

EUROPEAN CHAPTER NEWSLETTER

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www.sla-europe.org

2003 - Issue 1

President's letter from Kate Arnold

It's spring time already, the new year seems a long time ago, and I wonder how many of you have kept your news year's resolutions? I associate January with new beginnings and an opportunity to reassess things. Since I've moved jobs this January I've had to adapt to a lot of change, and to reassessing my role within my organisation. I sense that this is a common theme within the profession, and that 2003 is going to be a very important year for us all.

There is currently plenty of debate within the information community, in print, on mailing lists and web sites, about our failure to adequately promote ourselves and the value of our role. As information professionals we need to band together to create a formidable lobby to raise our profile and to get people to understand our skills and contribution we can make. In the association we have an opportunity to start this process.

In June at the New York conference members will have the opportunity to vote on a name change for the association. I urge you to read the Branding Task force information at www.sla.org as well as Neil Infield's article in this newsletter, and to talk with colleagues about our identity. Although I consider myself a 'librarian' I do appreciate that the 'L' word means something to those of us in the profession, but very little to the outside world. If we want to raise our profile

we need to think about our branding carefully. If we keep the 'L' word we'll be appealing largely to ourselves, not the outside world, and it's in the outside world that we need to promote ourselves.

You will see that the Chapter is providing



plenty of networking opportunities. Our breakfast at Online and the quiz in January both attracted attendance of more than 80 people. A smaller number of people attended the first of our series of continuing professional development seminars in February, but got a lot out of it. Our next one is on taxonomies on 13 May. Then it's the annual conference in New York where I do hope to meet lots of chapter members. Please contact me if you are planning be there.

Revised Chapter website By Neil Infield

After many weeks of experimenting with cascading style sheets (CSS) I have published a revised Chapter website. The colour scheme is based on our recently updated logo. Please let me know if you have any technical difficulties with the site such as missing pages or text that is too difficult to read. Also please contact me if you have any comments about the content or design, or have any suggestions for improving the site.



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New Orleans winter meeting By Sylvia James

New Orleans, USA, January 22-25 2003

Winter Meeting this year was to a city where January weather, so far south in the US, could have been expected to be mild and pleasant. Instead, the participating leadership of SLA gathered in freezing temperatures and the coldest winter New Orleans had seen for many years. It was very sad to see the beautiful tender plants on the balconies of the historic French Quarter shrivelled and dying in the truly perishing icy blast.

The meeting was very well organised this year, with a clear programme addressing some of the most pressing issues facing all members of SLA. Each day has a very full programme, beginning with breakfast at 8am and continuing on until 5pm. The sessions are organised by the SLA Chapter and Division Cabinet Board Members and the conference participants are leaders and board members of both Chapters and Divisions. It is a very good chance to network with a wide range of information professionals that are representing their members and their professional interests, rather than the organisations that they work for.

Three members of the European Chapter Board were present, representing the Chapter and with other SLA responsibilities; Neil Infield, President Elect, also a representative of the Branding Task Force, Gillian Voisey, European Chapter International Relations Chair, and also a member of the SLA-wide International Relations Committee, and Sylvia James, European Chapter Treasurer and Director of Business & Finance Division.

The meeting began on Thursday January 23rd, with a series of general sessions to all participants. The first was an impressive survey of the Branding Task Force deliberations on the Association's proposed name change (see separate article by Neil Infield).

This was followed by a session on Mission & Vision for the Association, prepared by the Strategic Planning Committee of SLA, who had been working with an external consultant, Barbara Kaufman, to brainstorm on the future. The current and very lengthy SLA mission statement was discussed at length and various suggestions were made about possible new mission and vision statements.

An important session for the meeting was held over

lunch, which focused around the varied group of candidates for the Board and their election statements.

Lunch was followed that afternoon by a whole range of roundtable discussions on various topics of interest to both Chapter and Division leaders.

The evening's entertainment was organised by the host Chapter which covers New Orleans, the Louisiana and Southern Mississippi Chapter. They arranged a reception at Madame John's Legacy, in the old French Quarter of the City, which was sponsored by Ebsco. The building was an example of the Louisiana Creole residential design and dated from 1789 and housed a folk art exhibition. The icy weather that night had meant all the festivities had to be moved indoors, but it was a very enjoyable evening with music from guitar performer Spenser Bohren.

