

# EUROPEAN CHAPTER NEWSLETTER

Editor: Neil Infield  
n.infield@hermes.co.uk

[www.sla-europe.org](http://www.sla-europe.org)

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## President's letter from Neil Infield

As forecast in the last Newsletter December proved to be a busy month both for the Chapter and myself. I was fortunate to be able to attend all three days of the Online 2003 Exhibition and Conference. Most of my time was spent on the SLA exhibition stand which this year was sponsored by Headquarters. It was great to be able to have an opportunity to network with both existing and potential members of the Association. Equally valuable though was the chance to really get to know our current President Cindy Hill and new Executive Director Janice La Chance. Not only did they come over specially for Online, but spent their evenings as well as their days attending Online events (an impressive level of dedication to duty considering the debilitating effects of jet-lag).

The highlights of the Conference for the Chapter included the signing up of 18 new members (including some very distinguished figures from the information profession). Our European Special Librarian of the Year (ESLY) 10 year celebration event proved popular and Kevin Miles (ESLY 1999) filled in magnificently for the absence due to illness of our current ESLY Peter Clarke. Kevin is using the knowledge and experience gained while with the Surrey Police Service to make some very significant improvements at his present

employer TRL. Our annual Chapter Breakfast was more successful than ever attracting nearly 100 guests including industry legend Roger Summit of Dialog. Next year we plan to move to a larger room to meet the increasing demand for this meeting. The personal highlight for me was being presented with the Information World Review (IWR) Information Professional of the Year award. This came as complete surprise and put a real cap on the week.

Although Janice La Chance has already recognised the efforts of Marjorie Gagnon in organising our presence at Online, I would also like to add my appreciation. Thanks are also due to all of those Board members who helped out during Online, it really was a team effort. And once again Jo Smith did sterling work in arranging the Breakfast meeting.

After the success of Online it might have been tempting to rest on our laurels. However it was soon time for our annual Winter Warmer Quiz night, and this year saw a record attendance thanks to the efforts of Veronica Kennard and Jo Smith from Rothschild's. You can read David Thew's report later in this issue. We have an active Spring lined up with two more meetings and the selection of our ESLY for 2004. Keep an eye on our website [www.sla-europe.org](http://www.sla-europe.org) for updates and details.



Neil Receiving his Information World Review Information Professional of the Year award during Online 2003



Past President Kate Arnold and recent Board member Marjorie Gagnon meet new SLA Director Janice La Chance



## I'm an Information Professional, Get Me Out of Here!

David Thew looks back on the epic contest that marked this year's Quiz Night.

It wasn't Mastermind, there were no bush tucker trials and Anne Robinson was not on hand to snarl at the unfortunate losers, but this year's Quiz Night on January 27th was nevertheless a hard-fought affair. The event was as popular as ever, with nineteen teams and over one hundred people vying for the much-coveted title of SLA European Chapter Quiz Champions 2004, going ten full rounds and a tortuous 'True or False' competition before a late surge saw a team from Perfect Information emerge as winners.

Teams with names as creative as their answers, including Cats in Garters and the Woolly Fruitcakes, wrestled with general knowledge, geography, history, music, current affairs and even a version of Family Fortunes, with the question 'What do you most like to do on your own?' producing some amusing, but unrepeatable, answers. The geography round, where contestants had to place African countries on a map, saw several rewrites of colonial history, while the photo identity round saw one team make JK Rowling a member of the Spice Girls and another claim Anita Roddick was actually Lord Lucan.

Stamina was crucial in the True or False rounds, where the winner was literally the last person standing. Not for the faint-hearted, this contest saw many drop out early to conserve energy, whilst others were clearly distracted by the well-timed arrival of the food, a diversionary tactic which wore down the resolve of many a battle-hardened contestant.

In the end, it was youth that won the day, with the team from Perfect Information close but worthy winners.

