



EUROPEAN CHAPTER NEWSLETTER

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www.SLA-Europe.org

2002 - Issue 1

President's letter from Celia Jackson

Several events to report on in this issue so I'll keep my comments short and to the point!

A good number of people turned out for breakfast on a grisly December morning to meet old friends, make new contacts and listen to further insights from the current ESLY, Annabel Colley. It is always fascinating to hear how information professionals' careers develop in what may appear like unexpected directions, how much our skills are valued in so many contexts and how we can and should be at the forefront.

For the first time the European Chapter had its own stand at Online and we were very encouraged by all the contacts we made both with members and non-members who visited. We hope to repeat the experience this year.

During the Online Information conference, the Board was glad to have had the opportunity to have face to face meetings with Roberta Shaffer. She listened attentively to the issues, both policy and practical, which are of concern to European members and it was a disappointment, therefore, to receive the news that



Celia Jackson and Kate Arnold draw for the £150 Harrods vouchers prize

she is stepping down.

It is to be hoped that the necessary, if painful, process of change will not be stalled and that the influencing and communication skills of information professionals can be turned to good effect on our own professional organisation. We thought it would still be relevant and interesting to include in this issue an interview with Roberta Shaffer for Information World Review and we thank Helen Jezzard for permission to do this.

Finally, it is not too late to nominate your heroes, friends and colleagues for the European Special Librarian of the Year Award! Nominations close on 31 March (see our website www.sla-europe.org for more information) and should be sent to Kate Arnold, whose contact details appear later in the Newsletter.

Nigel Oxbrow appointed to SLA Board but leaves over Shaffer resignation. From Ben Gibbs

(In order to give you a clear understanding of the issues I have decided to include the text Nigel originally sent to me on his appointment and the text he subsequently sent after his resignation - Neil Infield - Editor)

"Hope Tillman, the current President of the SLA, approached me a couple of weeks before the January Board Meeting to ask if I was willing to be nominated to stand for the Board to replace someone who had had to resign. I took a few days to think about it.

Accepting the invitation would be quite a commitment at a time when most of my energy is dedicated to developing TFPL. It's never fair to take on commitments that I am unable to honour, either through lack of time or lack of energy. However, it became clear that this was a great opportunity so I decided to put my name forward - my reasons

Countdown to RoweCom's divine RendezVous

Friday 7th June 2002

Royal Opera House, Covent Garden, London

10.00 - 15.30

Lunchtime speaker - BBC weatherman, Michael Fish

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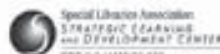
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June 26, 2002 • 2:00-3:30 pm EDT

September 25, 2002 • 2:00-3:30 pm EDT

October 30, 2002 • 2:00-3:30 pm EST

December 4, 2002 • 2:00-3:30 pm EST

For more information on topics or registration information, go to
www.sla.org/virtsem2002

included:

One, the SLA is going through a challenging time (as are many associations) and needs to change.

Two, Roberta Shaffer, the recently appointed new Executive Director, has openly committed to instigating change - and quite radical change. I applaud her initiative and was interested in offering what help I could in formulating and implementing appropriate strategies that would ensure a new and secure future for an important professional body. The information profession(s) deserve stronger representation and I believe Roberta has the strength and insight to achieve that for SLA members in North America.

I have been involved with the development of the SLA in a number of ways. For example I helped the European Chapter to re-launch itself in the late 1980's, have been on the Board of the Business and Finance Division and have also been a member of the Professional Development Committee of the Association. I have gained many friends through the SLA and have learnt a great deal. By standing for the Board, I felt that I may be able to make a small contribution to the future success of the SLA, bringing a European perspective to their developing global focus."

Resignation statement

"As I explained at the time, one of the main reasons for accepting the invitation to be nominated for the Board was the opportunity to work with Roberta and the Board in planning and instigating the change that I believe is necessary for the Association. With Roberta's resignation, and taking into account the context and rationale behind her resignation, I am no longer convinced that the opportunity is still there.

I therefore feel that I should withdraw from the Board. I have great respect for the Association and for Members of the Board and am confident that there is a bright future. The future does however require the Association to make change - radical change - but it would appear that it is not yet ready to define or instigate that change."

European Chapter 'Winter Warmer' quiz night by Kate Browne

The SLA's 'Winter Warmer' quiz took place on a bracing January evening in City pub the City Litten Tree, in Seething Lane. Teams from a variety of City organisations gathered together for battle a battle of wits.

