Productivity

Anthony Wood

In a recent Economist Intelligence Unit (EIU) report on Global Human Resources the author states that

> "Between the assassination of John F Kennedy in Dallas, Texas in November 1963 until 2000, a period of 37 years, US labour productivity rose about 85% while during the same period real wages rose 2%. That is not 2% per annum but 2% in the whole 37 years."

Leaving aside what happened to the 83% productivity differential, how can one person now do the jobs of nearly two others and can this heady increase in the level of productivity be sustained? Will one person be able to do the jobs of three or four in 2037?

My Own Experience

In 1972 I joined the world of work having put off the evil hour for nearly 20 years of state-funded education. My secretary had a state-of-the-art IBM golf ball typewriter with proportional spacing and (I think - though my memory is hazy) a correcting ribbon. I was very chuffed that all my letters looked like pages out of books!

To arrive at a letter, however, I had to draft it in longhand printing out the unfamiliar words carefully to avoid mistakes. I tried a Dictaphone but I could never remember to say "new paragraph" and "full stop" in the right places. The company could not afford a shorthand typist for me – they were a status symbol, like the key to the Executive Loo i.e. for very senior staff members only.

My secretary had one chance to get the letter completely right – an impossible task. Also I was never fully happy with the result as I always thought of amendments after I had handed in the draft. She did, from time to time, correct my English when she could not understand the sense of what I had written but knew what I was trying to say.

Needless to say very few documents were produced by this method which had a knock-on effect on the number of meetings organised, proposals submitted and tasks achieved. Most documents – memos, letters, reports – had to be copied, stapled, put in envelopes, stamps added and posted. Replies took time and subsequent events – meetings, updated versions of documents, signoffs – were delayed.

In the early 1980s a miracle took place.

The computer – at the time a mainframe with dumb terminals – separated the input-output stages in the creation of documents. Electronic versions could be drafted in double-spaced typescript, changes could be made and additions added all without upsetting

secretaries. Huge amounts of time were saved. I remember the first time a universal replacement was demonstrated – magic at the time.

Still, however, all written communications were produced by secretaries and were delivered by physical means – post and internal mail. Then the second very big miracle took place.

The personal computer emerged and word-processing programs popped up everywhere. Who can now remember Wordstar 2000? Mr Sugar produced the Amstrad word processor – a low cost dedicated document producer with Logoscript that anyone could master in seconds. Overnight he empowered the writing masses and consigned the typewriting activities of secretaries to the fate of the Dodo. These were by today's standards crude instruments but their time-saving capabilities were awesome. The creator of the document had mastery over the whole process from thought to finished masterpiece.

Desktop publishing – a term rarely voiced today – enabled the more adventurous creators to add a little pizzazz to their creations. The distinctions between word processing and desktop publishing have blurred with time. Microsoft Word with other members of the MS Office Suite can now do most of the sexy additions that early desktop publishing software could do.

On to Miracle Number Three …

The internet, or more specifically the joined-up world, has given creators of visible knowledge the ability to broadcast their creations. When I am happy with this piece I will attach it to an email to my long-suffering publisher who will add the finishing touches and distribute it. I will not print it out in camera-ready copy, I will not put it in an envelope, stamp it or post it as I used to in the 1980s. Neither will my wife have to type it on a golf ball typewriter at 2.00 am in the morning!

Publishers can update their publications continuously and make them available instantly 24 hours a day, 7 days a week. The online information industry has mushroomed since it began in 1972 with Dialog and each year brings new information websites, added content to existing services and new and more brilliant designs.

Those who do not use email – and there are still many – cannot understand the freedom that it gives to those who do. In the "olden days", as my grandchildren call them, I used to spend endless hours on the phone trying to reach the unreachable, leaving endless messages and building up my blood pressure.

Email is essentially an asynchronous conversation mostly of one-liners.

All kinds of transactions can be accomplished with the minimum loss of precious time via email and the Internet. It is not all roses but it is a helluva lot better than listening to endless classical or jazz music interspersed with "your call is important to us …" or "you have the following n options – if you want to scream at one of our dim-witted operatives press 1".