The event was sponsored by Intelligent Resources, 2003 champions, who came a creditable fourth. Commenting on their final position, team captain Anne Ashdown said: "It was a quiz of two halves. We played



*Between each round a game of 'true or false' took place with a prize going to the last one standing*



*The 'Perfect' winning team of Claire McCarthy, Jade Ould, Beth Argent, James Pyne, Matthew Prior, and Alan Gill*

our joker early and showed the opposition some nice moves, but we peaked early and couldn't keep up the pace. At the end of the day, it's points that count, and the others got more than us. Naturally I'm sick as a parrot, but the managers say I have their full backing".



## Building a national business portal: the National Library of Scotland's experience

From John Coll

Three years ago saw a major shift in emphasis for the National Library of Scotland's business information service SCOTBIS (Scottish Business Information Service). The closure of its reading room, which occurred shortly after the rolling out of its own specific website [www.scotbis.com](http://www.scotbis.com), demonstrated that the future of SCOTBIS was very much linked to a slimmed down service, with a much greater emphasis on the delivery of electronic services.



To John Coll, Head of Business Information at the National Library of Scotland, these changes were symptomatic of the tremors being felt throughout the library world.

"The shift towards end-user searching, the belief that all information was accessible through the web and the requirement that whenever possible, such data should be delivered via a user's pc all had a major impact on libraries at the turn of the century. The challenge for SCOTBIS was to reposition itself to ensure it remained just as relevant to business researchers in the 21st Century"

This shift in emphasis was tempered by the fact that the National Library held, and continues to hold, one of the largest print-based collections of business information in Scotland. Its resources include over 4,000 market research reports, 1,000 business directories and a similar number of business and trade journals.

As John explains: "The fundamental strength of SCOTBIS is the National Library's print-based collection of business material. Our experience was that the collection remained of unique value to researchers, with many of our resources unavailable in electronic form. However, the challenge was in persuading users to "remember" to use SCOTBIS when weighed against the ease and convenience of surfing the web from their desk."

To achieve this, the service had to match the needs of its users by ensuring they perceived it primarily as a web-based service even while the service retained the strength of a print-based collection, now based in the Library's General Reading Room. In developing the site, John Coll and his colleagues in the business service were also aware that copyright restrictions meant that in the short to medium term, there was no possibility of providing full-text access via the web to the bulk of resources held in the Library. Instead the service had to play to its strengths.

"We looked at niches that the website could fill and where information was hard to locate." said John "An obvious example was Scottish company news data. With one or two exceptions, none of the Scottish business or trade journals are currently indexed by any print or electronic resource and yet one of our most frequent requests was for background information on Scottish companies.

The service began indexing companies appearing in everything from the Aberdeen Grampian & Highland Business News through to Young Company Finance and three years later has just under 12,000 articles indexed. To John, simple research tools like these are the key to maximizing the use of such resources.

"In terms of frequency of requests vs access to information, SMEs are often one of the most difficult types of company to research and yet much information is published about them in regional sources. By creating such a search tool our website user could, within a few seconds, determine whether news data existed on a specific company."

The service also created a separate database of Scottish company websites with industry codes. Users can thus not only locate companies by name or industry but locate news items on them or link to their website.

As well as company data, the site also exploits the industry resources held within the National Library of Scotland. An index to market research reports now allows users to search by keyword or title to determine whether the library holds a particular research report. With over 4,000 reports held in its collection it offers a viable alternative to the British Library in terms of the depth of its coverage.

Its other key index for print-based resources is its trade surveys index which indexes industry surveys published in over 60 trade journals and includes a number of titles which are often missed by many of the electronic subscription databases. These include not just Scottish surveys but many that are international in coverage. Although such indexes are of particular benefit to Scottish users who can then visit the Library in person John argues that such research tools are of benefit to any user.

"Our Document Delivery Service means that as with the British Library, geographical location is irrelevant. We can provide the same level of service to customers anywhere in the country and indeed on an international basis. "

However, the website has not been designed simply as a means of locating the extensive resources within the National Library. The need to ensure users see the site as a "launch pad" for their business research requires it to be equally effective in locating business sources on the web. To achieve this end the website includes a number of additional databases allowing users to search for specific categories such as company information, statistics, export data, news and industry data all freely accessible on the web.