The teams competed in rounds themed on Trivia, Music, Headline News, Sport, History and Geography, Entertainment and General Knowledge. The cash bar proved very popular in warming up the teams in

readiness for a great night of competition. Much needed refreshments were served at half time to boost the waning brainpower of the competitors.

Deutsche Bank took first prize with a team from the Business Information Services unit, led by Director Cris Kinghorn. Alongside Cris were Research Manager Vicky Connor, Technology Projects Manager Ed Block and researchers Anneli Carter, Kate Browne and Victoria McAra. Deutsche demonstrated their knowledge of the theme tune to the A-Team, the capital of the Isle of Man (Douglas) and Sting records. Having played their 'joker' in Entertainment (despite a slight difference of opinion on the subject of Mariah Carey), Deutsche were ahead at half time. In spite of having their shocking lack of sporting knowledge brought to light (having to this day no idea what a 'crumb-catcher' is), Deutsche managed to maintain their lead to come in first over-all. The prize of five boxes of chocolates was gratefully received by the Deutsche team (the more generous of whom shared them amongst hungry researchers in the office the next day). Last place went to the Fact Divas.

Companies who took part included:

Derwent, AIG Europe, Rothschilds, Dialog, Hermes Pensions, Prenax, Advent International, Factiva, NHM, Roland Berger, Lexis Nexis, Deutsche Bank, Unilever, Intelligent Resources, London Fruit and Wool Exchange, Clifford Chance, Soc. Gen., West LB Panmure, Halliburton KBR.

72 people attended, making up 16 teams who were:

Best of Breed, Black Cats and Broomsticks, Physic Orange, Trainspotters, Sex, Drugs and Business Information, Fact Divas, Deutsche Bank, Paper Boy Outsourcing Superstars, Tomatoes, Peppers, Dialog, Dim and Clueless, Chance in a Million, Tobins Terriers, The Outlaw's

Many thanks go to everyone involved in organising what was a very enjoyable evening. Special mention goes to Carole Green for organising the event, to Quiz master Chris and to Scot at the City Litten for organising the room and food.

New beginning at the SLA By Helen Jezzard

(This article was first published in the February 2002 issue of Information World Review (no. 177))

Four months ago, Roberta Shaffer arrived at 1700 Eighteenth Street Washington DC to take up her new post as executive director of the Special Libraries Association. Not long afterwards Shaffer launched a management strategy called 'Structuring for Strength' and announced that several senior members of the organisation's hierarchy were to be dismissed.

TOP TEN REASONS

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5. Receive a subscription to *Information Outlook*®, SLA's monthly magazine, featuring cutting-edge feature articles and the most up-to-date news of the information profession.
6. Substantial savings on SLA's renowned publications, geared toward enhancing the information expert's professional knowledge.
7. *Who's Who in Special Libraries*, SLA's annual membership directory, now available in print and electronic format, and connecting you to other information professionals with the turn of a page or a click of your mouse.
8. SLA's Annual Conference, bringing together thousands of information professionals and hundreds of vendors for five days of learning and knowledge sharing.
9. Keep abreast of current issues and hot topics affecting you and the rest of the information profession.
10. SLA's dynamic Public Communications department, educating the public regarding the role of the information professional and promoting the value of the profession.

IF YOU'RE NOT AHEAD, YOU'RE BEHIND

The document explaining the new strategy spoke of 'levelling out the literal and mindset hierarchy of the organisation and 'realigning certain products'. These changes would be accompanied by 'expert facilitated in-house workshops' to give staff the new skills and attitudes they would need in the modernised organisation.

After 22 years of steady leadership by Shaffer's predecessor, David Bender (IWR 171), this is radical stuff- and it wasn't universally welcomed. 'I think members are having a little bit of trouble with what I've done so far,' admits Shaffer. 'I think there is a significant minority that is concerned that things are moving too quickly.' But she isn't unduly worried. 'I'm not going to take their attitude too much into consideration only because I so vehemently disagree with them,' she says. 'I don't think that a professional association like the SLA has a whole lot of time.' Shaffer feels the organisation is ripe for change. 'Of course,' she adds ruefully, 'some people are less ripe than others.'

