event was a joint event with the Association of UK Media Librarians (AUKML) and more joint meetings are planned for later in the year. There is little overlap between the memberships of SLA European Chapter and AUKML and the joint meetings enable both groups to meet and network with a broader range of information professionals and researchers. While these meetings are primarily of interest to UK members, we would be interested to hear from members in other European locations regarding the possibilities for joint events in their countries.

Thirdly, both the look and content of the European Chapter web site have been improved considerably in the last year and this is due to the work put in by Neil Infield, who is not only newsletter editor but is also responsible for our web site. As well as membership and board details, other features are back issues of newsletters, an Internet news update, a list of information events in Europe, and a discussion list for members. If you have not visited the site for some time, please take a look at www.sla-europe.org.

The Annual Conference in Philadelphia is just a few weeks away and, if you are coming along, please make a note of the European Chapter meeting in the

afternoon of Tuesday 13th June. It will be a chance to meet the new ESly William Hann, founder and editor of the e-newsletter Free Pint, and to find out more about Brighton and the Global 2000 Conference. If you are planning to come to Philadelphia please email me and let me know (*David.Mort@virgin.net*) and I will circulate a list of European chapter attendees just before the conference.

Don't forget about our annual Summer Soiree, traditionally held at the Institute of Electrical Engineers overlooking the Thames. This year it will be on 12 July and William has confirmed he will speak. Derwent have kindly agreed to sponsor the event again.

Finally, my thanks to all the Board members for their help and support during the year and best wishes to Veronica Wootliff, the new president for 2000-2001.



**Small was definitely beautiful
European Chapter Annual Lecture,
By Liz Blankson-Hemans**

'It was a dark and rainy night...' was one way of describing the evening of 24 February when a number of determined members made their way to the welcoming rooms of the Royal Society of Chemistry in Piccadilly for the European Chapter's Annual Lecture.

The evening was being sponsored by SWETS. The topic at face value was not one to energise - Data Protection! But as the new Act was coming into force in a few days time (1 March) it was a prudent move on the part of attendees to find out from the speaker if there were any implications for them.

The speaker was Mark Ford, a solicitor at Clifford Chance LLP, the largest international law firm in the world. As they have an online product, Nextlaw, which advises on Data Protection issues in over 36 jurisdictions, Mark was particularly well qualified to speak on this topic, as he is one of Clifford Chance's Online Group who put the product together.

David Mort, European Chapter President, set the ball rolling with a formal introduction to Mark and to Sonia Nixon from SWETS-Blackwell who gave a short sponsorship message before Mark began in earnest.

He started with an overview of Data Protection in general, defining it as the regulation of the collection/storage/processing or disclosure of 'personal data'. To be 'personal' the information has to be about living, identifiable individuals. There must be fair dealing in respect of the data collected, e.g. it cannot be collected for one purpose and then used for another.

In the UK itself, the first major piece of legislation on Data Protection, the 1984 Act, only covered records

held in computerised form. The new 1998 Act was required in order to implement the 1995 EU Directive in the UK, and significantly, it extends to manual as well as electronic records. However, the manual data has to be structured in a way as to be of use, e.g. Human Resource files or health records.

Data Protection compliance is not simple. The Act has 34 pieces of secondary legislation and many detailed implications may be unclear for some time after the date it comes into force.

However for information professionals, there are several kinds of data we use that have data protection implications, some of which include:

- Personnel records including those on past and prospective employees
- Occupational health and pensions records
- Information relating to employees in e-mail, phone, fax and other systems
- Information on clients/customers or professional contacts
- Professional membership records

The data subject must have made the information public before it can be used. The use of the data must be adequate, relevant and not excessive and should be accurate and kept up to date (all issues which directly affect information professionals who use such data). Appropriate security measures must be taken to safeguard the information and there should be no transfer outside the EEA unless there is an adequate level of data protection in those countries.

This evidently complex topic was made very interesting (nay, almost riveting) by our speaker. To quote one of the attendees, they were pleasantly surprised that the topic could be stimulating, and were even more surprised to find that lawyers could be humorous!

The question and answer session which followed was full of pertinent discussion about the implications of the day to day handling of information about people, clients and contacts, and included such questions as how to handle requests from within corporations about the identity of borrowers on internal circulation systems, how to handle information from contact databases which was in all probability passed on to third parties, the implications of knowledge management practices which encourage the sharing of information, including people information, supplier and vendor details etc., sometimes without regard to the data protection implications.

This part of the discussion was so involved that it had to be brought to a finish by the president, in order that we could move on to the refreshments, where our speaker continued to be engaged in a more informal manner. The refreshment, also sponsored by SWETS, was of a high standard indeed, which in the

comfortable and elegant surroundings of the RSC Council room was a very fine end to an evening that appeared to have gone very well, despite the disappointing turnout - a fact which was attributed to the inclement weather outside.



Tony Kent Strix Award By Alan Gilchrist

The Strix Award is in memory of Dr Tony Kent, a past Fellow of the Institute of Information Scientists, who died in 1997. Tony made a major contribution to the development of information science and information services in the UK and internationally, particularly in the field of chemistry.