On Friday, the focus of the meeting shifted into the Chapter and Division programmes, with the first session devoted to discussions in break-out groups of the new unit governing documents (the old bylaws) and how these will need to be presented to all the membership, who will need to vote on the proposed document for each Chapter and Division to which they belong.

The day continued with sessions on Developing Leaders, Membership Recruitment and Retention and Association Resources for Chapters and Divisions. Finally, the Chapters and Divisions split up for their separate business meetings, known as the Chapter and Division 'Cabinets', which then merged for the Joint Cabinet. The main questions were about the proposed sale of the SLA Washington HQ building and move to new premises and the current state of play in the process to select a new Director of the Association.

On Saturday morning the Board of Directors met to review and vote on a wide range of topics. Most significant was the approval of the vote on a potential name change to take place during the annual conference in New York in June. Also of interest to European Chapter members was the 'sunsetting' (closing down) of the International Relations Committee.

At the same time the creation of a Global Strategies Task Force was announced (which Neil Infield was invited to join). He will be explaining more about its role and how you can help elsewhere in this issue. The meeting finished just after midday which gave the attendees a few short hours to explore a very cold but sunny New Orleans.

Are your membership details correct?

Please check your membership details at www.sla.org to make sure they are correct. It seems that for many of you the system has incorrect contact details, in particular for your email addresses.

do that shameless, self-congratulatory cubicle dance.

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THERE'S REALLY NOTHING WE CAN'T DO."

— *Duncan McKenzie*
MANAGER OF THE INFORMATION CENTER
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A new name for the Association?

By Neil Infield

At the Winter conference in New Orleans the Board of Directors approved a proposal from the Branding Task Force to allow the membership to vote on a new name.

Due to the recent changes in the Association Bylaws (voted in by the membership last year) all votes must now take place at the annual conference rather than by postal ballot as in the past. Consequently those attending the conference in New York will have an important responsibility, for which they should prepare themselves, to ensure they make an informed decision.

Many within the European Chapter have expressed reservations with our current name 'Special Libraries Association', and this is the first opportunity we have had to make a change. I have been involved with the Branding Task Force for four years now and during that time have come across a very wide range of views on the Association name.

After much discussion and several surveys the Task Force decided on a choice of two alternative names. We deliberately chose a conservative and a more forward-looking choice of names in 'SLA' (letters only) and 'Information Professionals International'. At one point we also considered a third option of something more radical such as 'i-Association', but this received very little support during our survey process. The vote in New York will determine which the membership prefers, followed by a vote on whether to adopt this new name or keep our existing.

One of the main drivers for considering a name change is that the membership of the association has been in decline for some years. In addition to this a large proportion of our current members will be retiring within the next ten years, resulting in an accelerating loss of members.

Due to its name the Association is not acquiring memberships from information professionals such as knowledge managers, intranet managers and website managers. These are the kinds of information professionals who would benefit enormously from membership as would the Association from their presence.

It is important to make the point that any name change would not exclude librarians. Instead it would allow the Association to expand its membership beyond its narrow constituency.

Please take the time to review the documentation including a FAQ (frequently asked questions) through a link on the home page of the Association's website at www.sla.org. For those of you not attending the annual conference ensure you make your views on the name change issue known to someone who will be going, or contact any member of the European Chapter Board.



Linking information services to compelling business events

Jan Whittington reports on a recent European Chapter Professional Development Afternoon Workshop

Liz Blankson-Hemans of Dialog Corp. recently gave a valuable presentation and practical workshop on compelling business events, and how information services can address these to the benefit of the organisation.

Compelling business events provide information professionals with an opportunity to show the power of the information service. As a first step, it is essential to identifying who your clients are currently and whether you need to expand this group or focus on a particular subset. Your clientele should include your funding department or stakeholders in some form.

Once you have defined your client group you can more easily define which business events are of relevance to them. Compelling business or financial events include mergers and acquisitions, regulatory and societal changes. The way in which information professionals can capitalise on these events is to take some sort of action, arrange to commit resources to these and focus on a profitable outcome. For example, information is required to monitor merger and acquisition activity so that the impact of an acquisition can be assessed.