For John, the site has thus been designed to complement rather than compete with other resources such as search engines: "Search engines, by their very comprehensiveness present problems to the business researcher. Their size can often deter rather than encourage the user who is looking for 2 or 3 very relevant results rather 2 million that are related only by syntax."

To resolve this, John and his team of researchers have identified and indexed over 3,000 business resources on the web which can be located by a variety of keyword searches. This includes not only resources buried within search engine results but also those that are not spidered by such tools. In other words, resources that reside in the "invisible web"

To summarize, the depth of content and website's linking capabilities allows users to locate everything from export directories in Lithuania, statistical data on Panama through to a market study on the European shopping centre industry.

If the website sounds of value to users then it should come as no surprise that the National Library too recognizes that such a resource has value and income-generating capabilities. Access to the Members' Area of the site is thus by username/password and on payment of an annual subscription. However, such costs are, in fairness, quite low and range from £120 per annum to a maximum of £550 per annum dependant on the size and nature of the organization. Free trial username/passwords are also available for anyone wishing anyone to evaluate the site.

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To conclude, John believes the site has transformed its users' perception of the National Library as a business resource.

"The development of the Members' Area of the SCOTBIS website has meant that business users no longer perceive of the National Library's role purely as a physical depository based in Edinburgh. The combination of additional resource discovery tools for in-house resources, coupled with its role as a window to the wealth of business information that exists on the web, ensures that SCOTBIS remains a business portal in the widest possible sense."

## **Report from Albuquerque Winter meeting** By Neil Infield

For 2004 the annual SLA Winter Meeting (now re-branded as the Leadership Summit) was held in the cold but sunny city of Albuquerque in New Mexico. In addition to myself we were fortunate to have Liz Blankson-Hemans, our President Elect, and Sylvia James, our Treasurer (who is also Chair Elect of the Business and Finance Division). Consequently we were able to make an effective representation of European issues to the rest of the SLA community.

The main item of news to report from the meeting (and a rather unexpected one given that it was not on the agenda) is that the Association now has a new operational name. In the United States this is called 'doing business as' SLA. The result is that all of the stationery (which was being changed for the new Headquarters address) will now have SLA on it instead of Special Libraries Association.

This means that across Europe we can now officially refer to the association as SLA, and if people want to know what the letters stand for we can pick a response which suits the requester. For instance, from now on if my boss asks me, I will respond that SLA is an international association for information professionals. Or you could use President Elect Ethel Salonen's suggestion: "a global organization for innovative information professionals and their strategic partners." Work is also being done on modifying the existing logo to give it a more modern look and feel, resulting in the logo below.



Related to this re-branding is a revised SLA website, still at [www.sla.org](http://www.sla.org) which went live at the beginning of February. It has significantly improved navigation and a cleaner design, a section for Communities of Practice

(COP) has also been added. This allows any group to create their own COP as and when they need one. Visit <http://cop.sla.org/COP/> for more information.

## **Going right to the source** Risa Sacks talks with Helen Clegg about the benefits of telephone research

In June 2002 I wrote a book review for *Freepint* on *Super Searchers go to the Source*, by Risa Sacks, in which she interviewed a number of prominent research professionals about telephone research. A few months after my book review had been published, Risa contacted me to tell me that she had enjoyed my review and we have been in contact ever since. Now it's Risa's turn to be the interviewee!

### **Risa, please tell me a little bit about Risa Sacks Information Services**

I've been in the information professional business for a little over 12 years. I came into it from the research and writing background which I've been in for about 25 years, rather than from the library background. In the information professional field, I really specialize in primary research, particularly telephone interviewing, digging in archives and special library collections or even travelling to a particular site to actually see what's going on – I once had to help track down a suspect for an investigative reporter in the mountains of North Carolina! Most of my work is really done for other information professionals or researchers because although many researchers understand the importance of getting information that's not online, a lot of them hate the phone, so they give the primary research to me.