We are now moving into the wonderful world of social networking where you can share your thoughts and fetishes with the few or the many. Most of this is for those who enjoy sending annual reports in their Christmas cards detailing the successes of their husbands, wives and seemingly highly gifted children i.e. those who walk into a room and say "here I am" as against those who say "there you are" - but there are serious uses.

We are none of us islands. We do not know everything. Out there are others who have solved similar problems that we are grappling with. We have just over 1,600 hours of work time each year to achieve the tasks we are paid for. Much of this is still wasted in exercises that create little value but bolster the egos or assuage the fears of senior management like the annual lying contest formally known as the budget cycle.

There is a long way to go and gut feeling tells me that we are on the threshold of a revolution in democratisation of business. Increasing access to knowledge in written form and via peer-based social networks will continue to erode the blinkered practices of micro-managers who deploy "mushroom" tactics to divide and conquer.

Hoovers - Filling a Vacuum

Anthony Wood

I was recently asked by a well known trade newspaper for my opinion on news aggregators. Fortunately I had in recent years evaluated the three main services for this newsletter – Factiva, Lexis Nexis Professional and Dialog Newsroom. I tried in both my evaluations and my comments to the reporter to be objective and look for the plus points but in the end it comes down to content and design.

Content has two aspects – sources and indexing – of which indexing is paradoxically of much greater importance. It may seen strange that source content is less important than indexing but users are surprisingly accommodating as long as a search produces the goods. If they are honest they will admit that they rarely single out major "authoritative" information sources such as the Financial Times, Wall Street Journal and International Herald Tribune.

Bad indexing, however, is another matter.

Canny users will always choose search terms from dropdown lists rather than trust their memories for free-text terms. If providers have taken the trouble to add descriptive signposts to articles it would be foolish not to use them – but they must make sense. They must be comprehensive and neither too broad or too narrow. To include Antarctica as a region and Heard Island as a component of that region is ludicrous but not to include all 200 odd habitable economically productive countries is equally remiss.

Design, however, tops all aspects of content any time.

Design is what differentiates one information service from another. Clean lines, good looks and logical intuitive layout all combine to achieve the unspoken goal of all searchers – getting to the most relevant information in the shortest possible time. Little do they know it but information providers are selling saved time. Any device that can short circuit the discovery process will increase sales – any obstacle will have the reverse effect.

The Super-Aggregators

In my comments to the enquiring reporter I pointed out the existence of a new class of aggregator – those services that home in on the most-search-for information i.e. that on companies and, to a lesser extent, the industry sectors they belong to and the executives that run them. There are four that I know of – Factiva Companies & Executives, OneSource, Mint Global (Bureau van Dijk) and, the subject of today's evaluation, Hoovers. Once again I have been fortunate to have evaluated these services for Business Information Searcher and was able to give comments based on knowledge rather than uninformed prejudice.

These services are logical extension of news aggregators. Each has its strengths. Factiva's is news cover, OneSource's is industry reports and Mint's is financial data. Each collects other data from various third parties – sometimes each other – and using universal indexing to "knit" the information together for reporting. The attraction of all is their ability to create useful, highly relevant reports from disparate sources with the minimum of time and effort saving the company researcher the tedium of a cut-and-paste alternative.

In this evaluation I hope to demonstrate the uniqueness of Hoovers ability to save time.

One of the great strengths of Hoovers is that it is part of the Dunn & Bradstreet family. When it comes to checking out your customer's ability to pay your invoice all major roads lead to D&B. Hence, Hoovers have, possibly, the widest starting point of any company to choose those companies that large numbers of researchers want to know about. There are allegedly 140 million to choose from and Hoovers take the top 25 million.

Where are they located?

Region	Number
Africa	37,475
Asia	2,227,722
Caribbean	6,712
Central America	3,864
Europe	5,226,744
Middle East	49,770
North America	16,819,167
Oceania	148,122
South America	414,088
	24,933,664

As the table on the left indicates the vast majority of Hoovers companies are located in North America (67%). Looking at the G7 nations the breakdown is a follows.