It is important for information professionals therefore to identify an acquisition, which is of direct relevance to the organisation, ensure there are resources in place for research (e.g. annual reports, analyst reports, industry newsletters, press and journals, media transcripts) and to feed appropriate information to clients.

It is this sort of focused service, which will greatly contribute to the organisation's goals and simultaneously raise the profile of the information service.



Global Strategies Task Force

By Neil Infield

For many years European Chapter members have been frustrated by the Association's lack of international perspective.

In order to see if it is possible to progress the Association from one that merely has members located outside of the United States to one that genuinely acts and thinks internationally, the Board of Directors have decided to create a new Task Force.

The Global Strategies Task Force was voted into existence at the Winter Conference in New Orleans with Ann R Sweeney as its Chair. Our mandate from



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Association President Bill Fisher is "... to advise the Board of Directors on an appropriate strategic direction for this organization to follow for the rest of this decade to bring us closer to the goal of becoming a truly multinational association."

We have also been given a detailed list of issues to address:

- * How does SLA become more multinational?
- * What resources are needed to accomplish this?
- * How does SLA leverage those resources for maximum benefit?
- * With which organizations should SLA partner to assist us in this endeavour?
- * What models exist (good or bad) from which SLA may learn?
- * Is the goal of becoming more multi-nationally focused an appropriate direction for SLA now and for the next one to two years?
- * What do non-US information professionals feel they could get from SLA that other regional and national associations can't offer?
- * What additional benefits will there be for the information professionals in those countries?
- * How should SLA relate/collaborate with existing national and regional associations? Which associations?
- * What are the benefits of a regional presence versus a virtual presence?

This is a real opportunity for European Chapter members to make an impact on the future direction of the Association. Please contact me (or any other members of the Task Force below) with your comments and suggestions.

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Skills assessment and improvement seminar at Online 2002

As part of the successful series of free presentations during Online 2002 the European Chapter brought together Margareta Nelke (ESLY for 2002/3), Kate Arnold (Chapter President), Jan Whittington and Neil Infield all under the guidance of Cynthia Hill (President Elect of the SLA).

Here are some of the points that came from the presentation. Additionally there is a pdf handout available from the website at www.sla-europe.org

What can I do to make my competence visible and appreciated in the organisation?

Map the competence

To be able to make the competence visible, it is important not only to be aware of it but also to express it in "business" terms that are easily understood in the organisation.

Put it in relation to tasks in the organisation other than "traditional librarian" tasks

One way to make the competence understood is to look in the organisation and see in what context the competence fits, to refer to this context.

Be proud of the competence

Last but not least - be proud of your competence, that is the best way to promote it.

Look to the future

We should focus on what the future holds for us, particularly with regard to technological changes, and what skills we need to prepare for them.

Currently the Internet and intranets present challenges and opportunities for information professionals. We should focus on the information rather than the technology aspects of these developments. This

territory belongs to us rather than to IT professionals.

We need to improve our skills and knowledge in these areas and then market ourselves both internally and externally.

We should learn how to build an intranet using something simple like FrontPage (or Dreamweaver for the more ambitious). Remember to gain benefit of our skills and experience by concentrating on its information architecture, rather than flashy technology.

We should try and get ourselves into a position where we can influence or revamp our organisations' intranets or external websites.

We could develop a website for our information department both as a marketing tool and to give an example of how to structure a website.

We can create a set of 'weblinks' pages to selected relevant external websites with the added value of rankings and explanations.

In order to be aware of what is coming down the 'pipe' we should read magazines such as 'Internet Magazine', register with communities such as 'Free Pint', and look out for websites that work for you and try to emulate them.

How to assess your skills?

Where your organisation does not have an appraisal process or even if you do have one it's a good process to appraise yourself. You can do this by establishing the current role of your post broken down into tasks and objectives. From this you can write a job description and perhaps also a person specification which will detail the aptitudes required for the post. Into the documents you will want to incorporate your plans for the future.