In the past the SLA took 'baby steps' towards change. But the time for cautious and careful transformation is gone. 'This is where the rubber hits the road,' says Shaffer. 'We need to show that we mean what we say.' While such outspoken honesty may cause discomfort for some, many will find it attractive. 'You really get no benefit from not being entirely honest,' Shaffer explains. 'The last thing people want is a surprise. I think you have to be totally upfront and honest from the start.' Shaffer does not dismiss the existing strengths of an organisation she has been a member of for more than 25 years. She believes the SLA has a great deal to offer the profession through the diversity of its membership, its potential to educate and 'the substantial role it can play in a global knowledge-based society. In fact, it is precisely so that the SLA can continue to play this central role that Shaffer believes there is a need to look closely at its every aspect.

She decided to start with the structure of the organisation, hence the Structure for Strength initiative. This is intended to produce 'a staffing structure that will foster streamlined knowledge sharing and collaborative decision making' at SLA headquarters. This is in accord with Shaffer's belief in 'co-operative leadership and the breakdown of hierarchies and bureaucracy'. She also sees a need for more sharing between the organisation's divisions. 'I have to confess,' she says, 'that I am taken aback by the fact that we use the word "division" at all. That word is a loaded gun; we are divided from the start.' Shaffer wants to 'find ways where more of our divisions recognise we have things to learn from other divisions. To recognise that our experiences are not very different. Or, if they are different, that not all of our experiences are different.'

The SLAB annual events will also come under scrutiny. Shaffer is considering radically changing the format of the annual meeting, which takes place each June in

the US. She is also looking at the need for the winter meeting. When planning events, Shaffer is keen to use the expertise within the organisation. She cites the SLA event in Brighton in September 2000 as an example of an occasion when 'I'm not so sure that we took advantage of our expertise in the UK or in Europe during the planning stages'. In future, she says, she wants to make sure that knowledge within the SLA is capitalised on.

'It doesn't really cost anything to do that,' she says, 'and you don't have to be suspicious of the advice because these people want you to succeed.' Shaffer wants the big, annual summer event to become an 'immersion learning experience' rather than the 'buffet-style' conference of past years. While not dismissing the networking value of the existing annual conference - 'the peer-to-peer learning at our conference is the best in the world' - she wants to take that peer-to-peer element and really explore its possibilities.

'People who are very busy don't have the chance to take courses because their institution needs the skill set immediately,' she says. 'These people would see our annual conference as an incredible immersion learning opportunity.' She also believes that learning is a far richer experience if you do it with colleagues. 'You might have peers training peers, with vendors present. The 'instructor' can say how they've customised a product for their users. The vendor might be able to suggest a different way. One of the people being 'trained' might have another suggestion. Or a problem. That kind of inter-action is rich and immediately useful,' she says. Another new, development that Shaffer plans for the SLA is a formalised way of listening to the vendor community. She believes that vendors have a lot to offer in the areas of education and information advocacy. 'Education is perhaps the primary role they could be playing,' she says, 'but promotion is not something I'm going to let them off the hook about either.'

Steps have already been made in this direction, with a major initiative for leadership in its early stages. Shaffer is keen for the SLA to work with the vendors to create a leadership initiative. This, it is planned, will yield a yearly crop of graduates equipped to take their places not just at the top of their profession, but among the elite of the business world. 'Our goal is to bring a person with an information background directly to the cabinet table of the key decision-makers within corporations, government entities and academic institutions,' she explains. 'We think that the information voice has not been as credible or as much represented as it needs to be, right at the top.'

And a final change - for the time being, at least - is the very name of the Special Libraries Association. 'Special' has to go because, Shaffer explains, 'nobody really knows what it means outside the library profession'. And the word 'library has fallen from favour because 'a library is a place, not a person and,



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for the last decade, we have been person oriented, not place oriented'. This just leaves 'association' which Shaffer loves. And I'm not being glib', she says. 'We think that word really says who we are. We enable people to associate.'

The words that will precede 'association' have yet to be decided. One thing is certain, however, neither 'knowledge' nor 'management' will be among them. 'I had a real problem with the phrase "knowledge management" right from the start,' Shaffer says. 'Management itself just always offends me. It's passive and it's manipulative and I don't see the information professional of the 21st century as being passive or manipulative.' The new name - together with a fresh logo and tag line - will be presented to the entire SLA membership for voting in June. Shaffer regards this with slight unease. 'I have to confess it worries me a little,' she says. 'There's a lot of emotion tied to that word library.'