The Award is given in recognition of an outstanding practical innovation or achievement in the field of information retrieval. This could take the form of an application or service, or an overall appreciation of past achievements from which significant advances have emanated. The Award is open to individuals or groups from anywhere in the world. Nominations will be judged by a panel of experts, and the statuette of an owl will be presented to the winner after the Institute's AGM in September.

The name Strix was chosen both to reflect Tony's interest in ornithology, and the name of one of the last and most successful information retrieval packages which he created.

Nominations for the 2000 Award given by the Institute of Information Scientists are now invited, and should be sent, with full supporting documentation to:

Alan Gilchrist,
Editor, Journal of Information Science,
32 Friar Road, Brighton BN1 6NH, UK

The closing date for nominations is Friday 16th June.



Copyright matters By Paul Pedley,

Over the past few years copyright compliance is a topic which has risen much higher on the agenda for librarians.

In the case of librarians working in industrial and commercial libraries this is something comparatively recent. The Copyright Licensing Agency didn't have licences for business until the mid 1990's; whilst the Newspaper Licensing Agency wasn't set up until January 1996. In addition, the use of external information on intranets; or other forms of networking access to externally produced information have all led to library and information staff having to consider copyright matters when they have been negotiating the

contracts with information providers.

The Library Association Copyright Alliance (LACA) is the main UK body lobbying for the library, information and archive professions and their users for fair practices in copyright. LACA has recently loaded some web pages about its activities (<http://www.la-hq.org.uk/groups/laca/laca/html>). We keep under review the implications of copyright legislation, case law and contracts for the acquisition, distribution and use of recorded knowledge.

In order to lobby effectively for an equitable copyright regime we need to be armed with examples of the practical difficulties that librarians face as they try to comply with copyright law. If you have any examples of problems that you have had to deal with, I would be keen to hear from you. For example, do you find that the licensing schemes from organisations such as CLA and NLA do not cover the key sources that you use. Do you have to negotiate licensing agreements or permissions directly with suppliers; and, if so, have you had to negotiate such agreements with a large number of suppliers.

Digital information is a particular problem. For example, whilst the CLA has introduced digitisation licences, these are currently only available for higher education and the pharmaceutical sectors; and they only cover the digitisation of print-on-paper publications. They don't cover CD-ROMS, multimedia or online publications. In most instances librarians have had to rely on the contracts they have with the supplier.

There have been attempts to agree a set of standard terms and conditions for licences. Do you find that suppliers have started to make use of these? Do you try and encourage them to do so? (I have got a set of links to websites with standard licences at <http://website.lineone.net/~p.d.p/copy.htm>).

If the wording of each of the contracts differs, have you got practical examples of the difficulties that you face in trying to ensure that you comply with the terms of these contracts. How much time and money are you having to spend in obtaining copyright licences or permissions?

If you are willing to share some of the information indicated above concerning copyright compliance, please contact me. I am the LA special libraries representative on the Library Association Copyright Alliance. My email address is p.d.p@lineone.net. The information will be treated with anonymity, but it will provide useful background information to help us to lobby more effectively for an equitable copyright regime.



AUKML invites SLA to attend intranet meetings

By Neil Infield

Annabel Colley the chair of the AUKML (Association of UK Media Librarians) and also an SLA member has kindly offered to allow SLA members to come along to a few AUKML events listed below:

The first was a chance to visit the Home Office's Information Service on 4 April to see their Intranet and discuss their strategy for end users.

For the second meeting the BBC kindly agreed to demonstrate their Intranet site, Research Central on Thursday 11 May at 6.30pm. The site was re-launched in March 2000 and it acts as a portal to various internal and external sources including: news stills, film & TV catalogue, press cuttings service from Dialog, future events, useful web sites, online help tutorials and search engine tips, a researcher's forum.

The third meeting is at The Guardian on Thursday 8 June 6.30pm. Helen Martin and team will host a visit with emphasis on viewing the Guardian's Intranet and discussing Intranet strategies.

For more information have a look at the AUKML web site at www.aukml.org.uk

Places are limited so please contact David Mort (see back page for details) if you are interested.



Lucky Winners!

Here are the winners from the card draw on the SLA stand at Online 1999.

Main Prize:
Dr Anne Jones
Aventis
Essex
England

Second prize of two free SLA memberships:

Warren Edwardes,
Chief Executive
Delphi Risk Management
London
England

Manuel Cornejo Munoz
Oficina Espanola de Patentes y Marcas
Madrid
Spain



New national representative for Czech Republic

By Stanley Kalkus

In the last European Chapter Newsletter (Winter 99) was a note suggesting that members from countries not listed and willing to represent that country contact International Relations board. I am presently residing in Czech Republic, I have been a member of the SLA for at least 25 years and am willing to represent the Czech Republic.

At this opportunity I would also like to add that I would appreciate if there were some meetings or other activities of the European Chapter on the Continent.

Stanley Kalkus, Assistant Professor,
Inst. of Info. Studies and librarianship,
Faculty of Philosophy,
Charles University, Prague
celetna 20, 110 00 Praha 1, Czech Republic



New member quiz

By Neil Infield

Marion ter Welle, Information Manager at Norwich Union Investment Management in London.