### **What prompted you to write your book *Super Searchers go to the Source*?**

I'm an absolute advocate of primary and telephone research and at the drop of a hat I'll leap up on my soap box and do my "No search is complete without considering primary research" speech..it's an important tool in anyone's arsenal and I really do believe that no arsenal is complete without primary research skills. All the other books in the series were focused on online, but they all kept mentioning the need and the value of primary research. So I thought it would be useful to have one book in the series that gave the nuts and the bolts and the hands-on information for doing this kind of research.

### **Risa, why are you such a strong advocate of telephone research?**

I think there are a few reasons, but mainly it is because you can get information from telephone interviews that you just can't get any other way. Information that you get from telephone research is so direct, it answers the questions that you specifically want answered and it's very timely. We've all had the experience of looking online for an answer and it's just not there, or we find something close but it's not exactly what we want. But

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with telephone research you can actually go to the author or an expert and ask that specific question. With online research you're getting the answers to the questions that someone else has chosen to ask, whereas with telephone research they answer your question – it's such a powerful concept!

### **So it's really providing a competitive edge**

Absolutely. Now you've got me on my soap box! With telephone research you also get a sense of feeling and of soft information – you can almost feel what's going on in someone's head, whether they're really enthusiastic about a subject or not, the future directions they're planning to take and why they are doing something. The phone is a wonderful tool for answering those kinds of questions.

### **So if that's the case, why do you think so many information professionals don't do primary research?**

I think that it's partly the mindset. Before there was online, all you had was primary research as the main way of finding out information. As online became more and more widespread, it became the sexy tool to use and primary research got pushed off to the side. People thought that you could find anything online. Online can be quick, it can be easy and you are anonymous - you're not putting yourself on the line, whereas you are with telephone research.

So I really think it's about the mindset more than anything. Then it got to the point where if something wasn't online, people would say, "oh my goodness, it isn't there! It isn't available!" instead of remembering to expand their universe and find other options. Client education is another factor, for example educating clients who ask you to "just make a few quick phone calls" – that has to be the worst phrase in the English language!

Clients need to be educated about how long primary research can take and the benefits it provides. Sometimes phone research can be the quickest thing. I had one case where people spent literally weeks trying to track down a piece of information and couldn't find it so gave up and contacted me. I had the answer within 15 minutes!

### **Telephone research skills were not taught on my Library Science degree course and I am not sure that they are included on current library science programs.**

That's true of Library Science programs in the States as well. There is very little training available for telephone research, which was another major reason for wanting to do the Super Searcher book – there's such a dearth of literature or resources out there.

### **I think information professionals are more comfortable with doing fact finding interviews with clients because they know them.**

But the flip side is that if you're talking to someone you don't know and you make a fool of yourself, then big deal! And if you blow an interview or one person won't tell you what you need to know, then there's probably someone else who can. So in a way it's almost more freeing. But really I think the important thing is that information professionals already have many of these skills at their fingertips and use them every day in their reference interviews and it's just a case of applying many of those same skills to external sources to find the information.

### **Risa, we've touched briefly on how to go about preparing for a telephone interview – what are the main things you would do before picking up the phone and dialing the number?**

It really depends on budget and time. Sometimes you can do all the preparation you want and other times you are limited, but we'll talk about the ideal situation. I would absolutely start with secondary research to get basic information on the subject, to find sources and to learn enough to ask intelligent questions and recognize important information. You don't have to be the expert, you're asking the expert, but you do have to have done your homework.

I would also use secondary research to find out about the person, what they've written, whether they've spoken at conferences etc, whom I might use for referral or whether they are on the Board of an organization. For example when you call someone and say, "I'm calling because I read your excellent article on subatomic particles", your subject finds that very flattering and you're recognizing their expertise. I put my questions in order – for example if I have one

## **SLA now accepts international currencies**

SLA now accepts membership dues in selected international currencies. Members may now pay by check to join or renew in Euros, British Pounds Sterling, Canadian and Australian Dollars. The expanded currency options offer flexibility for members without having to convert their currency to American Dollars.