Use the SLA document on core competencies for guidance. You may find it helpful to write an informal business plan detailing strengths, weaknesses, opportunities and threats mapped against corporate goals. Recruitment agencies and job adverts will give you ideas for the skills that you need.

Then you are ready to measure your performance against these standards. You can use a rating system of perhaps grades e.g. excellent, satisfactory, poor or a numeric system (e.g. ranking yourself on a scale of 1 to 10).

Keep this question in mind; how can I do things better? If you want to do this in more depth try to acquire an appraisal form from your network of information professionals or a friend that you can adapt to your situation. At this stage you may want to ask your colleagues for their input along with advice from your mentor or network. This will help to pinpoint any

weaknesses and therefore areas where you could improve. This should also show what skills you have at present and those that you need to acquire for the future, thereby identifying your skills gap. From this information you can then develop a training programme to meet these needs.

How can you improve your skills?

CPD is an important way of enhancing your skills. Other more specific forms include: attending seminars, courses, conferences, professional exams/study, reading (journals, books), joining and being active in online communities and professional associations, secondments.

Leveraging your skills in a slightly different way *By Kate Arnold*

As information professionals we have a raft of information management skills that could be utilised outside our traditional library environment. As someone who has worked outside the library world over the last three years, mainly on web sites, it's become apparent to me that we have very transferable skills that we tend to undersell. The three skills I've leveraged most are outlined below:

Research Skills

Our main claim to fame, a skill that tends to be undervalued by everyone in this search engine age. However, we can often show people how to find the right thing at the right time from sources they weren't aware of. We can also coach people in how to find information and validate it, a particularly important skill in this information age.

Project Management Skills

As information professionals we tend to be good at defining a problem, researching and analysing solutions, and then implementing those solutions, often to a deadline or timetable. These skills are all components of project management, except we don't tend to acknowledge this.

Communication

Libraries offer services for all communities within an organisation so are often seen as a neutral oasis at the centre of the organisation. This means librarians tend to possess a good picture of how an organisation operates and what knowledge and skills various groups have. This can lead to librarians having a pivotal role in relationship building and influencing within the organisation.

Useful Resources:

* SLA Competencies for Special Librarians (revision due shortly): www.sla.org/content/sla/professional/meaning/comp.cfm

- * Angus Codd. 'Inspiring Confidence'. Information World Review, Nov 2002: 41-42
- * Liz Blankson-Hemans. 'Changing Direction'. Library + Information Update May 2002: www.cilip.org.uk/update/issues/may02/article4may.html
- * What use are librarians? Lynn Brindley. Relay no. 51, 2001: www.ucrg.org.uk/publications/relay51.pdf

 **From running a library to developing ideas - a conversation with Dr. David Raitt of the European Space Agency**
By Helen Clegg

David, you're now working as Senior Technology Transfer Officer in the Technology Transfer and Promotion Office at ESTEC, part of the European Space Agency in The Netherlands, but you graduated in library and information science in the 1960's. How did you get to where you are now?

I'd never really considered librarianship as a career - I was intending going to university to study languages and then go into the Fleet Air Arm to become a pilot, but I had a very serious accident while playing rugby and it took me about two years to recover. The accident affected my eyes so I couldn't fly and Oxford University thought that I wouldn't be able to keep up with the intensity of the work due to the delicate state the accident had left me in, so I couldn't go there to study languages. I was shattered and didn't know what to do with myself, my whole career path had been turned over just like that.

I was recovering in Devon and went to the Youth Employment Bureau - I was devastated to have to go there instead of going to Oxford because I was a high flyer. Anyway the Youth Employment Officer asked me what I liked doing and I said reading and he told me there was a job going at the Devon County Council library headquarters. So I went for an interview and got the job. The job was really quite interesting - I had to make up collections for the mobile library and for prison libraries and visit the branch libraries occasionally too.

I can imagine it was interesting making up the collections. What do you actually put in a prison library collection?

Well, not books on how to escape or how to launder money and they obviously didn't want books by Catherine Cookson or on origami or arranging flowers and you couldn't put in too many books on sex either, so it was an interesting experience!