- Canada - 1,597,612
- France - 444,925
- Germany - 347,328
- Italy - 565,343
- Japan - 719,798
- UK - 2,048,774
- USA - 14,747,913

The G7 total is 20,473,691 or 82%.

What information is available on Hoovers companies?

The screen below is the business part of Hoovers opening search screen.

The main search box has four tabs – Companies, People, Industries and News – all of which are reasonably self-explanatory. The prompts beneath the search dialog box provide context-sensitive help on how best to phrase searches using each the four options. Entering the phrase "Johnson Matthey" produced the following list of 107 companies.

The most important marker is the 3-dot (●●● and ●●○ in the figure) designation. The more filled dots the greater the amount of data for a given company. Three filled dots means that they will definitely have a Hoovers industry description. There were just over 44,000 companies with Hoovers descriptions on the day I counted them. Roughly 10% of these are in the UK and about 31,500 in the US. Each of these companies will have had the attention of a dedicated Hoovers editor whose job is too analyse a number of designated companies in-depth.

The left-hand "discovery" panel is very interesting. Only the top section is reproduced here. This additional analytical data can be used as quick filters to refine a search. For example clicking on the "All UK" link will further refine the search to 31 of the 107 companies listed. This could be an invaluable way to filter large lists quickly.

The default order for viewing is Relevance. Clicking on the most relevant company – Johnson Matthey PLC – produced the following.

There are further sections on Key Information, Numbers and People and Significant Developments, Industry Information, Top Competitors and Rankings / Stock Indexes. Each of these sections has links to further information. Alternatively, the searcher can use either the Company Record Tools to create custom reports or click on the links in the left-hand "Browse" panel to view specific data. Clicking on the Family Tree displayed an organ gram of 135 companies depicting their relationship to their immediate and ultimate parent companies. Each company record can be viewed separately by clicking on the individual link. The ability to research a family of companies in such depth with this level of ease puts Hoovers in a class of its own.

Building Lists of Companies

There are two main purposes for company database services: to research known companies and; to create lists of companies that conform to three main criteria. The three criteria are location, sector and size.

There are other options such as companies who are audited by the same auditors but the above are the key parameters. An example of the use of the three key criteria might be all Polish construction companies with more than 500 employees.

