

This item was submitted to [Loughborough's Research Repository](#) by the author.
Items in Figshare are protected by copyright, with all rights reserved, unless otherwise indicated.

Current awareness service in research organisations: approach and development

PLEASE CITE THE PUBLISHED VERSION

PUBLISHER

Loughborough University of Technology

LICENCE

CC BY-NC 4.0

REPOSITORY RECORD

Hamid, Nor R.A.. 2021. "Current Awareness Service in Research Organisations: Approach and Development".
Loughborough University. <https://doi.org/10.26174/thesis.lboro.14845110.v1>.

CURRENT AWARENESS SERVICE IN RESEARCH ORGANISATIONS: APPROACH AND DEVELOPMENT

by

NOR RAIZAN ABD. HAMID

A Master's Dissertation, submitted in partial fulfilment of the requirements for the award of the Master of Science degree in Library and Information Studies of the Loughborough University of Technology.

September 1992

Supervisor: Mr TOM WHITEHALL

Department of Information and Library Studies
Loughborough University of Technology

© N.R. ABD. HAMID, 1992

ACKNOWLEDGEMENTS

I would like to express my sincere gratitude to my supervisor, Mr. T. Whitehall, for his assistance and guidance in doing this dissertation.

I am deeply grateful to the Public Service Department of Malaysia and the Nuclear Energy Unit, Ministry of Science, Technology and the Environment, for giving me an opportunity in attending this course.

I would also like to extend my gratitude and appreciation to the people listed below for their cooperation and help in the survey.

1. Allan Tomkins (AEA Technology, Harwell)
2. Martin Sanderson (Boots Company Plc, Nottingham)
3. David Edwards (British Coal, Bretby)
4. Rachel Deakin (British Gas Plc, Solihull)
5. Mary Yates (British Standards Institution, Milton Keynes)
6. Mike Rivett (Fisons Pharmaceuticals Plc, Loughborough)
7. Bernard Forrester (G.E.C. Alsthom Div., Leicester)
8. Kevin P. Jones (Malaysian Rubber Products Research
Association, Hertford)
9. Gary R. Allen (Unilever, Bedford)

Lastly I would like to express my gratitude and appreciation to Mrs. Sue Maddison for typing this dissertation.

CONTENTS

	Page
INTRODUCTION	1
 CHAPTER ONE: THE SPECIAL LIBRARY IN A RESEARCH ORGANISATION	
What is a special library?	4
The importance of a special library in a research organisation	5
Operators of a special library and information services available	7
 CHAPTER TWO: CURRENT AWARENESS SERVICES	
Current awareness service in general	10
Current awareness service in the 1960's and 1970's	15
Current awareness service of optimum quality	18
 CHAPTER THREE: CURRENT AWARENESS SERVICE AT THE VISITED RESEARCH ORGANISATIONS	
Staffing structure of information services and the approach to the clients	27
Survey of current awareness at individual organisations	28

AEA Technology at Atomic Energy	
Research Establishment, Harwell	29
Boots Company Plc., Nottingham	48
British Coal TSRE, Bretby	50
British Gas Plc, West Midlands Headquarters, Solihull	56
British Standards (BSI), Milton Keynes	58
Fisons Pharmaceuticals Plc, Loughborough	64
GEC - Alsthom Research Division, Leicester	79
Malaysian Rubber Producers Research Association (MRPRA)	83
Unilever Research Laboratory, Colworth House, Sharnbrook, Bedford.	90

CHAPTER FOUR: COMPARING CURRENT AWARENESS SERVICE AT VISITED ORGANISATIONS WITH THE OPTIMUM SERVICE	96
--	-----------

CHAPTER FIVE: CHANGE FACTORS ON CURRENT AWARENESS SERVICE	105
--	------------

APPENDICES:	
Appendix 1: Visited organisations and their addresses	125
Appendix 2: Standard format of letter sent to organisations	126