Q What led to your joining the European Chapter?
A Being based in the UK plus being Dutch/having lived in France/speaking German as well; would love to meet continental information professionals

Q What do you enjoy most about your job?
A Helping people, succeeding in finding info against the odds, IT

Q What do you enjoy least about your job?
A Being dependant on others to request info, quiet days

Q Why did you become an information professional?
A If only I knew....
I Needed to do another course since I couldn't get any work with my first degree, I had more traditional librarianship in mind when I started to look into it but rolled into the financial sector and have had to stay so far since I enjoy the money and there is more IT available (and now could not imagine having to catalogue or something like that!)

Q What one thing do you most look forward to as an information professional?
A Don't know, my company is merging so I have no clue what the future will hold for my position.



Meeting Announcement From Bruce Hubbard

What: Follow-up to the SLA Annual Conference in Philadelphia, PA

Who: SLA European Chapter, Denmark and southern Sweden

Where: Politikens Hus, Copenhagen, Denmark

Date: June 29, 2000 **Time:** 17:00-19:00

You are invited to attend this meeting, which Aase Andreasen at Politiken has graciously agreed to host at Politikens Hus in the centre of Copenhagen.

Members who attended the Annual Conference will tell about their experiences and a special guest from Park City, Utah, Marydee Ojala will be talking about her impression of the conference and what she's been doing since she left Denmark.

In addition there will be a discussion about further programs, such as having Jesper Vissing Laursen (Wireless Producer at Yahoo! in London) talk about WAP, and the possibility of participating in SLA Distance Learning programs. (We need a meeting room that has a satellite downlink in order to participate.)

Factiva, represented by Ulla Retlev will provide refreshments at the meeting, similar to past years, i.e. wine, beer, soda, and sandwiches, etc.

Please let me know if you will be attending so that we have a count for the refreshments.

Also, please let me know if you're going to Philadelphia. I will be there. (Tel: +45 3879 3395 bhubbard@image.dk)

One last thing, if you know any non-SLA member librarian, who would find value in attending the meeting, please let me know so that we can invite them.



Gale Group announces Infomarks competition winner From Heather Taylor

Gary Smith, Vice President of Global Sales for the Gale Group, the world's largest reference publisher, recently named Warren Ham of the University of Queensland as winner of Gale Group's worldwide InfoMarks competition. The announcement took place at Gale Group's annual regional customer dinner in Melbourne, Australia.

Last year Gale Group launched the \$5000 competition to promote the most creative use of InfoMarks, its

breakthrough research technology. InfoMarks enables subscribers to Gale Group's InfoTrac Web databases to save and relaunch searches or retrieve articles by marking them with Persistent Uniform Resource Locators (PURLS) which can be cut and pasted into e-mail and Web applications, such as virtual course packs and reading rooms.

The technology, which free of charge to InfoTrac Web database subscribers, re-executes saved searches enabling the user to retrieve the latest information that has been updated and added to the database. In addition, InfoMarks can be embedded in library OPACS, providing instant access to journals and important reference materials.

Ham's winning entry featured an image of a football player with links to InfoTrac Web articles embedded behind various body parts. Gary Smith called Ham's Web page "the most outstanding use of InfoMarks, generating a lot of interest from customers as well as ourselves."

Runners-up in the competition included Tony Davies of Swinburne University of Technology, Tim Stedman of University of Canterbury Library, and Deb Turnbull of University of Queensland, all in Australia; Christine Reid of the Strathclyde Business School at the University of Glasgow in Scotland; Dr Lee Suk-Ho of Seoul National University in Korea and Jose Isabel Galvez-Esteban of ITESM in Mexico.

Smith called the competition "a really fun thing to see our customers participating in. InfoMark technology represents a truly 'open linking technology' where the librarian can determine when, where, and who can have access to any data contained within the InfoTrac system using their own WEB pages, OPAC, or Email system.

Also, anyone having a subscription to the same database can share InfoMark pages between institutions. For example, in the Gale Group InfoMark site we have examples from Swinburne University and the Strathclyde Business School, and users at either institution can share the links no matter where they might be located."

Complete examples and entries can be found at <http://index.gale.com/infomark/>



New President for TFPL Inc - USA By Nigel Oxbrow

TFPL Inc USA, the leading knowledge management consultancy and information training and recruitment company, is pleased to announce that Mr. Willem Noorlander will join the company as its President, effective May 1.

CEO, Mr. Nigel Oxbow, welcomed Mr. Noorlander to the Board of TFPL and said that “this appointment will inject new leadership and direction into TFPL’s business in North America. It will enable the company to respond more effectively to increasing demands from clients to provide value-based knowledge management consultancy, training and recruitment services which are aligned to their needs in the new economy.”

Mr. Noorlander, who joins TFPL Inc from Deutsche Bank in New York said: “knowing the central role that information is playing in business today, and appreciating that strong information management skills are needed to release a company’s intellectual capital, I can see the vital role that TFPL plays in helping businesses understand, identify and manage their knowledge assets effectively”.

SLA European Chapter - Board Members 1999/2000

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