The BUILD A LIST option for Hoovers is on the right of the opening screen. Clicking on this option reveals the following.
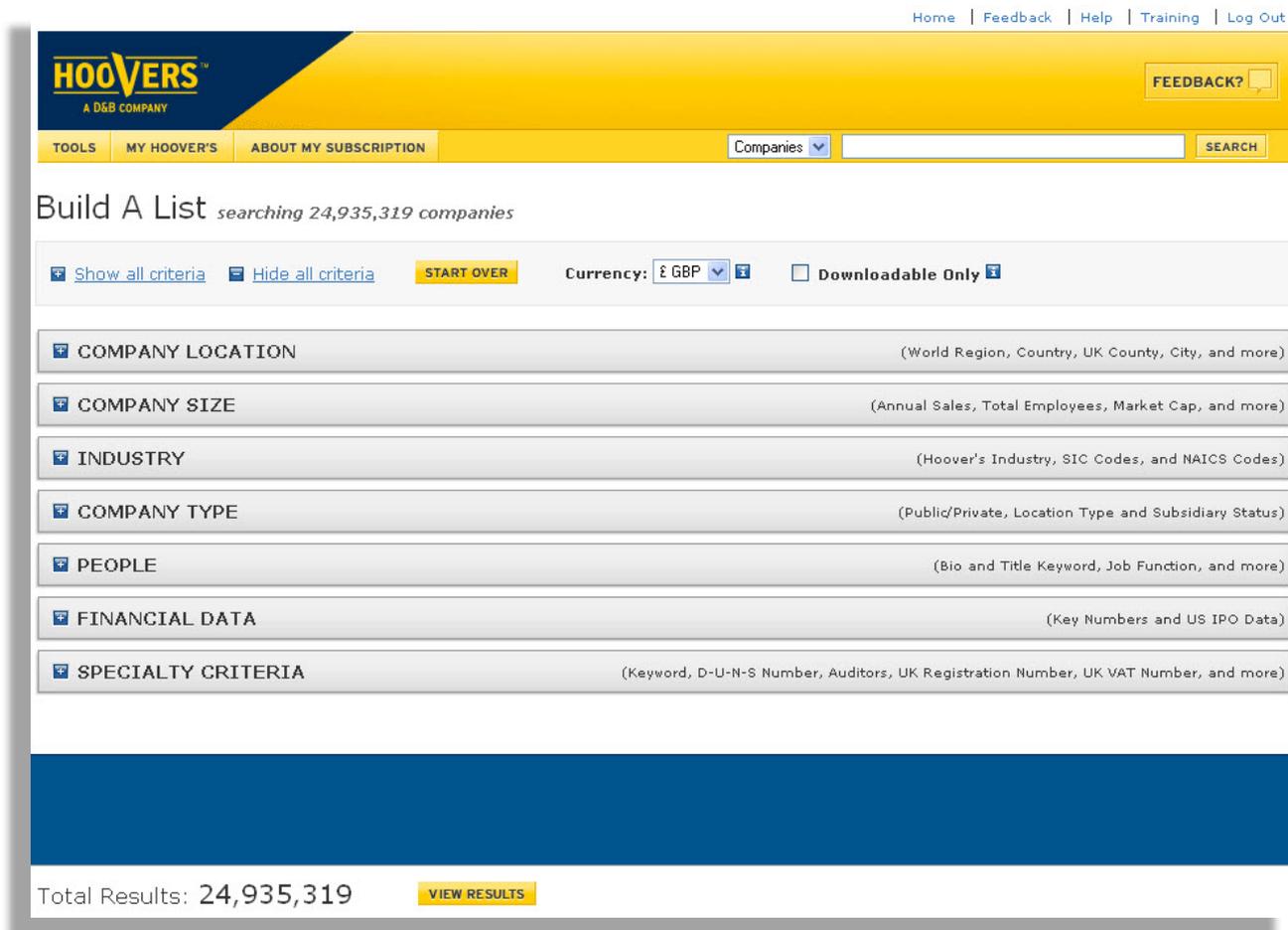
The total number of companies covered by Hoovers is displayed on the bottom of the screen i.e. just under 25 million. As choices are made this number reduces as in

All Hoovers companies ..	24,935,319
.. in Poland ..	37,087
.. in the Construction Industry ..	5,228
.. with more than 500 employees	139

This is a perfect example of hierarchical searching or, as it is more colloquially known, "salami slicing" where Hoovers is the original salami, Poland is the first slice and subsequent retrievals are slices of slices. These companies can be downloaded in a variety of format including a mailing format and in the case of many US companies an emailing format.

The above was a simple list building exercise but there are many criteria that can be used below is a more comprehensive list of choices

COMPANY LOCATION   World Region, Country, Country division (e.g. UK counties), City or ZIP / Postal Code

COMPANY SIZE   Annual Sales, Number of Employees, Market Capitalisation, Annual Sales

INDUSTRY	Primary and Secondary Codes / Primary Only, US SIC Code, UK SIC Code, NAICS Code, Hoovers Industry Name
COMPANY TYPE	Public / Private, Location Type, Subsidiary Status
PEOPLE	Title / Bio / Both, Job Function, Salary, Bonus, Total Pay, Age
FINANCIAL DATA	Assets, R&D Expense, Ad Expense, Net Income Growth, Net Income, Year End, US IPO DATA.
SPECIALITY CRITERIA	Company Keyword, D-U-N-S Number, UK Registration Number, UK VAT

Conclusion

In this evaluation I have explored what I saw to be the main advantages of Hoovers. Its greatest strength is membership of the Dunn & Bradstreet family. D&B has its finger firmly on the pulse of the world of companies. Through D&B Hoovers has access to the most vibrant data on companies – data that is being constantly updated. In addition there are the Hoovers "big" companies – the 42,000 major players in the world of trade and finance. Hoovers editors are able to monitor these major companies very closely and get to know them intimately. This knowledge is invaluable to Hoovers customers.

