



# EUROPEAN CHAPTER NEWSLETTER

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[www.SLA-Europe.org](http://www.SLA-Europe.org)

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## President's letter from Kate Arnold

July marks the beginning of the SLA year and my first duty as incoming President is to thank the outgoing President, Celia Jackson, and the board members for all their hard work in 2001 and 2002.

The Chapter has had a busy year with the usual round of social events, the annual conference, and new for 2001 was our own stand at the Online conference. We also increased our activity amongst the country representatives in continental Europe. Membership now numbers over 230 people, and we're hoping that this year's events will appeal to current members and draw in more new members.

We realise that people join SLA for a variety of reasons, so with this in mind we've tried to provide a mix of social and networking and professional development events for 2002 and 2003. For those interested in the socialising and networking side don't forget to look out for details of our breakfast meeting at the Online conference in December, and for our annual quiz in late January.



*Kate Arnold introducing Margareta Nelke our ESLY for 2002 at the summer soiree in London*

If you're more interested in professional development events then you might like to attend the ESLY (European Special Librarian of the Year) lecture in late September which will feature Margareta

Nelke talking about developing a virtual library at Tetra Pak. In late October the Chapter and CiG will be jointly hosting a lecture about managing information services in a global company. Keep an eye on our web site at [www.sla-europe.org](http://www.sla-europe.org) for details about these and our other events.

Our summer soiree, held on 4 July, was a huge success, and Margareta Nelke (this year's ESLY winner) delighted us all with her impressions of this year's annual conference in Los Angeles. Next year's conference is being held in New York City, 7-12 June 2003, so we hope to see lots of European members attending.

Finally, please don't hesitate to contact me at [kate.arnold@bbc.co.uk](mailto:kate.arnold@bbc.co.uk) with your ideas and thoughts on the development of the Chapter.

## ESLY Interview with Margareta Nelke By Neil Infield

*Please tell me a bit about your background before Tetra Pak. I am especially interested in why you became an information professional?*

At university I studied for a BA in arts and social science I then had several temporary positions including some low level teaching jobs in the university.

I started librarian studying to be a librarian in 1980 because enjoyed working in a library environment was aware that I enjoyed structuring information. I didn't know anything about corporate libraries at that time.

My idea of a career was to become a university librarian. However, during my education I changed my mind due to two experiences. One was a visit to a chemical corporation in southern Sweden. Their information specialist was very engaged and devoted to his tasks. He showed us how to search in

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commercial databases. A new world opened up - even if it was through a Texas silent terminal printer. The other experience was when Lise-Lotte Lindskog, the ESLY award winner of 1998, held a lecture on working at a corporate information centre. Her inspiring lecture convince me to go for career in corporate libraries. I have never regretted it. Thank you Lise-Lotte! I specialized in corporate libraries in my final term although ironically my first job after library school was in a children's public library. Six months there only reinforced my desire to work in the corporate sector.

In 1983 I started my first corporate job at Alfa Laval and in 1989 moved to Tetra Pak. On both occasions my task was to build up a corporate library from nothing. I was thrown in at the deep end with Alfa Laval and had no relevant experience so I had to learn as I went along. Networking with other colleagues from the Swedish Association for Information Specialists was absolutely key to making a success of building up the library.

*What were some of the various activities that led to you receiving the ESLY award?*

My department is now called Technology Intelligence after many name changes over the years. We match the global Tetra Pak department operating structure. Information professionals operate as team members within the research groups. They give external information which is relevant particularly to new products where there may not be expertise within the company.

They have to make sure that the external aspects are covered by doing their homework such as searching for patents and getting relevant market research. The Technology Intelligence group also negotiates with information providers and tries to create best practice for the company.

Tetra Pak consists of twenty thousand employees worldwide with our clients mostly coming from research and development. The fact that Tetra Pak is privately owned means it is more supportive of long term developments and the family shareholders are very engaged in the company so it kind of has a family feel to it which is nice. In March 2001 we closed down the physical library of books and journals which were given away to individual departments. The staff were kept on and focused their attention on to a consulting activity, joining the project teams. We recruited a food scientist to the team who had worked as a corporate communications director so she was used to an information approach and has now become an information professional.