But Shaffer will press ahead with the change of name because she believes that it is necessary - as necessary as all her other modernisations. 'In the short-term we will lose certain people, and those people may very well be the people who have supported us for their entire careers,' she says. 'But if we are going to survive beyond their careers, which may last only another five years, then we have to make radical changes. Maybe they will come back to us. But they may not.'

Shaffer's last job was dean of the Graduate School of Library and Information Science at the University of Texas at Austin. Why did she want the post of executive director at the SLA? The first reason she gives is that she wanted to return to Washington DC for personal reasons. But she also wanted a job that was 'challenging' and 'useful to society. Maybe this second reason tells us all we need to know about her motivation: she believes in the social importance of information.

'One of the fears I have, right up there with nuclear disaster and bio-terrorism,' she confides, 'is the threat that we will make decisions on partial information. That might not immediately lead to the decay or downfall of our society. But, over time, making decisions on bad or partial information will certainly be detrimental. And I am fearful of that.' Hence the need to get information professionals to the top in all areas of business, government and academia.

Her vision for the renamed SLA of a few years hence is one of an organisation that plays a leadership role in the education of information professionals; that brings people together and creates a forum for them to talk; and that builds and grooms leaders for all kinds of important and influential roles in society. It's going to be a busy few years over at Eighteenth Street.

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Press release from SLA Headquarters in Washington From Anthony Blue

Roberta I. Shaffer, Executive Director of the Special Libraries Association (SLA) has announced that she will leave the Association effective February 22, 2002.

"Roberta has provided the SLA with a new level of enthusiasm and energy in light of the changes in the Association world and the evolving position of information professionals in society," remarked SLA President, Hope N. Tillman. "On behalf of the SLA Board of Directors and staff, we thank her, and wish her well in all her future endeavours."

On her decision to leave SLA, Shaffer commented, "The Special Libraries Association will continue its course as the leading professional association for information professionals. The Board of Directors and I share the same vision for the future of the Association and the profession. However, we are not in sync in terms of the pace of change.

I have enjoyed my time working with the Board, staff and members. I am confident that the Association will achieve its goals in the new century and meet the needs of a new generation of information professionals."

The SLA Board of Directors appointed Shaffer as Executive Director-Designate in April of 2001. She officially began her tenure as Executive Director in September of that year. Prior to coming to SLA, she was the Dean of the Graduate School of Library and Information Science at the University of Texas at Austin. SLA Deputy Executive Director, Lynn Smith will serve as acting Executive Director.

Postscript

In response to a personal message from past president Veronica Kennard, the European Chapter received the following message from Roberta Shaffer:

RE: Stepping down as Executive Director



Thank you so much for your very kind words. I really enjoyed meeting all of you, and hope that the suggestions I carried back from you will be implemented in the short term.

All the best-

Ro
Roberta I. Shaffer, Executive
Director
The Special Libraries
Association

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New Country Representative for France

From Rachel Kolsky



Dominique Robine (pictured left), the Documentaliste at AIG Corporate Research and Development has recently joined the SLA and at the same time agreed to be the European Chapter's Country Representative for France.

Following an MA in Linguistics I spent five years teaching English and French as a foreign language, both in France and in England at St Mary's College, University of Surrey. It was then time to start 'work'.

December 2001 marks my 12th anniversary with AIG Europe HQ where my first position was as an Administrative Assistant for various regional Profit Centres. This has since proved invaluable in helping me interpret and understand the local sales force's research and information needs.

My study break for the Postgraduate Course in Information Sciences at Institut National des Techniques de la Documentation in Paris allowed me to change direction within the company and since February 1997 I have worked as an Information Officer in the Paris branch of AIG's European Corporate Research and Development Department.

As part of R&D Europe I maintain a daily working relationship with R&D London but the unit in Paris works very much autonomously handling the numerous requests for information, not only from the AIG Europe HQ and profit centres but also the network of branches for AIG France. These cover all aspects of the insurance business including target and prospect lists, product development, distribution and country infrastructures.

The main originality of this position is that it is 'located' in the AIG Europe Regional Marketing Department, but is part of the Corporate Research and Development Department. This specific configuration helps me to keep up to date with AIG Europe's products and changing information needs. It also enables me to become involved with vendor contracts at the local level, particularly when data is being integrated into the company's internal policy generation systems.

As a 'solo documentaliste' there is a constant challenge to allocate priorities for the day to day activities but at the same time make longer term plans for the Department.