News Desk

Karen Blakeman

Livecom-link-commands-are-back

Live.com's link and link domain commands have been back for a quite a while. Microsoft did not not announce their re- appearance and I have forgotten who told me that they were back online, but Paul in Arizona reminded me in a comment to my original posting regarding their departure that I had not posted about their re-emergence.

There is one important change to the command. You have to precede both the link: and the linkdomain: commands with a plus sign. For example, to find pages that link to the UKeiG's training and meetings page you would type in:

+link:www.ukeig.org.uk/training/

To find pages that link to anywhere on the UKeiG web site you would type in:

+linkdomain:www.ukeig.org.uk

Google has a link command which is virtually useless as it lists a small fraction of the pages that link to your starting page. Yahoo has both a link and linkdomain command but my experience is that they do not list as many pages as Live.com. This suggests to me that Live's database of web pages is larger than Yahoo's.

The link commands are extremely useful in tracking down pages or sites that are similar to one that you already have, the principle being that pages of similar content and type generally link to one another. It is also a great way of identifying links and networks between companies and organisations.

Tighter controls on Wikipedia edits

I spotted this piece of news in Information World Review. It seems that the German language version of Wikipedia will restrict instant editing of articles so that trusted editors will have to pass the content before it appears online. The changes will come into effect later this year, and it has been suggested that this approach could be applied to the English language version of Wikipedia. There have been questions about the accuracy and bias of some of the articles, but I have always found that the articles in the scientific areas I research have been excellent. I have noticed, though, that some biographies have obviously been 'edited' either by the person themselves or by their PA to present the 'official' picture that they wish to portray. Wikipedia already requires users to sign in before they can edit certain pages, for example those on Tony Blair and George Bush, so this is taking the process of control a stage further.

ITU-T recommendations now free of charge

The International Telecommunications Union (ITU) has made over 3000 ITU-T recommendations available free of charge following a trial of the new service. The standards are used by equipment manufacturers, telecommunication network operators and service providers throughout the world.

According to the ITU press release:

> Mr Malcolm Johnson, Director of ITU's Telecommunication Standardization Bureau (TSB), presented the results of the trial to the 2007 meeting of ITU's Council. He said that not only had the experiment been a success in raising awareness of ITU-T, it would also attract new members. Most importantly, he noted, it had helped efforts to bridge the "standardization gap" between countries with resources to pursue standardization issues and those without. "There has been very positive feedback from developing countries," said Johnson. "Last year exactly 500 ITU-T Recommendations had been sold to developing countries; this year, after allowing free access, they have downloaded some 300 000."

Hat tip to Gary Price who posted the story on his Resource Shelf blog.

Facebook profiles to be Googled …

… unless you say otherwise.

If you have logged on to Facebook today you will have spotted the announcement that people can now search for your profile from Facebook's Welcome page and that "in a few weeks, it [your profile] may also be found through search engines like Google."

The stuff that I have on my profile can be found on my web site and blog - in fact a lot **more** information can be found about me on both of those!- so I am not that worried. Those of you who **are** concerned about it may want to start removing any information that, in retrospect, you think was not such a good idea to divulge after all! The announcement has a link to the Search Privacy page where you can untick the public search engine box. Anyone who does discover your public search listing must register and log in to contact you via Facebook, and public search listings will only contain names and profile pictures. Hmm … maybe it wasn't that sensible to upload that photo taken at the Online Information conference dinner last year.