*How did you enjoy the SLA annual conference?*

I have to admit that I was shocked by my first CE (Continuing Education) session Sunday because it was so traditional. However I have enjoyed many of



*Margareta Nelke our ESLY for 2002*

the other sessions which I have attended. I like the open minded and friendly people who are more social than in Europe. They take good care of their guests here. I have learnt a lot, especially about quirky new technologies from Stephen Abrams, plus e-learning from Factiva speakers. Also some case studies on managing electronic resources was insightful. One of the speakers described it as "like trying manage your cat".

*What are your plans for the future?*

Well I have just gone through a very recent career change. Since 1 June I am no longer responsible for managing the department including staff and other resources. Now I am responsible for driving, implementing and further developing the Technology Intelligence process.

Having been a manager since 1983 this is a good career progression for me. My new role is much less operational but will involve promoting this activity to the rest of the company. It will require much more travel than before with twelve research and development sites in eight countries.

*With all that going on do you have time for any hobbies?*

I enjoy getting my hands dirty gardening but also reading and playing the piano. Besides that I also try to manage both my teenage daughter and my cat - a not very easy, but extremely mind-broadening enterprise.

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IF YOU'RE NOT AHEAD, YOU'RE BEHIND



## Surfing with the Dutch in search of knowledge

By Helen Clegg

There's nothing quite as exhilarating as stepping aboard a square-rigger sailing ship and sailing around the IJsselmeer, that large expanse of fresh water, separated from the North Sea by the Afsluitdijk. It's one thing experiencing the pleasures of sailing on a corporate day out as I did last year, but it must have been quite another, sailing to the Dutch East Indies as many European mariners did in the seventeenth century in search of knowledge and riches, on a journey that would take them between ten and sixteen months and double the time if they wanted to come home.

Of course I'd heard of the Dutch East Indies and the Dutch East India Company before I came to live in the Netherlands, but nothing more than that. I soon put my research skills into action, however, when I discovered that this year the Netherlands is celebrating the 400th anniversary of the founding of the Dutch East India Company, also known as VOC - Vereenigte Oost Indische Compagnie. The VOC was the world's first multinational and ruled the seas for nearly two centuries. It was the force behind the successful colonization of the Indonesian archipelago, the profitable Dutch spice trade and the discovery of the Great South Land.

My first port of call was the World Wide Web, so I put the letters "VOC" into my favorite search engine, Google. One of the first web sites to pop up was [www.kenniscentrum.nl](http://www.kenniscentrum.nl) - which means 'knowledge center'. This is a great starting point for anyone wanting to find out more about the Dutch East India Company, but you have to be a Dutch speaker to get the most out of this web site because it's all in Dutch. Back to Google and another site which seemed promising was [www.voc2002.nl](http://www.voc2002.nl) Don't be put off by the fact that it looks as if it's all in Dutch, because it isn't. There are some comprehensive sections in English, which include a short history of the VOC, as well as details on the VOC celebrations taking place in the Netherlands this year.

Check out [www.londoh.com/voc\\_links](http://www.londoh.com/voc_links) too. This is a real treasure trove of a web site, compiled by someone in Indonesia. It contains over 230 hyperlinks to other web sites covering the history and activities of the VOC, ships, settlements, governors, museums, coins, documentation, VOC chambers, maps and atlases, VOC buildings, archives and books. Obviously, some of web sites listed are better than others, but then that's where the skill of knowing how to judge a web information resource comes in - who's behind the particular web site, what's the purpose of the site and how frequently is it updated?

I checked out a few of the hyperlinks and discovered the VOC archives in Zeeland and the Koninklijk Instituut

voor de Tropen or KIT for short - the Royal Tropical Institute in Amsterdam, which has an excellent library and information services web page, complete with online searchable catalog. You can limit your search to books or journals or articles or maps or simply search the whole catalog, which is what I did. I wanted to know more about Jan Pieterzsoon Coen, the Fourth Governor-General of the Dutch East Indies, reputedly a rather nasty character! My search returned 144 records on the man, such as "over karakter en daden van Jan Pieterzsoon Coen" and 'J.P. Coen: dagen en daden in dienst van de VOC'. Not much use to me at the moment, so maybe I should take some Dutch lessons after all...