Factiva brings back its favourite information professional

From Gill Voisey

Some of you may remember Isabella Larsen, the director of research for a little start-up company called Risk-eGames.com. She was the fictional heroine of a serialised mystery story published last year on our InfoPro Portal. Now, Isabella is back! Her adventures are brought to us once again by mystery writer and information professional, Jane Kelly.

This year Isabella finds herself in Los Angeles - the site of the 2002 SLA Conference - still working for Archibald Lee. Her expert research skills are now being used to help Archibald launch his new film company and learn about Hollywood culture. That is, until trouble finds Isabella once again.

Don't miss a single chapter of Isabella in LA, one is made available each month on the InfoPro Alliance website - <http://www.factiva.com/infopro> - and watch for more details coming soon on Factiva's 2002 contest to guess the perpetrator of the crime.

But be the first to know when we reveal 'whodunnit' at the Factiva stand at SLA in LA.



Looking ahead to Lis 2002

By Tracey Harte

The Library + information Show (LiS) 25-27 June 2002 takes place at ExCeL, the brand new state-of-the-art events venue in London's Docklands, and offers special librarians an invaluable opportunity to see the latest products from the leading library resource specialists and catch up on key issues affecting the profession.



This year's Professional Development Events Programme features a string of lectures from leading experts tailored for special libraries. Professor Charles Oppenheim of Loughborough University addresses the topical issue of copyright, Kathy Roddy, a fundraising consultant, covers fundraising for librarians in special and academic libraries and Lesley Robinson, an independent information and business consultant, gives advice on how workplace libraries can 'sell' their information services within their company.

David Brown from Ingenta tackles the theme of electronic journals, subscriptions and document delivery, Veronica Fraser of the NHS delivers a lecture on 'Access to Knowledge: Shifting the Balance of Power in the NHS', and Paul Pedley from the EIU

returns to LiS with a talk entitled 'Data Protection Issues for Websites and Intranets: cookies, web bugs, spam and all that.'

Away from the events theatre, the Workplace Libraries Live Link is the ideal place for special librarians to develop their network of contacts and gain ideas and solutions from fellow librarians working in special libraries. Located on an open plan exhibition stand, the Link combines demonstrations of the latest technology and services with opportunities to meet members of a wide range of special libraries groups including CIG, CLIG, BIALL, ICLG, AUKML, EIA, SLIL, SLIC, the Circle of State Librarians and the Government Libraries Group.

LiS 2002 also brings the book back to centre stage with the Library Book Trade Fair, a brand new feature where publishers and library booksellers will exhibit the latest titles, backlist titles, catalogues and display materials for libraries.

Several leading booksellers have confirmed their participation including Books for Students, Cypher, Holt Jackson Book Company and Peters Library Booksellers. Publishers signed up to date include Virgin Publishing, Hollis Directories, Plough Publishing, Ashgate Publishing and Professional Engineering Publishing.

Another first is this year's photographic competition. Librarians all over the UK are invited to send in their entries of the public, academic or workplace library for the chance of winning a state-of-the-art digital camera.

For more information on LiS 2002 or to pre-register telephone 01844 271478 or log on to www.lishow.co.uk.

divine inc Acquires the RoweCom Group by Mark Howard

RoweCom UK Ltd has announced that negotiations with divine inc of Chicago to acquire the RoweCom Group were successfully concluded on 6 November and that all companies within the Group will be merged into divine's existing worldwide operations.

For the immediate future RoweCom UK, its sister company RoweCom France, and its non-US holding company RoweCom REALA, continue to operate as discrete entities within the divine family of companies. Despite the merger with divine inc occurring during RoweCom's busiest time of year, the renewal of all library subscriptions continues unimpeded.

RoweCom UK reaffirms the absolute security of its financial arrangements with NatWest Bank that enable payments for paper and electronic journal subscriptions to be made without disruption.

RoweCom UK's Managing Director, Richard Hodson, was quick to point out the benefits of the merger with divine:

"We have the assurance of being part of a large and expanding corporation whose vision and technological expertise fully complement our own progress over this past year. Since the relocation of our operations to Oxford we have made great strides in consolidating existing accounts and growing new business. The feedback from customers has been universally favourable and we expect the reaction from librarians and publishers to the news of the merger to be equally positive".

European launch of Quantum2 By Liz Blankson-Hemans

Liz Blankson-Hemans Manager Information Professional Market Development, EMEA, together with her US colleague Betty Jo Hibberd, have delivered 14 seminars to support the European launch of Quantum2, Dialog's development program for information professionals.