"Offering payment in multiple currencies gives our members improved flexibility," added SLA Executive Director Janice R. Lachance. "We will be considering more ways to enhance our global tools, as well as continually evaluating our services for a growing global membership. This is an exciting first step in the globalization of SLA."

For more details on SLA's enhanced payment flexibility, go to the SLA Membership Section at [www.sla.org](http://www.sla.org)



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***“Preparation is very important but you also have to learn to throw it out of the window, when you get into the conversation and it goes in a completely different direction”***

question that I need to have answered the most, I will put other questions around it so it doesn't stand out so much.

You also know that your telephone call won't go as planned – that's the one thing you can be sure of. Whatever you plan, interviews take on a life of their own and you have to learn to go with the flow. Preparation is very important but you also have to learn to throw it out of the window, when you get into the conversation and it goes in a completely different direction. Also, I don't start with my most important telephone call - I start with less important sources, so that I'm building up my level of knowledge, refining my terminology, my approach and increasing my comfort level.

Finally it comes down to the fact that you just have to do it. After all the preparation you still have to pick up the phone and dial the number, which can be intimidating, it's true! That's why you tend to start with a friendly interview and if you have a really good first interview, that's a real high and I ride that high to make the other calls.

**Risa, in your book, Andrew Pollard, Director and Senior Partner of EMP Intelligence Service in the UK states, “The primary telephone sources should be much more important that they frequently are, but people lack the confidence and the ability to carry out interviews on the phone.” What is your view of this statement?**

I think it's definitely true. Hopefully it's changing as people become more aware of the benefits of primary research, as they find sources like the Super Searcher book to help them feel more comfortable doing this kind of work. In some ways email, instant messaging and online message boards are almost a bridge for people who are so used to being online and help them start those personal connections that may lead to more comprehensive primary research. With online, the major providers offer training courses – telephone research skills are more difficult to teach because of that real-time aspect to it.

I completely agree with Andrew Pollard in that telephone sources should be much more important than they frequently are, but they're just not recognized or used enough. I think part of it is client education in terms of the time, value and cost of the research as well as lack of training. I have done some sessions on telephone research at conferences in the States, for example for the Association of Independent Information Professionals (AIIP) conference ([www.aiip.org](http://www.aiip.org)).

With online training, you can have a roomful of people all sitting in front of a computer all having the same experience at the same time, whereas there are definitely more challenges with teaching telephone research.

**Risa, it's been very enjoyable talking with you. Thank you. Any final comments?**

I guess an advert for AIIP! AIIP has members all around the world, so if people need help with telephone research anywhere in the world, they can go to the AIIP website and search the directory. If people have questions about telephone research, they can give me a call any time, well, that's taking into account time zone differences of course, as I'm located just outside of Boston, Massachusetts.

Risa Sacks can be contacted at [risa@rsacksinfo.com](mailto:risa@rsacksinfo.com) or phone +1508 852 8686



## **SLA ANNOUNCES 2004 AWARD WINNERS**

**John Crosby**

SLA has selected twenty-five outstanding individuals as recipients for its 2004 Awards and Honours. These individuals were selected for their exemplary contributions and achievements in the information profession and the Association.

SLA annually recognizes exceptional individuals who have made significant achievements in the information profession and the Association. All candidates are reviewed by select committees and are approved by the SLA Board of Directors. Awards are presented in a particular category only if a nominee meets the stated criteria as set forth by the program. Award winners will during the Annual Conference in Nashville in June.

### **The SLA Hall of Fame:**

is conferred upon Ellen Miller, Springfield, NJ; Wilda Newman, Knowledge Associates Resources, LLC, Columbia, MD; and Ruth Seidman, Brookline, MA. Membership is granted to SLA members at or near the end of an active professional career in recognition of an extended and sustained period of distinguished service to the Association in all spheres. Each is selected for her longtime guidance, leadership roles, and exceptional service and commitment to SLA.