The sheer breadth and depth of the 230 hyperlinks on the [www.londoh.com](http://www.londoh.com) web site made me realize that there's always more than one way of looking at a subject - a point worth bearing in mind when you're perhaps faced with a more unusual information request. I'd been surfing for official Dutch web sites on the VOC, but in fact this is rather limiting because there are many interesting personal web sites compiled by South Africans and Indonesians due to the VOC's influence in these areas. Even Monash University Library in Australia has papers and letters pertaining to the Dutch East India Company in its Indonesian Research section - a place I would never thought to have checked out and the Department of Anthropology at Brown University in the USA has some good web pages on the Banda Spice Islands, which the Dutch colonized and subsequently ruled.

Further surfing brought me to [www.holland.com/voc](http://www.holland.com/voc), web pages dedicated to the VOC anniversary and part of the official web site of the Netherlands Board of Tourism. It's in Dutch and English and is visually pleasing as well as informative.

I really like the VOC ship sailing back and forth at the top of the home page! The site is divided into four main sections: 400 Years of the VOC, Fleets & Routes, Sailors & Naval Heroes and Facts & Figures. In the section on 400 Years of the VOC, you can find out about current exhibitions and events, such as the exhibition on the VOC city of Batavia at the Historical Museum of Rotterdam.

Upcoming events include a gathering of tall sailing ships off the island of Texel, VOC bike tours of Rotterdam (well, this is the land of the bicycle after all) and a tour of the Netherlands for the replica VOC ship, the Duyfken, which set sail from Sydney Harbor on May 5th last year, re-enacting the historic trade route. This information on the Duyfken particularly caught my eye because there was an Australian connection! (Readers may remember my article on my visit to the State Library of Victoria, which appeared in December's Chapter Newsletter).

Ever the curious researcher, I thought there might be a special web site designed to give more information on



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the replica ship, so guessed the URL as [www.duyfken.com](http://www.duyfken.com) I often use this guessing technique at work, when I'm trying to find the homepage of a company or the URL of a useful web site on a particular subject and it's amazing how many times it works. I struck lucky. [www.duyfken.com](http://www.duyfken.com) is the official web site of the Duyfken 1606 Replica Foundation and gives excellent background information on the Duyfken, or Little Dove in English.

The original Duyfken was a small VOC ship, which sailed off to the Dutch East Indies in 1605 with instructions from the VOC to explore the coast of Papua New Guinea and search out further trading opportunities, particularly with spices such as nutmeg, pepper, cinnamon and cloves, for there was a great deal of money to be made from transporting them back to Europe in a bid to break the Portuguese spice monopoly at that time. Upon reaching Papua New Guinea, Willem Janszoon, the skipper, followed the country's south coast and continued sailing in a southerly direction.

Without realizing it, Janszoon and his crew had arrived at the Gulf of Carpentaria, the stretch of water at the top of Australia, lying between Cape York peninsula to the east and the great expanse of Arnhem Land to the west. Continuing to navigate in a southerly direction, they came upon a river, known today as the Wenlock and sailed up it to explore the strange new land, hoping to make contact with any native inhabitants. By doing so, the Duyfken was attacked and one of the crew was fatally injured - this was the very first contact Aboriginals had with white Europeans.

Amazingly, this historic encounter is still remembered by the indigenous people of Cape York today, as the story is part of the oral history of the Mapoon, Aurukun and Napranum communities. Although Janszoon and his crew were the first Europeans to set foot on and map the west coast of the beautiful Cape York peninsula, "nothing of value for trade had been discovered, only a dry, infertile coast without fresh water, inhabited by uncivilized people. No gold only sand." Thus it was left to England's Captain Cook over a century later, to claim the Great South Land for the British Crown on August 22nd 1770.