TAYLOR WESSING STREAMLINES RECORD MANAGEMENT BY UNIFYING ELECTRONIC AND PHYSICAL RECORDS WITH INTERWOVEN

- Leading European Law Firm Improves Risk Mitigation and Matter File Management by Embracing Modern Records Management Strategy -

For Taylor Wessing LLP, as for other law firms in the UK and around the world, records management and risk management go hand-in-hand. Paper-based client and business records must be retained, managed, and destroyed in compliance with increasingly stringent government regulations and industry best practices. Additionally, firms must be able to quickly and easily retrieve stored records as needed for research or in response to a legal challenge. Firms must bring a higher level of efficiency to the management of ever-growing volumes of physical records, while simultaneously managing electronic records with equal efficacy.

To address these challenges, Taylor Wessing turned to Interwoven, the leading information management solution provider to professional services organisations worldwide. Designed to fully modernise the firm's records management practices and technologies, Taylor Wessing's implementation of Interwoven Records Manager comes as part of a broader transition to a matter-centric organisational model.

"This is a key implementation for us as the introduction of a unified matter and records management system enables us to push forward with our electronic filing strategy which will ultimately streamline the way we practice enabling improved knowledge sharing, better protection for client information and considerable space related cost savings," Tim Hyman, IT director at Taylor Wessing.

Embodied in Interwoven WorkSite, the electronic matter file has reshaped legal IT in recent years. "Interwoven plays a central role in our strategy to implement a single electronic matter file for all types of content," said Barry Macdonald, IT project manager at Taylor Wessing. "For work in progress, WorkSite provides simple, reliable access to complete matter content within a unified environment. For records management, Interwoven Records Manager makes the application of records policies efficient and accurate, and will ultimately allow our staff to manage and access paper records in the same way as electronic records."

Prior to implementing Interwoven Records Manager, Taylor Wessing managed wills, deeds, client correspondence, patents, and other records through manual, labor-intensive records management processes. Unable to apply records policies in a granular manner according to the requirements of specific types of records, the firm retained all physical records for a uniform 21 years, greatly increasing storage costs.

"For firms, like Taylor Wessing, which have already used Interwoven WorkSite to transition to a fully modern electronic matter file environment, unified paper and electronic records management represents the logical next step," said Chris Junker, vice president and general manager, professional services industry solutions at Interwoven. "Interwoven Records Manager introduces complete records functionality within the same seamless electronic matter file environment and brings unprecedented efficiency, accuracy, and granularity to the management of both paper and electronic records."

Interwoven Records Manager has been fully configured to support Taylor Wessing's specific business process and records management policies in collaboration with Interwoven partners Tikit and Oyster IMS Limited. Already fully integrated with WorkSite, Records Manager was also linked to the firm's practice management system to automate the application of client matter information to specific records. The first phase of the project focuses on the management of physical records, with electronic records to follow; Records Manager allows both types of records to be managed within a single, unified environment.

"For the first time, we have the ability to manage records in a granular manner based on the type of law they relate to and the corresponding guidelines and requirements," added Macdonald. "The entire process has made it possible to greatly reduce our offsite storage costs."

By replacing manual data entry with a highly accurate, automated system based on barcodes and scanners, Records Manager will free the firm's records management team to focus on a higher-value management role in overseeing the application of records policies. In the next phase of deployment, Interwoven Records Manager will allow Taylor Wessing's practitioners to declare and lock down records from within their familiar WorkSite environment.

Moving forward, Interwoven Records Manager will provide Taylor Wessing with a flexible platform to keep pace with the ongoing evolution of records management regulations and best practices. Macdonald commented, "Interwoven gives us a high level of control over the application of records management policies to records of all kinds, and makes it simple for us to ensure that each record is being managed, retained and destroyed appropriately."

About Taylor Wessing

Taylor Wessing LLP is a leading law firm providing legal support for commercial organisations doing business in Europe. Based in Belgium, France, Germany and the UK, Taylor Wessing provides the full range of legal services to major corporations and growing enterprises.

About Interwoven

Interwoven is a global leader in content management solutions. Interwoven's software and services enable organisations to effectively leverage content to drive business growth by improving the customer experience, increasing collaboration, and streamlining business processes in dynamic environments. Our unique approach combines user-friendly simplicity with robust IT performance and scalability to unlock the value of content. www.interwoven.com.