While working in Devon I got a place at the North Western Polytechnic Library School in London in 1966 and became a qualified librarian. After qualifying my first job was at the Royal Aircraft Establishment in Farnborough, where I was in charge of several departmental libraries and as a result of that I moved on

to work in the information field at ESRO, the European Space Research Organization (ESRO is now called European Space Agency) in Paris, evolving all the time from pure librarianship. After four years in Paris I moved to ESRIN in Frascati, Italy, where as an Information Scientist I was responsible for marketing ESRO's online information retrieval system, customer liaison and training throughout Europe.

How long were you in Italy?

Six years. Then in 1979 I transferred to The Netherlands to be in charge of Library and Information Services at ESTEC, the European Space Agency's R&D establishment. There I introduced automation to the library and, in addition to running the library, I provided a technology watch for multimedia information and training support to European astronauts.

It's great that your enthusiasm for aircraft and aerospace got you back into the industry through a different route. How did you move from Library and Information Services to the Technology Transfer and Promotion Office?

Well when I was in charge of Library and Information Services at ESTEC I was very conscientious. I did my job but my heart wasn't really in it. I'm not really a routine kind of person, you see. Although I built up the library and generated an awful lot of new services - and tried to expand people's minds by buying books that were not strictly relevant to their needs on subjects that were outside their normal sphere of life - the library job wasn't really me. Outside of work I gave an awful lot of papers on ideas for using information technology in libraries in Australia, China, Taiwan, Mexico and Russia. Now information technology is all the rage but I was writing about such things as electronic books and smart cards in the early 1980's.

It seems you were ahead of your time.

I was really ahead of my time and eventually my director realized this and so he moved me up to the post of Systems and Programmatic Engineer in the Systems Studies Division of ESTEC where he thought I could put my ideas into practice. I was initially



David Raitt presenting a cheque to the winner of a competition to apply space technologies to textiles

responsible for studying the use and integration of system engineering tools and databases and providing support in advanced information systems. But I also expanded my activities to include carrying out strategic analyses of space activities, directing innovative technology development, technology management and foresight and space technology R&D harmonization.

In addition I oversaw the study and definition of creating a knowledge warehouse and was also responsible for defining the Agency's Internet strategy. Anyway, a few years ago my division was in a state of uncertainty regarding its future and one day, while I was talking with a colleague who was Head of the Technology Transfer and Promotion Office, I told him that I'd had the idea of creating a colouring book for kids which showed how various ESA satellites and technologies were being used in everyday life and said, "See what a good idea this is, you should have me working for you!" He said, "Let's discuss it" and I've been working with him ever since!

David, you mentioned that you oversaw the creation of a knowledge warehouse. What are your thoughts on knowledge management today?

Nowadays, I don't think too much about knowledge management because I'm not in the Systems Studies

Division any more, but while I was there, knowledge management was relatively new and no-one in the organization had heard about it. I knew that we had a lot of grey literature/project documentation, so what I wanted to do was to extract all the useful information from it (e.g. decisions made with reasons, problems solved, etc.) and capture it all in a database. Such an idea means quite a cultural and corporate management change because someone has to champion it and make the organization realize that every project needs documenting, that all your organizational knowledge needs to be captured in some way and that's a large undertaking.

Yes, my experience too is that the message has to come down from the top. Knowledge management won't work from the library upwards.

No, it won't. Talking of the cultural and corporate management change, nationality also plays a part. If corporate management is made up of different nationalities, this can be a problem when you are trying to implement a system from the top down. I've found that Germans, for instance, are very documentation-oriented, the Dutch and the Scandinavians are more online-oriented. So if you have German directors, they would say, "Well, why do we need these computer systems? As long as we have

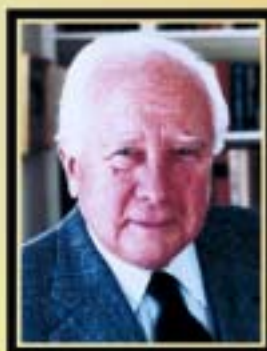


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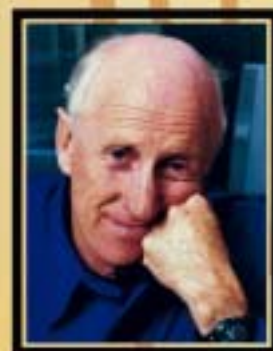
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the archives, they are good enough!" And the Italians would say "well, who needs archives and computer systems anyway, we'll just pick up the phone and call Giuseppe".