At [www.duyfken.com](http://www.duyfken.com), (where you can even build your own Duyfken) I discovered that the Duyfken replica would be arriving at its final destination, Oudeschild Harbor, Texel, on April 28th 2002. This was a date I wasn't going to miss! Armed with my camera, food, a thermos flask and my Factiva.com golfing umbrella, I set off at 7 am on a cold, wet, thoroughly miserable Sunday morning for Texel, one of the islands lying off the coast of the Netherlands. After a three-hour journey involving trains, buses and ferries, I finally stepped off the local bus into a pool of sunshine. And the journey was definitely worth it. Not only did I see the majestic Duyfken enter Oudeschild to the sound and sight of water cannon, a cheering crowd and a

lively local band, but I managed to get within a few feet of the Governor-General of Australia, Sir Peter Hollingworth, greeting Prince Willem Alexander of Orange and his wife, Princess Maxima before he walked over to the official welcoming stand at the harbor's edge. I hadn't realized that the highest ranking representative of the British Crown in Australia would be at the event, but my deduction skills came in useful here - after all, only an Australian would be wearing an Akubra hat in the Netherlands, and this one was surrounded by beefy Dutch bodyguards!

Three weeks after my visit to Texel, I visited the pretty little town of Delft, while the Duyfken was there - I badly wanted to clamber on board the ship I had helped welcome to the Netherlands after its historic voyage. I got to practice my fact finding and interviewing skills on one of the Australian crew from Fremantle too, which just goes to show that training in information and research always comes in useful! In the seventeenth century, the Dutch weren't the only nation intent on extending their knowledge and control of the East Indies, for the English were close on their heels. Both countries wanted to capitalize on the lucrative spice trade. Indeed, knowledge about the medicinal properties of spices was one of the reasons which spurred on the Dutch and English voyages to the East Indies, for it was widely believed that "no man should die who can afford cinnamon." Surf to [www.bl.uk/whatson/exhibitions/trading/home.html](http://www.bl.uk/whatson/exhibitions/trading/home.html) and you'll find out all about the English East India Company



*The Duyfken replica arriving at its final destination, Oudeschild Harbor*

- the EIC, how it vied with the Dutch for supremacy in the East Indies and the contribution it made to the establishment of the British Empire.

The web pages are part of the British Library's web site and have been created to coincide with the exhibition called 'Trading Places - the East India Company and Asia 1600-1834', which is being hosted by the British Library from May 24th to September 22nd. In the words of the British Library, Trading Places tells a remarkable story. It follows the rise and fall of the Company over 200 years, from its beginnings in London and its first trading post on Asian soil, to its expansion into India, China, Indonesia, Japan and Persia until eventual loss of its trading monopoly in 1834. The exhibition web pages are clear, concise and easy to navigate. There's a section entitled "Virtual Exhibition", which covers Iberian and Dutch exploration, the foundation of the EIC, shipbuilding, the first voyage of EIC, life on board ship, Bantam, expansion of the EIC into India and China and the far-reaching effects of the foundation of the EIC. Emanating from a library, these web pages wouldn't be complete without a bibliography, which includes web resources on the EIC, the VOC and the East Indies as well.

Running parallel with the exhibition are a number of interesting Gallery Talks at the British Library, which make me wish I were living back in London. Author of best-selling book 'Nathaniel's Nutmeg', Giles Milton,

will be giving a talk entitled "To the ends of the earth", Chris Caldicott, a photographer with National Geographic Magazine will be speaking about traveling the spice routes, John Guy will be talking about Indian trade textiles in South East Asia and Japan and Stephen, a member of the tenth generation of the famous Twining family, is scheduled to talk on 'The taste for tea'. You can be sure I'll be making a bee-line for the British Library if I'm over in the UK before September 22nd!

As I wait for the kettle to boil so I can enjoy a cup of cinnamon tea, I realize that I have the Dutch to thank for the spice and the English to thank for the tea. Had the Dutch and English not established successful trading companies in the seventeenth century in their quest for knowledge, power and riches, the UK and the Netherlands would, in many ways, be culturally much the poorer today and I'd probably be quenching my thirst with a pint of cold beer.