Leading international thinkers to discuss the application of Web 2.0 at Online Information Conference

The concept of Web 2.0 is now mainstream but the reality presents numerous challenges and opportunities to the individual and the organisation. At the Online Information Conference 2007 (4 - 6 December, Olympia, London) over 100 leading industry experts will debate and discuss the Conference theme: 'Applying Web 2.0: Innovation, Impact and Implementation'.

This major industry gathering is offering delegates the chance to review the latest international thinking and debate on Web 2.0, hear how it is affecting organisations, and discover new business models that have developed as a result of Web 2.0. As keynote speaker Roo Reynolds, Metaverse Evangelist for IBM explains, "I think we're getting to the stage where most people understand what Web 2.0 is. With the theme for the Online Information Conference 2007 being "Applying Web 2.0" I'm hoping people will come with open minds and a desire to apply the concepts of social software in their own organisation."

The Online Information Conference has been designed to give delegates the flexibility to select key sessions which are most relevant to their needs and interests. The ultimate aim of all the speakers will be to provide delegates with a clear understanding of the issues being addressed and how the indivdual and their organisation can utilise and benefit from the new technologies and systems. Praising the diversity of the programme, Giovanni Piazza of Ernst & Young said, "for the technology and information professional, Online Information has packed a plethora of great options into the schedule. As businesses begin considering how to apply social networking tools to our environment, I am looking forward to hearing from esteemed leaders in this field such as Jimmy Wales of Wikipedia, Euan Semple, and Roo Reynolds. On the search front, interacting with Chris Sherman, Stephen Arnold, and Amelia Kassel will prove to be invaluable."

The Conference runs over three days, 4 - 6 December, with each day divided into three clear tracks as follows: Opening the Conference on Tuesday 4 December is Jimmy Wales, Founder of Wikipedia and Wikia who will deliver an important address examining Web 2.0 in action: free culture and community on the move.

On the first day, track one examines "The Challenges of 2.0". Euan Semple, Independent Advisor on social computing for business will explore how the advent of social computing tools are challenging conventional management.

Track 2 will look at latest developments in "Information Search and Discovery". Greg R. Notess, Author of "Teaching Web Search Skills: Techniques and Strategies of Top Trainers" and Professor at Montana State University will examine how the searcher can take advantage of the features, databases and services from major search engines.

On all three days track three delves into "Library and Publishing Developments". Stephen Abram, Vice President of Innovation for SirsiDynix, President 2008 of the Special Libraries Association and past-President of the Canadian Library Association will outline a vision for Library 2.0 - what it is and what it will entail to get there.

On Wednesday 5 December Track 1 takes a look at "Connecting Users and Harnessing Collective Intelligence". David Gurteen, Independent Knowledge Educator and Founder of Gurteen Knowledge will explore the emergence of KM (Knowledge Management) 2.0 and ask whether there is a resurgence of KM around a social model. David says, "I am delighted to be a track keynote speaker this year on the theme of "The new age of Knowledge Management: Cafes and Communities" where I will be making the point that Knowledge Management at its best is a social phenomenon and Social Tools bring a fresh breath of live to KM."

Track 2 will help you gain a better understanding of how new technologies can assist with improved information delivery. Tristan Nitot, Founder and President of Mozilla Europe will talk about how the fastest growing browser, Mozilla Firefox, has been developed by a community of users using agile development methods. Tristan has strong views on how users should be utilising technology, he says, "Mozilla's success relies on the Open Source principle and a broad development community that enable us to build easy-to-use products like the Firefox Web browser. In line with our open approach we want to share our methodology on how to build a popular product based on contributions by thousands of community members. It is exciting to be speaking at the Online Information event, as we will be able to share the Mozilla story with the enthusiastic and influential web community."

"Latest developments in library and Publishing" comes under the spotlight in track three with Jan Palmen, Vice President, Publishing Practice at Innodata Isogen, examining the current state of play with e-books and revenue models for publishers.