Appendix 3: The set of structured interviews
questions used 127

BIBLIOGRAPHY 129

LIST OF FIGURES

	Page
(FIGURE 1.0) Features of a current awareness service of optimum quality	26
(FIGURE 2.1) Notification to clients for reports service	38
(FIGURE 2.2) Notification for "specialised SDI"	38
(FIGURE 3.1) Cover page of "Harwell Information Bulletin"	39
(FIGURE 3.2) Content page of "Harwell Information Bulletin"	40
(FIGURE 3.3) List of journals used for reference in "Harwell Information Bulletin"	41
(FIGURE 3.4) Items selected from periodicals in "Harwell Information Bulletin"	42
(FIGURE 3.5) Items selected from books, conferences, symposia papers, etc., in "Harwell Information Bulletin"	43
(FIGURE 3.6) Request form for "Harwell Information Bulletin" (To be filed by client on request)	44
(FIGURE 3.7) Availability notes for "Harwell Information Bulletin" (To be filed by librarian on reply to request)	45
(FIGURE 4.1) Notification for SDI Service (From INIS Atomindex)	46
(FIGURE 4.2) Example of INIS Atomindex Content	47
(FIGURE 5.1) A page of "What's In The Periodicals" showing items selected from journals	55
(FIGURE 5.2) Request form for "What's in the Periodicals"	55

(FIGURE 6.1)	Front page of "Overseas Standards Updating Service"	62
(FIGURE 6.2)	Updating notification to customer	63
(FIGURE 7.1)	Front page of "Current Research Titles"	71
(FIGURE 7.2)	Content page of "Current Research Titles"	72
(FIGURE 7.3)	Front page of "Newscreen"	73
(FIGURE 7.4)	Content page of "Newscreen"	74
(FIGURE 7.5)	Front page of "Forthcoming Meetings"	75
(FIGURE 7.6)	Content page of "Forthcoming Meetings"	76
(FIGURE 7.7)	Front page of "FISBIS Update"	77
(FIGURE 7.8)	Content page of "FISBIS Update"	78
(FIGURE 8.1)	"Comment" page from Natural Rubber Newsletter	88
(FIGURE 8.2)	A content page of "CEST"	89
(FIGURE 9.1)	Diagram of probabilities (Blick, 1980)	119

ABSTRACT

A survey was done to see the approach and development of current awareness service in research organisations. An interview with the person in charge of current awareness service was conducted by using a standard set of structured questions. The findings of the survey were then compared to an optimum current awareness service. This is to see the difference between the operation of current awareness services in reality and the optimum services. The change factors which have affected the development of the current awareness services were also discussed and examples from the survey were quoted.

INTRODUCTION

A survey was carried out in research organisations and the research and development department of private companies in Loughborough and 60 - 100 miles around. These organisations and companies have their own special libraries to cater their information functions, and are run by a librarian or an information scientist. A number of services are given to the clients but current awareness services are of vital importance to the information functions. Most of the services are operated for in-house use but a few have outside clients.

It is hoped that through the survey the following objectives could be achieved:

- to find out the different types of services for current awareness in the organisations
- to understand the techniques used for disseminating information
- to know what are the limitations for current awareness services and how these have affected their development.

The ASLIB Directory was referred to get the addresses of research organisations (Appendix 1). A standard letter was prepared (Appendix 2) and distributed to state the purpose of the survey and visits were arranged with the information officer in charge of current awareness services.

The interview technique was adopted for the survey. A set of structured interview questions were prepared (Appendix 3) and then taken along on the visits. These questions were mainly devoted to the approach, dissemination

techniques and limitations in current awareness services provided. Respondents were also asked on how they checked the effectiveness of the service.