*Helen Clegg is Market Analyst with RR Donnelley Europe in Amsterdam. She holds an M.Sc in Library and Information Studies and is currently studying for a marketing qualification with the Chartered Institute of Marketing, when not penning articles, book reviews or traveling. Before moving to the Netherlands to join Donnelley, She worked for AT Kearney in London and Bain & Company in London, Munich and Paris. Helen writes here in a personal capacity.*

*She can be contacted at [Helen.Clegg@rrd.com](mailto:Helen.Clegg@rrd.com)*

## Chapter Events Calendar for 2002-2003

### 2002

**Sept/Oct - the in her** Annual Lecture - **Margareta Nelke of TetraPak, Sweden and European Special Librarian of Year (ESLY) for 2002/2003 will share her experiences of implementing a virtual library environment.**

**Late Oct - global** Joint CiG/SLA Seminar - **Tales from the Front Line - managing information services in a company, when half your world sleeps and the other half works.**

**Nov -** Professional Development - **Afternoon Workshop (date and topic to be confirmed)**

**4 Dec -** Breakfast at Online - **The European Chapter's annual breakfast at the Online Conference, Olympia, London**

### 2003

**Jan -** Annual Quiz (date to be confirmed)

**Mar/Apr -** Guest Presentation - subject to be confirmed

**Apr/May -** Professional Development - **Afternoon Workshop (date and topic to be confirmed)**

**May-** Visit - **House of Commons Library (tbc)**

**7-12 Jun -** SLA Annual Conference - **New York**

**July -** Summer Soiree



## Peter Drucker at SLA Conference By Sylvia James

Peter Drucker had certainly lost none of his magic at the grand old age of 92 giving a keynote speech at this year's conference in praise of the information professional. He beguiled his audience at once, from an armchair, in which he had chosen to give his address, in disclaiming the notion of the Chief Information Officer. This function should really be the Chief Data Officer, with the 'Information' title firmly in the realm of the Corporate Librarian.

In his main theme, he lauded the role of the information specialist in the company library many times, telling stories about how useful they had been to him during his long career. Wonderful anecdotes about the first Corporate Library, which he thought had 'been invented' 150 years ago at a European multinational (he didn't say which) were also used to illustrate how enquiries to the Library had been used and analysed by enlightened management to develop a system of early warnings of threats and weaknesses in their businesses, and how this tool should continue to be used today.

The other thread of his presentation was the wonders of technology and especially the internet. In a quotable remark, he went straight to the heart of the issue: "The railroad made distance manageable, but the internet makes distance disappear". Mention was also made of the current US corporate fixation with out-sourcing, "the largest growing sector in the US" and the inherent dangers of this for companies and organisations. He also described new models of corporate structure for the future, where information is the "key competence of tomorrow's organisation" and "information creates universal competition.

It was a very entertaining speech given by a master craftsman of a management guru, who warmed to his theme and audience, who were as much entertained as informed.

### Biography:

Peter F. Drucker was born in Vienna, Austria, in 1909. Educated in Austria and in England, he holds a doctorate in Public and International Law from Frankfurt University in Germany. He also has received honorary doctorates from American, Belgian, Czech, English, Japanese, Spanish and Swiss universities. Since 1971, Mr. Drucker has been Marie Rankin Clarke Professor of Social Science and Management at Claremont Graduate University in Claremont, California, which named its Graduate Management Center after him in 1987.

A prolific writer on subjects relating to society, economics, politics and management, Mr. Drucker has published 30 books which have been translated into more than twenty languages. In addition to his writings on management and economics, he has written an

autobiographical book entitled, *Adventures of a Bystander*, and co-authored *Adventures of the Brush; Japanese Paintings*. Mr. Drucker has made several series of educational movies based on his management books, and he was an editorial columnist for the *Wall Street Journal* from 1975 to 1995, and serves as a frequent contributor to magazines.



## Women in European Business (with apologies to non-female SLA members) By Stella Trench

Was there ever such a gathering?

A packed Whitbread Brewery saw close to nine hundred of London's aspirational women sitting shoulder to shoulder to experience the first 'Women in European Business' event. The event was organised by Deutsche Bank who was also the principal sponsor with additional sponsorship from Lexis-Nexis, Factiva, ICC and Swets Blackwell.