For the final day of the Conference Track 1 becomes "Understanding Users and Their Needs". Roo Reynolds, Metaverse Evangelist for IBM will share how corporations are already embracing virtual worlds such as Second Life, including real examples of what does and doesn't work, as well as discussing the bigger opportunities for business.

Track 2 turns to the subject of "Managing Enterprise Information". Giovanni Piazza, Global Director of KnowledgeWeb (Intranet) Programme, Ernst & Young will discuss how, enabled by usability efforts, Ernst & Young has begun a journey to provide the right advanced capabilities within a search tool. Giovanni explains, "I am very honoured to be able to speak at Online Information and share Ernst & Young experiences and lessons learned from our journey of developing and evolving our search capabilities for a corporate environment. It is my

hope that other organisations will take away some tips on what to do and what not to do within their environments."

In the "Library and Publishing Developments" track Gunnar Sahlin, Head of the National Library in Sweden, will present an inspiring address offering ideas on how delegates can take the lead in their library.

The Online Information Conference runs alongside the Online Information Exhibition, which is the world's no 1 event for the online content and information management solutions and Information Management Solutions (IMS) the new event for business, information and IT leaders needing to drive business performance through effective information management. Over 250 exhibitors will be presenting the latest information content resources and information management solutions. Delegates can meet the leading suppliers, learn the latest in information management skills at one of the free educational sessions, attend career development sessions and investigate what's happening in the world of e-publishing.

Admission

Register by 9th November to save nearly 25% with the Super Early Bird discount.. For a full list of prices and to book your place visit
www.online-information.co.uk/conference.

Online Information is organised by Incisive Media Events and is the world's no.1 event for online content and information management solutions. The 2006 Conference attracted over 800 delegates from over 45 countries.

Co-located is Information Management Solutions: the leading event for business, information and IT professionals needing to drive business performance through effective information management.

Date: 4 -6 December 2007
Venue: Olympia Grand Hall, Hammersmith, London, W14 8UX, UK
Time: Tues 4 - Wed 5 10am-5pm, Thurs 6 10am-4pm.

Books

A selection of recent business information related titles are listed here to alert readers to them. Links (*click title or cover image in pdf file*) are provided for further information and ordering.

Successful Business Research: Straight to the Numbers You Need - Fast! (Paperback)
by Rhonda Abrams (Author)

Paperback: 292 pages **Publisher:** Planning Shop (Sep 2007) **Language** English **ISBN-10:** 0974080136 **ISBN-13:** 978-0974080130
Creating or growing a successful business depends on finding critical numbers, including market size and growth, sales numbers, and more. This distinctive book, paired with a helpful CD, guides readers through each step of the online research process.

Collection Development Issues in the Online Environment (Hardcover)
by Di Su (Author)
Hardcover: 167 pages **Publisher:** Haworth Press Inc.,U.S. (Mar 2007) **Language** English **ISBN-10:** 0789030861 **ISBN-13:** 978-0789030863

The demand for electronic material in academic libraries is growing and shows no sign of abating. "Collection Development Issues in the Online Environment" addresses key issues in electronic materials development and presents cutting-edge practices from academic libraries around the world. Leading authorities reveal insights on both common and special concerns that every library administrator can use in making decisions about their own collections.

The text also presents real-life case studies illustrating approaches that can be modified for effective planning of your own library acquisitions. The strategies are practical, the information clear and helpful, all of it contained in a single useful volume that every information science professional or academic can use. "Collection Development Issues in the Online Environment" is separated into three sections. The first section tackles issues common to most academic libraries such as electronic journal delivery and budgeting. The second section addresses special library digital issues such as the preservation and dissemination of unique types of information such as annual reports. The final section delves into the future of library electronic acquisitions and the coming challenges. This text is carefully referenced and includes tables and figures to enhance understanding of the subjects. "Collection Development Issues in the Online Environment" is helpful, horizon-expanding information for librarians, library administrators, archivists, publishers, and library and information science educators and students.