Chapter ONE of the dissertation is on the general aspects of a special library, its responsibilities and functions in a research organisation. Chapter TWO discusses current awareness service in general, the approach to current awareness service in the 1960's and 1970's, especially on the types of services and dissemination techniques. The aspects of an optimum current awareness service are mentioned in the later part of this chapter. Chapter THREE is about the survey at all the organisations. A detail discussion on each organisation is made. Altogether nine organisations were visited namely:

1. AEA Technology at Atomic Energy Research Establishment, Harwell
2. British Coal, Bretby
3. Fisons Plc, Pharmaceutical Division, Loughborough
4. Boots Company Plc, Nottingham
5. British Standards Institution, Milton Keynes
6. Unilever Research Colworth Laboratory, Sharnbrook, Bedford
7. GEC - Alsthom Research Division, Leicester
8. Malaysian Rubber Producers Research Association, Hertford
9. British Gas, Solihull

A comparison between current awareness services at the visited organisations and the optimum current awareness service is made in Chapter FOUR. Change factors influencing the capability of giving a current awareness

service at an optimum level are discussed in Chapter FIVE and examples from the organisation are quoted.

CHAPTER ONE

THE SPECIAL LIBRARY IN A RESEARCH ORGANISATION

What is a special library?

A special library can be defined as a unit or a department of an organisation whose information functions are geared to the interests and goals of the organisation as well as the information needs of its personnel. A special library is different from the other types of libraries by the way they are operated. It has more emphasis on information function and its main objective is to provide information for immediate and utilitarian purposes. A quick response to its clients information needs is usually given and it is through this characteristic that termed it as a "special" library.

(Ahrensfield et al., 1986) has distinguished special libraries from other types of library by the following characteristics:

- by their emphasis on information function
- by where they are found
- by the kinds or groups of people who use them or are served by them
- by limitations in subject scope
- by a predominant characteristic of "smallness" (ie. small in staff size, small in space occupied and in size of collection)

Another distinguishing characteristic is that a special library always has a "captive" audience.

Special libraries initially existed in America during the early twentieth century but the greatest period of growth began after World War II. By 1965 there were 10,500 in the United States and Canada. The continuing growth is due to the "information explosion" which became so widely apparent after World War II with the huge increase in scientific and technical reports.

A special library is set up by all sorts of organisations, for example, banks, industrial organisations, research associations, engineering firms and chemical and pharmaceutical manufacturers. Hence their users are well defined and usually they are limited to the organisation. On the other hand special libraries maintained by associations have users who are members of the associations and any clients who have an interest in their information.

The importance of a special library in a research organisation

A special library is often set up in a research organisation when there is a need for information service and the capability to commit resources to obtain it. (Ahrensfield et al, 1986) gave the following reasons as a recognition of need for a special library to be set up in an organisation:

- funds are being used to buy multiple copies of books and magazines when fewer copies, properly centralised, controlled and circulated would better serve the needs of all.
- extensive and expensive collection of books, magazines,

reports, services, and other materials are scattered around the offices

- despite the accumulation of publications the ones needed cannot be found
- the mail, each day, brings more information, notices of publications, news services, and databases, and no one can take the time to screen them for their potential value or determine which are the best suited to the needs of the organisation.
- managers and employees are aware that they are not doing the reading necessary to keep up with developments in their fields
- employees are spending a good deal of time trying to track down information, this diminishes the time they have to spend applying the information - if they find it - to their work
- an important decision must be delayed because of lack of correct information; or someone discovers, too late, information which might have altered an earlier decision
- management begin asking if some of the research being undertaken by its personnel might have already been done elsewhere and reported some place.
- the organisation is unable to take advantage of prior internal research because the long time employee who "kept track of everything in his head" has left and no one else knows where or for what to look.

A special library is of vital importance in a research organisation. The information it gives could avoid useless and unnecessary repetition of laboratory and other research. Its literature search services could discover

new profitable lines of approach, show gaps in knowledge and indicate areas in which unexpected coincidence occur. It could also lead to a new direction for research. Haygarth Jackson (1987) mentioned that the pharmaceutical industry, for example, is a high-technology, high-investment and high-risk industry. hence the discovery and subsequent development of a major new pharmaceutical product requires an injection of the correct information at every stage.