### **The John Cotton Dana Award:**

is bestowed upon Donna Scheeder, Congressional Reference Department, Library of Congress, Washington, DC; and Barbara Semonche, School of Journalism and Mass Communication, University of North Carolina, Chapel Hill, NC. The award is named in honour of the founder of SLA and is conferred upon a member for exceptional service in special librarianship. Each was recognized for their wisdom, long-standing contributions, and lifetime achievements in their distinguished careers as information professionals.

### **The Rose L. Vormelker Award:**

is presented to Anne Caputo, Knowledge & Learning Programs, Factiva, Washington, DC; and Doris Helfer, University Library, California State University-Northridge, Northridge, CA. The award recognizes SLA member(s) for exceptional service to the profession of special librarianship through the mentoring of students and/or practising professionals in the field. Both of these outstanding role models are recognized for their exemplary leadership, dedication, and commitment to mentoring.

### **Fellows of the Special Libraries Association:**

are called upon to advise the Association's Board of Directors and alert the membership to issues and trends warranting action, and are recognized as active SLA members with future leadership potential for the Association. The Class of 2004 SLA Fellows are: Susan DiMattia, Corporate Library Update, Reed Business Information, New York, NY; Richard Geiger, Library, San Francisco Chronicle, San Francisco, CA; Karen Kreizman Reczek, Bureau Veritas, Buffalo, NY; Agnes Mattis, Skadden, Arps, Slate, Meager, and Flom, New York, NY; and Lyle Minter, Serial & Government Publications Division, Library of Congress, Washington, DC.

### **The SLA President's Award:**

is conferred upon the members of the Executive Director Search Committee. The committee members are: Committee Chair G. Lynn Berard, Science Libraries, Carnegie Mellon University, Pittsburgh, PA; Tamika Barnes, Research & Information Services, North Carolina State University, Raleigh, NC; Mary Lee Kennedy, Knowledge Network Group, Microsoft Corporation, Redmond, WA; Mary "Dottie" Moon, Strategic & Development, Pratt & Whitney, East Hartford, CT; and Richard Hulser, West Hollywood, CA. The award is given annually to SLA member(s) who display an ongoing commitment to the development of the Association as the premier organization for information professionals. Each of these individuals is recognized for their unique efforts, drive, and leadership within the committee.

### **The SLA Professional Award:**

is presented to Dr. T.N. Prakash, Information Technology, Aeronautical Development Agency, Bangalore, India; and Elton B. Stephens, founder, EBSCO Services, Birmingham, AL. The award is presented to an individual or group who may or may not hold membership in the Association, in recognition of major achievements in, or a specific significant contribution to, the field of librarianship or information science. Both individuals are recognized for their significant contributions and achievements in the information profession as innovators, contributors, and teachers throughout their careers.

### **The H.W. Wilson Company Award:**

is presented to Jill Konieczko, Library, US News &

World Report, Washington, DC, and Cynthia Powell, Washington, DC. The award is presented to authors of outstanding articles published in Information Outlook®, SLA's monthly magazine. Konieczko and Powell authored "Information Centres that Innovate," an article published in the January 2003 issue, which focused on the common experiences and situations of different libraries and provided practical and adaptable advice for information professionals in similar organizations.

### **The Member Achievement Award:**

is presented to Kenlee Ray, Washington, DC. The award acknowledges a member of SLA for raising visibility and public awareness of, and appreciation for, the profession and/or the Association. Ray has been instrumental in raising awareness and positive publicity in the field of special librarianship through her community outreach activities and her tireless efforts to affect the lives of underprivileged kids.

### **The SLA Diversity Leadership Development Award:**

recognizes individuals from multi-cultural backgrounds who display excellent leadership abilities in the profession and demonstrate a willingness to develop and strive for leadership opportunities within the Association. The year's winners are Innocent A. Awasom, Science Reference Librarian, Magrath Library, University of Minnesota, St. Paul, MN; Praveen Kumar Jain, Assistant Librarian, Institute of Economic Growth, University of Delhi Enclave, Delhi, India; Paiki Muswazi, Head of Special Collections, University of Swaziland Libraries, Kwaluseni, Swaziland; Akram Sadeghi Pari, Cataloguing Librarian, Cincinnati Law Library Association, Cincinnati, OH; Cassandra M. Shieh, Information Specialist, Catholic News Service, Washington, DC.