Moving on to talk about the future challenges that information professionals will be facing, what would these be from your perspective?

I think librarians have a problem in justifying their relevance and that of the corporate library to the organization and I think this problem will continue for some time. Added to this is the advent of the Internet. So much is on the Internet that many people don't see the need to go to the library, so librarians of today need to reinvent themselves, in order to show their relevance.

But really - and this is merging several things here - librarians and information professionals need to look ahead to what changes are coming in the world, for example the ageing population, better healthcare, the problems facing education.

Although I'm in the technology transfer business I still use my library and information knowledge. At the moment I'm implementing a kids' page on our Internet site about harsh environments, which will tell them all about sea ice, icebergs, mining, how polar bears are tracked and the problems of the rainforest and I'm doing a pop-up book as well.

Now if I was not a librarian, I would not have thought of these ideas. So librarians need to play these sorts of roles - they need to think of the future and how they can involve themselves in educational ways. Within the corporate sphere intranets are very important. Organizations need intranets to store all this knowledge management type of information. so that what then really becomes important is the content management side of the intranet and this is something librarians have the skills to do.

Tell me about some of the technology transfer projects you are working on at the moment.

One thing I'm working on is a space technology that was created for the astronauts. It's a bacteria-controlled water recycling unit in which there are little bacteria in the recycling unit that purifies the water and also filters all the waste water. Now on a space shuttle you can't simply open a window and sling out the waste water so you have to store it and bring it back to earth, but that occupies space and weight so you recycle it to become drinking water and water for another shower .

Now we're trying to transfer this know-how and knowledge to oil rigs and tankers where you're not allowed to dispose of waste water into the sea. What I want to try and do is to create a smaller, self-contained unit which could be used for villages in Africa and Asia where they don't have access to water or it is unclean.

At the moment there are so many young girls having to collect water, but if they had access to a recycling unit, their waste water could be recycled and used for irrigation purposes or in place of fresh water which would save them from having to fetch and carry water every day. These little girls are not being educated because they are fetching and carrying water all the time, so a recycling unit would create chances for them to be educated.

Then think about all the floods we're having in Europe these days. Another idea I'm working on is a device that will replace all these sandbags. There are materials which harden on contact with water. And then there's the big bouncing beachball I'm trying to develop. When food needs to be dropped in places like Africa or Mozambique due to flooding, the planes have come in fairly high and in doing so, many of these food packages burst so a lot of food is wasted. What I'm trying to do is to develop a kind of big bouncing beachball in which the food package would be contained. It would also contain fresh water and the actual structure would be able to be used for temporary accommodation such as tents.

I'm also involved in advanced futuristic projects such as the space elevator (which will be a thin carbon nanotube ribbon stretching 100000 km up into space) and creating micro air vehicles and spacecraft which mimic the behaviour and characteristics of insects.

It's really fascinating listening to you talk about these projects. Finally, I know you travel a lot with your job. Which is the most interesting place you've been to and why?

The Playboy Mansion in Hollywood! I was there for a gala event tribute to Arthur C Clarke, the science fiction author. I was hobnobbing with all these film stars. I met Buzz Aldrin, one of the first men on the moon, and Dennis Tito, the first space tourist, and even got to sign the Playboy Mansion visitor's book. I saw lots of bunnies hopping around too and, of course, I was the envy of my (male) colleagues both within the Space Agency and without. I had a great time!

Dr David Raitt can be contacted at
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Ten years of the ESly award By Sylvia James

This year will see the tenth award of the European Special Librarian of the Year. This is the most prestigious event of the European Chapter year and the Board are very proud that we have had the chance to acknowledge such a wide group of outstanding information professionals in this way over the last ten years. Digging deep into my old papers I have been able to put together this article about the nine recipients.

The future of Library Information is coming sooner than you think.