A user-survey by (Kramer, 1971) indicated that the major advantage of an information function is that it can find the answers for the inquirer more rapidly than he could himself. In other words, an information system can save an organisation from spending major amounts of money. From the survey he realised that engineers generally do not search the literature very efficiently and earn a higher wage than librarians. He discovered that for every hour the library staff spent on literature searching, they saved the engineering staff 8.86 man-hours of effort. Hence the figure suggested why a corporation might wish to retain librarians on its staff, even during an economic downturn. This study also indicated that the library's usefulness to the organisation and not an absolute dollar figure that will off-set the expense of maintaining a library.

Operators of a special library and information services available

A majority of special libraries are still small with one to three professional staff supported by a few clerical staff. The professional staff usually termed themselves as "information officers ", "information scientists" or sometimes "information analysts".

The emphasis on information service in the special library is reflected by the information scientist's strong commitment to and active promotion of information service (Ahrensfield et al. 1986). Since the special library has a strong orientation towards a particular subject field, the information scientist also need a strong interest in the field. Usually the information scientist is the manager of library operations and a member of the professional or managerial staff of the organisation.

An ideal information scientist should have the following characteristics:

- have education and experience in terms of professional librarianship an subject knowledge
- have a strong motivation to put knowledge to work
- enters groups easily, generates confidence and trust
- must be able to deal with a variety of personalities and problems and establish priorities for competing demands
- able to ascertain exactly what the inquirer is seeking
- have communication skills so as to ensure that information is presented in a concise, unambiguous and readable form to the inquirer.

The main functions of a special library are the acquisition, organisation and dissemination of information and reading materials. In general it covers the following services:

- selects and acquires materials required by the organisation such as textbooks, monographs, periodicals, reports, patents, standards,

government documents, indexes etc. It could also add other specialised collections like catalogues, computer print-outs and the organisational archival materials.

- evaluates, selects and searches computerised databases with respect to the organisation's interests
- locates information and provides it in written summary form
- provides current information, generally by means of a bulletin or satisfies the special needs of individual user as Selective Dissemination of Information (SDI).
- occasionally makes translation of required articles.

Whatever the information services might be, great effort is made to disseminate information in a quick and efficient way to the clients.

The sources of information commonly used for the provision of current awareness services are:

- primary journals
- secondary services (e.g abstracting and indexing, databases)
- books
- patents
- conference proceedings
- alerting profiles (batch search and on-line search)
- newsletters
- reviews
- company information (especially those on competitors)
- statistics (government, trade associations etc).

CHAPTER TWO

CURRENT AWARENESS SERVICES

Current awareness service in general

Current awareness services can be defined as systems used in reviewing newly available documents, selecting items which are relevant to the needs of the clients and sending a notification to inform the clients of their existence. In short, it is a form of an information - alerting service. Current awareness services have always been a vital information service because they have the following additional advantages:

- they can cover a greater range of documents compared to those which the client could scan himself
- they can ensure that scanning is done regularly and currently
- they can save the clients time in looking for relevant information
- they can keep the client in touch with what is going on in their lines of interest.

Whitehall (1986) states that;

"Mainly, a current awareness service has value in that it does something for professional workers which they may never do for themselves - either because they are unconvinced of the value of keeping up to date (not to many of these about!), or because, even though they know its value, they can make to time available to look at

published material"

The benefit to a client from a current awareness service is threefold namely,

- it keeps the client in touch with what is going on in the area of the company's interests, on topics of importance to clients and ensures that information is filtered so that only the relevant remains
- it can supply useful methods, ideas, concepts, experience or information which can result in the saving of project time or giving ideas for new work
- those who are in the habit of keeping themselves up to date can use a current awareness service to save time that they might otherwise spend in looking through publications.

(Weaving, 1991).

Commitment to current awareness service vary according to where the special library is set up. Industrial and research organisation usually have similar types of services for their current awareness activities. They are:

1. journal circulation
2. accession lists
3. titles lists (eg. Current Content Service)
4. bulletins
5. SDI (Selective Dissemination of Information) to individuals or groups.

1. Journal circulation

New issues of primary journals are passed on to the client who will then scan for relevant items himself. The journals are sent back to the library along with a request for a photocopy of the relevant items selected. This is one way of saving paper in photocopying items that may not be relevant to clients interest at all.