### **TFPL further expands its capability From Tom MacDonald**

TFPL, the international knowledge, information and records management, recruitment and advisory company, has further expanded its capability through the appointment of a number of highly skilled and experienced individuals as recruitment consultants, advisors and associates.

"Over the last year or so we have seen a considerable increase in the demand for professional help from clients determined to take a fresh look at all their knowledge and information assets and to develop and implement a more cohesive enterprise-wide strategy" says Nigel Oxbrow, founder and Chief Executive of TFPL.

"Clients are looking to integrate web services, intranets, knowledge initiatives, information services, records and document management systems and many other information resources. They don't need more technology - they need a clear vision, good strategic

information architecture, appropriate skills and competencies across the organisation and practical services targeted at business need - they need to demonstrate value from their assets and in particular from their previous investment in technology! We have increased our capability so that we have wider diversity of skills and experience in our team and can respond innovatively to these demands through providing advice, facilitation, interim managers, contract teams and permanent staff."

TFPL's new appointments include:

### Knowledge And Information Management

**Ian Wooler** - brings practical experience from CKO positions in the telecoms and energy industries to our advisory and facilitated learning projects in knowledge & change management.

**Caroline Vance** - based in Glasgow with a background in strategy and innovation, Caroline brings excellent project management and analysis skills to our knowledge and information projects.

**Chris Lewis** - qualified in information management, Chris has strengthened our knowledge and information permanent recruitment team.

**Mary Lee Kennedy (US)** - until recently Director of the Knowledge Network Group at Microsoft, Mary Lee has considerable experience of knowledge and information strategy planning and implementation and application of technology and information architecture.

**Boyd Hendriks (Netherlands)** - working across Europe, Boyd is an experienced consultant in knowledge and change management and in coaching and training senior teams.

**Jela Webb** - practical knowledge and information consultant with a strong focus on achieving business objectives through people, learning and knowledge.

**Hanna Kazerani** - experienced global knowledge leader, Hanna helps clients develop and implement knowledge strategies and assess which if any technologies to adopt.

**Paul Ormerod** - a seasoned advisor and facilitator, Paul has skills to offer to most knowledge and information management projects, especially building and nourishing knowledge sharing networks.

### Web Content & Strategic Information Architecture

**David Ardron** - with a background at Razorfish, David leads projects in the web content management area helping clients get better access to and value from their information.

**Darren Collins** - a highly skilled information architect, Darren works at the interface between information and technology, enabling clients to integrate, organise and access their information. Documents, Records, EDRMS and FOI

**Mayank Ladd** - has considerable experience of electronic document and records management and strengthens our advisory team on EDRMS, FOI and other related subject areas.

**Reynold Lemming** - experience in intranet and portal development to promote e-business as well as

document and records management programmes.

### Information Market And Industry

**Patrick Gibbins** - brings extensive experience of electronic publishing and information management to a wide variety of projects involving the planning and application of technology.

**Johanna Kurki** - brings six years experience working in the information industry to her role recruiting permanent professionals for electronic publishers, information providers and software companies.

### Human Capital Management & Development

**Alec Thomas** - as a chartered psychologist, Alec brings vast experience of assessment and development, occupational guidance, career management and outplacement to our expanded recruitment and HR services.

**Mick Cope** - a skilled facilitator, trainer and coach, Mick adds energy, spice and value to our training and learning projects.

**Carmel Boland** - a corporate communications professional, until recently at the Learning and Skills Development Agency, Carmel has joined TFPL to further extend our marketing and communications capability.

For more information go to [www.tfpl.com](http://www.tfpl.com).