Library + information Show

London ExCeL 30th April + 1st May 2003

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ESLY was first awarded in 1994/5 to Michel Bauwens, then of BP Nutrition in Antwerp, Belgium, for his pioneering work in developing the concept of the virtual library and the special librarian, which he called a 'cybrarian'. The concept was widely disseminated at the time and I can remember being very pleased to see an article describing a cybrarian in an airline magazine on the way to the SLA 1994 Atlanta Conference in the USA, a trip to which was of course the main purpose of the award for Michel.

Since then the European Chapter has presented the ESLY award to five British professionals and three Scandinavians, reflecting the geographic diversity of our membership. They also have worked in a wide range of positions and every year represented a different sector and type of information work. We have had over seventy nominations in the nine years and presented several magnums of champagne to members who have nominated the winners.

For the next two years, British ESLY winners were chosen. The second ESLY was Ian Thomson of the European Documentation Centre at the University of Wales, whose award was presented at the SLA conference in Montreal in June 1995. Ian was followed in 1996/7 by Ruth Colyer, then at Welcome in the UK who had developed an innovative online pharmaceutical database called WISDOM. The European Chapter was able to present the ESLY award to Ruth at the SLA Annual Conference in 1996 in Boston for the first time at the International Visitors Reception with the co-operation of the Social Sciences Division, which gave the award a really prestigious slot in the Conference programme.

In 1997/8 the first Scandinavian ESLY was announced, awarded to Tuula Salo of Merita Bank in Finland for her work in leadership and mentoring in the Finnish information world. Tuula attended the conference in Seattle, where she became that year's ESLY at a reception at the top of the landmark, revolving Seattle Tower.

Tuula was followed as ESLY for 1998/9 by Lise Lotte Lindskog of Celsius Tech in Sweden, who was nominated for similar leadership activities in the Swedish information field. The award was presented at the Indianapolis Conference in 1998 at the International Visitors Reception by a representative of the EU Delegation to the USA, who had been involved in a special EU presentation that day.

It was back to the UK for the next three years of ESLY and in 1999/2000 with an unusual choice of Kevin Miles, certainly a non-conventional 'information professional', who was a serving police officer and who had done some exceptional knowledge management work in the Surrey Police Force. Kevin made a real impact at the conference in Minneapolis in June 1999 receiving his award in his British Inspector of Police uniform!

2000/2001 saw a complete change again, with the choice of Will Hann, for his work in the entrepreneurial development and ongoing publication of the very well known 'Freepint' electronic newsletter and website for information professionals. Following his award in Philadelphia at the SLA Millennium Conference, he 'appeared' for the European Chapter again in another Association-wide event in Brighton at the second SLA Global Conference in October of that year.

The latest two ESLY awards have been to information professionals who have moved away from the mainstream and developed innovative roles within their organisations, demonstrating the range of skills and expertise that can be built from the more conventional aspects of our work.

In 2001/2002, Annabel Colley, whose job title of BBC Current Affairs Web Producer, summarises the essence of her award, was chosen as the eight ESLY and received her award in a blisteringly hot Conference in San Antonio, Texas.

The current ESLY for 2002/3 is Margareta Nelke of Tetra-Pak in Sweden, who also works in a very progressive position within her organisation, and received her award last summer at the Conference in Los Angeles

Of course, it would not have been possible to have acknowledged all these individual achievements in such a very special way, without the generous help of the sponsors who have supported the award. In the first few years and in 1998/9 we would like to thank Gale and the Information Access Company for backing the award. In 1997/8, ESLY was sponsored by Silverplatter.

From 1999 to date the award has been sponsored by Factiva. They have also very generously sponsored the International Visitors Reception at the Annual Conference with Clare Hart their President & Chief Executive Officer presenting the awards. Thanks also to the Social Sciences Division and Susan Berg in the early years of the ESLY. And more recently to Anne Sweeney, who have helped us enormously with arranging the logistics of the award as part of the International Visitors Reception.

We would also like to thank Blackwells, Alacra and SWETs for sponsoring the Summer Soiree in the last few years, which has also given us an opportunity to invite the ESLY to speak and to meet European SLA members in London each summer, who may not have had a chance to attend the SLA Annual Conference.

So, the Awards Committee of the European Chapter are about to choose the tenth ESLY and there is no doubt that it will be someone as different and groundbreaking as all our award recipients have been over the last nine years.