2. Accession lists

This is a list of all new literature received by the library, for example, books, reports, standards, patents, etc. It is produced manually and sometimes mechanised through a network. Clients may get a full list or a list of literature from selected subject areas which are of interest to them.

3. Titles lists

This service gives notification of contents in current journals. The service could be provided locally or be purchased from an external service. When produced locally, the titles are copied from the journals and published in printed format or the content pages of the journals are photocopied and distributed. This service is an alternative to journal circulation. It had the advantage that the journals are available in the library for consultation.

4. Bulletins

This is a current awareness service in the form of a list, which goes to all

clients. It is produced daily, weekly, biweekly or monthly. Its frequency depends on the amount of material collected and the level of urgency for information. The contents of bulletins vary but they always include references, which have been selected by the information officer or librarian, of recently published journal articles, reports, books or other documents relating to the subject coverage of the information unit.

Whitehall (1973) states that an information bulletin was to provide a current awareness service, in particular to keep staff informed of items they might not see in the course of their own reading.

There is usually a special reference number and a bibliographic description. Sometimes a short indicative abstract or longer informative abstract is provided so as to enable the client to decide whether the item is of interest or not. Examples of bulletins found in research organisations are:

- a) journal articles bulletin (titles or abstracts)
 - b) press-cutting bulletin
 - c) patents bulletin
 - d) forthcoming meetings bulletin
-
- a) Journal articles bulletin - a bulletin with titles and indicative or informative abstracts made by the information officer to his client describing the content of the cited items. It is published monthly and comprises a wide range of subject scope. A bibliographical record is also given. The bulletin is distributed by post, normally to the Heads of Departments or projects who will redistribute it among their research

staff.

- b) Press-cutting bulletin - this comprises cuttings from newspapers or newsy journals that are important for top-level management alertness. It also includes articles that relate to subjects of research.
- c) Patents bulletin - a bibliographic record of patents associated with the announcement and retrieval of patent specifications. The patent literature provides recent knowledge in discoveries of products and inventions. By looking at the patent specification, the researcher will know that someone or some organisation engaged in research has thought of the technical matter described in the specification. hence he has the patent protection for it.
- d) Forthcoming meetings bulletin - a bulletin with announcement of important meetings or conferences which are of interest to the company.

5. SDI (Selective Dissemination of Information) to individuals or groups

Any procedure whether manual or automated which attempts to provide a personalised current awareness service, selecting for each individual served the current literature of probable relevance to his research interests, may be considered as SDI system (Connor, 1967). Again selection is done for the client.

A scanner is a very important character for an SDI service. A knowledge of

the clients work is necessary for the scanner to use in helping him to recognise relevant materials. A common way of getting this knowledge is by keeping an interest profile for each client. An interest profile is also known as a "user profile".

A copy of the first page of the selected item or document may be sent to the client together with a notification and feedback slip. Alternatively the reference of the item may be keyboarded, as for a bulletin, but sent to an individual. A request for a full copy of the document is made in the feedback slip or through a personal telephone call to the information officer.

Current awareness service in the 1960's and 1970's

The main objective of having current awareness services in research organisation is to supply information on research progress and new developments to the clients. Services are provided usually "in-house" and the captive audience is the research staff on site.

When current awareness services were introduced in the early 1960's they were provided by an information officer or "information scientist". They operated in a special unit set up separately from the main library. Research organisations received government grants and subscription fees from members of research associations to maintain their information services. The resources used for current awareness services were taken from the library. Therefore the library and information unit worked together to provide the information needs of their users.

Whitehall (1986) mentioned that 1960's was the golden age of current awareness. During that time there were many information scientists to operate the services and they were paid to do them. When the need for information in scientific and technical areas increased, the information units became more important and established.

Moore (1981) said in his article that emphasis on good current awareness service was increased by changing business environments. Technology based industries such as petrochemicals were experiencing economic prosperity. However, in the late 1960's and all through the 1970's there were a lot of business pressures (eg. in economics) and their impact on business could be most immediate. Hence carefully organised information was essential for the company and information had to be tailored to its users. On the other hand in the 1970's information services were closed down in some organisations as an economy measure in the recession.