The panel was an impressive one (see below) ably chaired by Sue MacGregor, as was the organisation. All delegates were sent multiple emails exhorting them to arrive on time as the session was oversubscribed. This we obviously believed as by 4.30pm, when the panellists were heralded in by Cher singing, "What have you done today to make you feel good?" to flashing purple lights, the audience was already in their places, hushed and expectant.

The session was called 'Routes to Leadership - is there a right way?' Deutsche Bank's Elizabeth Warren, Global Head of Human Resources, introduced the panel and then the token man, Josef Ackermann, member of the Deutsche Board of Managing Directors, outlined his thoughts on what makes a good leader.

### Characteristics of Leadership

- Vision - the ability to create a compelling picture
- To challenge orthodoxy and the status quo
- Having resolve - obstinacy and a firmness of purpose
- Passion - for ones job, life, people and team
- The ability to inspire loyalty

### Panel remarks

In fact none of the panel went on to say anything that disagreed with these characteristics, however there were many more ideas and illustrations of the theme.

Ambition is a word that can be easily confused with aggression. All leaders have the former, but is right and proper to have the latter on occasions, although women can be accused of it when they are simply doing their jobs. People in leadership positions may face loneliness.

One common theme, one that information professionals should take to heart, is that women need

to break out of their own specialism in order to achieve more broadly. So there is nothing wrong with using research and information as a jumping off point. Growing laterally is important. Not waiting to be asked is also a key, we need to take risks and move outside of the comfortable day to day.

### Leadership Styles

These are numerous but there seem to be some rules.

\* Develop a thick skin. It is not always possible to be friends with your colleagues and the first realisation of this may be hard. Sharing and listening to colleagues and team members is key, but this is not necessarily a two-way street. A leader may not necessarily be able to 'share down' when trying to win respect and share vision.

\* Be prepared to mentor. Mentoring is key, and since relationship management is a prime driver for women we would all go mad without it. In fact relationship management is what makes women particularly good in certain areas: customer relations, human relations and people-based problem solving.

\* 'Don't wait to be asked.' It is important to create ones own opportunities and take risks.

\* Learn to adapt your own personal style to the nature of the organisation. This is especially important within a multi-cultural organisation. An individual may even reach a career point when it is necessary to reinvent oneself in order to adapt to new environments.

\* Speak your mind. In many cultures, women embody and embrace modesty much more than men. American culture encourages more self-confidence than many European cultures!

\* Know your own strengths and weaknesses.

\* Obtain advice by identifying people who are doing the best job in an area.

\* Communicate passion.

\* Choose your life partner carefully! ("My husband's an angel! You're lucky, mine's still alive.")

\* Remember that doing things outside of the job is important - friends, sport, culture. It is important to have friends who are completely unconnected with work.

\* Network both within your own sphere of activity and outside of it.

### Role Models?

The panel members were asked to name their role models and an interesting bunch came out:

**Father** - he was a single parent with four children and a career. **Denise Kingsmill** - Deputy chair of the UK

Equal Opportunities Committee. The senior statesman - **Nelson Mandela**. Senior people within organisations in which the individual has worked. **Mother** - she gave self confidence and self-belief and a sense that one must never give up. **Mother Theresa** - who demonstrates that there are many different styles of leadership. **Margaret Thatcher. Dalai Lama** who inspired the belief that "Women must live on the edge".

### Failures?

Panel members we asked about failures that had provided learning points in their lives:

Losing a transaction to another bank felt like abject failure but an early lesson was learned that it is important not to internalise failure. It is part of the job.

Losing a large amount of money in the belief that it is possible to clone success in one geography exactly the same in another.

The panel contribution was followed by a lively discussion from the floor with some hotly argued points. Highlights are as follows:

\* One needs to be true to oneself - honesty and integrity are key.

\* Generosity is important for a leader - generosity with time, energy, efforts - a generous spirit is important.

\* Adequate/good childcare plays an important role as it allows women to take on a leadership role.