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Hopefully, this article will have shown how diverse all the ESLY's have been and stimulate every member of the Chapter to make future nominations

There is still time to nominate someone (or yourself) for the award of ESLY 2003/4 and the trip to Conference in New York. Even if you don't think you are eligible for this year but you are doing something new or working in a different position, or know of someone who deserves to be acknowledged, think about nominations for next year. The European Chapter Board will be delighted to hear from you.

Wooly Fruitcakes source knowledge - winter warmer quiz report By Julia Hordle

This was our second assault on the SLA quiz world and was thoroughly good fun, not quite so frightening the second time. It is with some trepidation that a group of recruitment specialists join a battle of wits and memory with a group of information specialists! We fully expect to be caught out by a double whammy of technical questions on Boolean operators and when the Cheeky Girls got to number one.

On the basis that we don't live in the real world, we decided to recruit (great service, very reasonable) two ringers (take a bow, Simon Ashdown and Richard Beveridge). Recruiting ringers was a risky move - on the one hand they helped us with the very tricky 80's TV themes, on the other hand they completely put-off the quizmaster. This they did by noting his resemblance to Howard, the star of the Halifax Xtra television advertisements, and singing "extra extra, he gave us extra". The singing was truly awful, and 'Howard' didn't give us any 'xtra' points, instead threatening to downgrade us.

Looking back at the questions, it became clear that watching day time TV gave a distinct advantage (thank you Simon for working shifts and to Mr. Beveridge a self-confessed addict to the UK Gold channel). In the spirit of knowledge sharing, we can recommend that any serious contenders should give up their day jobs.

It certainly burst our bubble - not us the Intelligent Resources team, but perhaps the intelligent resourcing team! We are looking forward to next year, although we expect to be completely overwhelmed by a formidable investment banking lot.

More seriously, it is quite unusual these days to have an event when we can sit on 'the same side of the desk' as our customers, instead of being expected to sell. Let there be more occasions where we can capture the same kind of participation and fun.

A big thank you to the City Business Class for sponsoring the evening and for having impeccable taste in Champagne.

Welcome to new Chapter members

Welcome to the following new (and returning) members to the European Chapter.

Ahmed Hindawi	Cairo, Egypt
Lucy Cass	London, England
Liz Gooday	Leatherhead, Surrey
Adam J Pode	London, England
Xantal Romaguera	Tarragona, Spain
Jean Cassidy	Dublin, Ireland
Lorraine Ellery	Surrey, UK
Sara Laurentz	Stockholm, Sweden
Chris Hunnings	London, UK
Cynthia Joly	London, UK
Sue Bengston	Rhode Island, USA
Genevieve M Cooper	London, UK
Laura Macalpine	Scotland, UK
Nicola Varney	London, UK
Susan B Aramayo	San Sebastian, Spain
Anu Helena Ojaranta	Turku, Finland
Amanda Richardson	Bristol, UK

Returning member

Marion Ter Welle London, UK

Board Profile - Gill Voisey

Gill is the European Manager of Factiva's Knowledge and Learning Programs and she also works closely with corporate information professionals acting as a liaison between Factiva and the European InfoPro community

Before Factiva Gill represented LEXIS-NEXIS Europe as their Information Professional Consultant. But before that was on the other side of the vendor/client divide working at West Merchant Bank in London. She was manager of their information service which contributed tactical and strategic business intelligence to all divisions of the bank. Prior to that she was at Smith New Court a leading city stockbroker dealing in global equity markets. Here she was manager of their European information services heading up a team providing an information service for brokers and analysts, researching European companies and markets.

With a degree in modern languages and a post graduate qualification in information science from City University, Gill's very first job was at the British Tourist Authority in London marketing Britain as a visitor destination, as an assistant librarian. She followed this with over ten years at D'Arcy Masius Benton & Bowles a leading worldwide advertising agency providing advertising, media and marketing services, where she had a succession of posts of increasing seniority culminating in head of the marketing intelligence department.

On the non working side of life Gill claims that she has absolutely no hobbies and no social life.

SLA European Chapter - Board Members 2002/2003

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