Beginning February 11, the team conducted four seminars in London, two in Paris, four in Stockholm, Sweden and four in Frankfurt, Germany. Each seminar began with a welcome and introduction from the Dialog country manager.



Each morning Liz delivered, 'Leading the Way', an overview seminar detailing the Quantum2 framework for professional development. 'Achieving Results Through Relationships,' the second morning session, focused on relationship management. The

afternoon workshops consisted of two breakout sessions, 'Creating Value-Added Research and Analysis,' conducted by Liz and 'Assessing Your Client's Needs,' conducted by Betty Jo.

Dialog customers responded to the seminars with strong enthusiasm:

- * London: "Thought-provoking and relevant to my work and my team."
- * Paris: "Betty Jo and Liz have a good knowledge of information centres and the way people work."
- * Stockholm: "This is more than I expected."
- * Frankfurt: "The idea of Quantum2 is excellent and necessary for information professionals in Germany."

An additional seminar has been planned for Denmark. Finland, Spain and Switzerland are under consideration for the future.

Online Information 2001 - a successful silver jubilee event By David Wallen

Online Information 2001 saw 12,671 visitors from more than 50 countries fill the Olympia Grand Hall. The 25th anniversary event in early December was, as ever, the definitive forum for leading senior information managers, librarians, information users and business professionals to network as they exchanged ideas and sourced the very latest products and services that the industry has to offer.

Online Information illustrated that the information industry is in good shape to take on the challenges of 2002. A number of exhibitors reported a surge in demand for information services in the past three months. In fact, it appears that more money is being invested in business intelligence despite, or perhaps because of, the tightening economy and after-effects of September 11. According to market research commissioned by the organisers of Online Information 2001, the European online information market is expected to have grown by 6% during 2001.

Andrew Paton, Communications Officer for the European Union (EU) commented: "Online Information 2001 was, as always, an extremely useful opportunity for the EU's information services department to reach its users. The EU has been attending the event for many years and feels it is a unique opportunity to communicate with users and the media alike. This combined with the organisational ability of those responsible for the running of Online Information makes the annual event particularly important for the EU."

Visitors found the show an extremely beneficial forum to compare and contrast the latest information products and services, as well as learn new skills and techniques. "In an age of information overload, it was a refreshing show, highlighting companies and products that drive today's knowledge-centric dynamics," said Guattam Rupani, Projects Management at Advancing Concepts Ltd.

The next Online Information will take place on 3-5 December 2002.

Forthcoming Chapter events

17 April 2002

SLA members are invited to the Association of UK Media Librarians (AUKML) event: 'Archiving the Web' talk by Cathy Smith, BBC New Media Archivist, at BBC Bush House

8-13 June 2002

SLA Annual conference, Los Angeles, USA

4 July 2002

Summer Soiree - networking evening with food and drink. A chance to meet and talk with the ESLY award winner for 2002 - venue to be confirmed.

4 December 2002

Online Conference Breakfast Meeting - venue to be confirmed

Welcome to new chapter members

We welcome the following new (and returning) members to the European Chapter since September 2001.

- * Liz Bond Barth - Amsterdam, Netherlands
- * Sylvia Capelli - Bologna, Italy
- * Thea Gibbs - Birmingham, UK
- * Aslinda Stockman Meertens - Teerneuzen, Netherlands
- * Rita Weissenberger - Munich, Germany

Board Profile - Rachel Kolsky

After three years as a Market Analyst for the International Wool Secretariat, Rachel went back to college for her qualification in Library Studies. Apart from a short spell in the Epidemiology Unit of St. Thomas's Hospital her work has been solely within the financial sector.

Her first job in the City was at SG Warburg and this was followed by ten and a half years in St. James's with the J Rothschild group of companies, where she was Library Manager. She has now been with the Corporate R&D Department at AIG for the past five years as Manager of the Desk Research teams in London and Paris. Her role also includes initiating and implementing 'special projects' for the Department. Recently these have been the R&D Library Management System for London and New York and desk-top delivery of data to UK users. Her latest project is to redevelop the global R&D Intranet.

When not at her desk, Rachel often remains in The City. As a qualified City of London Guide she can be spotted leading walking tours, not only around the Square Mile but also in the East End and Spitalfields. If time allows, her other favourite haunt is the cinema. Not just watching films but also gathering support for the continuation of one of the UK's oldest cinemas, The Phoenix in East Finchley.



SLA European Chapter - Board Members 2001/2002

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