\* It is impossible to have it all - it is dangerous to set this idea up as an ideal that we could achieve.

\* Actually it is important to talk simply about leadership - not women in leadership. To set women apart as a special breed is divisive.

The discussion was brought to a graceful close as it could have continued for many hours. We were invited to meet and greet over refreshments and drinks which were gratefully consumed after such a hot-house of ideas. It was indeed an enjoyable and professionally put together event.

### Distinguished Panel

Panel Chair

Sue MacGregor OBE - BBC Radio 4 Presenter

### Panel Members

Elizabeth Coffey - Director, The Change Partnership

Ltd, Brigadier Jean Dowson - Director HR Strategy,

Defence Logistics Organisation, Noreen Doyle -

First Vice president, European Bank for

Reconstruction and Development,

Roelfien Kuijpers - Global Head of Strategic Research

and Planning, Global Equities, Deutsche Bank,

Dame Stephanie Shirley DBE - Founder and Life

president of FI Group (now Xansa plc), Lisa Thomas -

Chief Executive LIDA



**Factiva launches its 2002 White Paper Series**  
From Gill Voisey

Factiva launches its 2002 White Paper Series this month with new research on the value of information tools: Free, Fee-Based and Value-Added Information Services. The report considers the quality, availability and value of information on free Web sites, fee-based Web sites and value-added information services, such as Factiva.

Among the findings:

\* High quality business information on the free Web is not nearly available as knowledge workers think. More than two-thirds of publications used most often by knowledge workers either do not have Web sites or do not make their material available on the Web for free.

\* Though free, searching the Web costs companies employee work time - valued by Outsell at \$30 per hour.

\* When information is found on the Web, its quality may be unreliable.

Value-added information services, on the other hand, offer high-quality information from a wide variety of important sources. Plus, they provide user interface tools to aggregate and speed up information searches. When the cost of knowledge workers' search time is considered, as well as the cost of information, value-added information services usually save companies money.

To learn more read the White Paper on [www.factiva.com/infopro/whitepapers](http://www.factiva.com/infopro/whitepapers)



**Welcome to new chapter members**

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

Derek J Cox	Berkshire, UK
Tanya M Durr	London, UK
Robbie Frazer	London, UK
Nigel Frith	Essex, UK
Michelle Romero	Paris, France
Mary Behm Taxis	Frankfurt, Germany
Anthony Krizan	London, UK
Jackie Meeks	London, UK
Catherine Muyawala	Lusaka, Zambia
Per Knudsen	Copenhagen, Denmark
Inga I Vilcane	Riga, Latvia
Alison E Harman	London, UK
Catriona MacNeill	Surrey, UK
Elisabeth Mangold	Horgen, Switzerland
Colin Perry	Brunei
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**Board Profile - Liz Blankson-Hemans**

Liz is European Manager of Dialog's Information Profession Market Development Programme. She recently joined Dialog where her responsibilities include managing the European rollout of Dialog's Quantum2 programme which was launched at Online 2001. Additionally she will be helping to form and oversee their European Customer Advisory Board. Quantum2 is a professional development initiative designed to give information professionals the power to lead change within organisations. It does this by providing the training, tools and support to help the information professional increase their value and be more visible and empowered within their organisations.

Prior to joining Dialog, Liz spent several years as Central Information Manager at Clifford Chance, the leading international law firm, and before that worked at various branch and reference libraries in the City of Westminster.

She is also an active participant in professional activities. As well as being a chartered associate of the Library Association, Liz is a member of the Institute of Information Scientists (IIS), the City Information Group (CIG), UKOLUG and the Industrial & Commercial Libraries Group (ICLG) and occasionally reviews books for the ASLIB journal *Managing Information*. Her SLA activities extend to being European Liaison for the Legal Division, as well as contributing a column to the Division's quarterly newsletter. She is a regular conference attendee.

As if this doesn't take up all her time, Liz is married with a young son and an older stepdaughter. By way of relaxation, Liz enjoys travelling, reading a good book, cinema, philately, contemporary music, and occasionally indulging herself with a spot of shopping.



# SLA European Chapter - Board Members 2002/2003

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