## Welcome to new chapter members

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

### New Members

Daniel Alcazar	Missouri, USA
Penny Bailey	Hove, UK
Anne Brice	Oxford, UK
Alexandre Delage	Geneva, Switzerland
Elizabeth Dwiar	London, UK
Sarah Fahy	London, UK
Donna Fillman	USA
Becky Fishman	London, UK
Nicola Franklin	London, UK
Olivia J. Freeman	London, UK
Sian Gough-Roberts	Derbyshire, UK
John Grant	Edinburgh, UK
Thora Gylfadottir	Ofanlei, Iceland
Alice Keefer	Barcelona, Spain
Ciaran Morton	London, UK
Linda Ng	Surrey, UK
Melanie Nowocin	East Sussex, UK
Margaret M. O'Donnell	Brussels, Belgium
Charles Oppenheim	Loughborough, UK
Jenny Robertson	London, UK
Erica Wells	London, UK
Lawraine Wood	Stockport, UK

### Returning Members

Sylvie Haxaire	Paris, France
John Miller	Brugge, Belgium

# SLA European Chapter - Board Members 2003/2004

## **President, Newsletter Editor**

Neil Infield  
Hermes Pensions Management  
1 Portsoken Street, London  
E1 8HZ  
Tel: +44 (0)20 7680 2214  
*n.infield@hermes.co.uk*

## **Secretary**

Celia Jackson  
Spencer Stuart & Associates Ltd  
16 Connaught Place  
London, W2 2ED  
Tel: +44 (0)20 7298 3333  
*cjackson@spencerstuart.com*

## **Professional Development**

Kate Arnold  
Head of Knowledge Management  
NHS Direct Online, Strawberry Fields  
Berrywood Business Village  
Tollbar Way, Hedge End, Hampshire  
SO30 2UN  
Tel: +44 (0) 1489 772141  
*kate.arnold@online.nhsdirect.nhs.uk*

## **International Relations and Business Manager for Newsletter**

Gill Voisey  
Factiva  
85 Fleet Street  
London, EC4AP 4AJ  
Tel: +44 (0)20 7542 7651  
*gillian.voisey@factiva.com*

## **Sponsorship**

Veronica Kennard  
N M Rothschild & Sons  
New Court, St. Swithins Lane  
London, EC4P 4DU  
Tel: +44 (0)20 7280 5220  
*veronica.kennard@rothschild.co.uk*

## **Board Member**

David Thew  
Joint Managing Director  
Intelligent Resources Ltd  
London Fruit & Wool Exchange  
Brushfield Street  
London E1 6EP  
Tel: +44 (0) 20 7375 0085  
Fax: +44 (0) 20 7375 0095  
*David@intelligentresources.com*

## **President Elect and Membership**

Liz Blankson-Hemans  
Manager, Information Professional Development  
Programme  
Dialog Corporation  
Palace House, 3 Cathedral Street  
London, SE1 9DE  
Tel: +44 (0)20 7940 6709  
*liz.blankson-hemans@dialog.com*

## **Treasurer and Archivist**

Sylvia James  
'Daymer', Birchen Lane  
Haywards Heath  
West Sussex, RH16 1RY  
Tel: +44 (0)1444 452871  
*james@11daymer.freeserve.co.uk*

## **PR and ESLY Award**

Helen Clegg  
Marketing Department  
RR Donnelley Europe  
First Floor  
55 Bishopsgate  
London, EC2N 3AS  
Tel: +44 (0)20 7330 1532  
*helen.clegg@rrd.com*

## **European Liaison**

Rachel Kolsky  
Manager, Desk Research  
AIG Corporate R&D  
58 Fenchurch Street  
London, EC3M 4AB  
Tel: +44 (0) 20 7954 8848  
*rachel.kolsky@aig.com*

## **Webmaster**

Webmaster  
Marjorie Gagnon  
Sector Analyst  
Egon Zehnder International  
Mayfair Place  
London W1J 8AJ  
Tel: +44 (0) 20 7943 1872  
*marjorie.gagnon@ezi.net*

## **Board Member**

Jan Whittington  
Research Director  
Advent International PLC  
123 Buckingham Palace Road  
London, SW1W 9SL  
Tel: +44 (0) 20 7333 5548  
Fax: +44 (0) 20 7333 0801  
*jwhittington@uk.adventinternational.com*