Since the early 1960's computers have been employed in Information Science. They were initially used to produce in depth subject indexes. Later they were applied in interrogation of published data on machine readable tapes for mechanised SDI. Enquiry services for current awareness became better and there was wider range for subject coverage in SDI. The online bibliographic searching was introduced followed by viewdata. Viewdata has been specifically designed to be user-friendly. It is based on a simple free logic system and it enables the most inexperienced user to conduct a satisfactory search.

By 1968 there was an increase in number of SDI systems in the United States.

This was because of the ease in modifying existing mechanised information retrieval system to perform SDI function. However, in the United Kingdom, development of mechanised SDI was not good, because of the scarcity of computerised information systems of any sort. There were less than 10 mechanised SDI systems in the UK. Data kept in SDI systems were on information sources (reports, journal articles, books, patents, etc.), user-profiles with address and user responses. Term functions were used in searches.

The library still retained its important position at the centre of information function; even though communications media may change from paper to microfilm or electronic data.

The most common dissemination technique for current awareness at that time was by a bulletin. When the number of items selected was small, because of a user's interests were highly specialised, they were sent to users as a personal notification. As the numbers of people interested in the same topic increased, the selected items were grouped together under categories and sent to the users as a bulletin. In the long run, there were too many research staff and too many subjects of interest. Most scanners were employed to do the scanning. Due to decline in economic situations, these scanners were forced to stop working and scanning of journals was abandoned. The use of a database search was then adopted for current awareness service.

The bulletin became more expensive to produce and difficult to distribute to the users because of its thickness. Therefore to meet the literature requirements of the scientists, the thick bulletin was broken up into different

types:

- a monthly bulletin consisting of abstracts of general interests
- a bulletin with abstracts of special subject interests
- SDI for personalised interests
- supplementary bulletin containing list of library accessions

Hence, the different types of current awareness services found in research organisations today.

Current awareness service of optimum quality

An optimum quality current awareness service could be achieved if the following points are considered:

1. Information scientists and their respective clients meet together and discuss the client's interests and information needs. A user-profile is then created for each client. Information scientists must have a good relationship and communication with his clients so that they could get enough information to construct a good user-profile. A user profile might contain the following information:

- a written statement of the clients needs and purposes
- a list of keywords or descriptions
- a list of documents that clients are interested in (eg. journals, reports).
- a list of items which the profile should exclude.

2. The information scientist scan core journals and other publications in the subject areas of their clients, together with an appropriate abstract journal to look for items relevant to clients interests.
3. Notification is sent to each individual client. A feedback slip is usually given along with the notification. The feedback slip has two distinct purposes:
 - to ask for a copy
 - to comment on relevance and other aspects of quality of service

In giving current awareness service it is very important for the information scientist to get some feedback from his clients to indicate the usefulness of the services and the satisfaction of his clients. A common technique adopted is by using a request slip or feedback slip and attach it to the disseminated bulletin or SDI notifications. Sometimes the request slip contains the feedback slip itself.

4. Any request to see the original article, borrow it from the library or get a photocopy of it is acted on immediately by the subject specialists.
5. The user-profile is kept up-to-date by acting on the feedback slips and by making more visits to the clients to ask them if there are any changes or additions to the subject interests. It is important for the

information scientist to contact all users of an information service regularly. The interests or assignments of industrial researchers may change frequently, making it difficult for the information scientist to keep profiles current unless their performance is continually monitored.

The features of an optimum current awareness service are summarised in (Figure 1.0).

Effectiveness of services given should not be neglected when doing current awareness service. Effectiveness is actually the capability of the service to meet the user needs. Orr (1973) referred effectiveness of library services as the "goodness" of library services. He mentioned that the concept of "goodness" have two basic aspects, which are reflected by questions like "How good is the service?" and "How much good does it do?".

Aspects of effectiveness varies according to the type of library. Some may consider relevance of items disseminated and utilisation of services given as aspects of effectiveness. Whitehall (1985) mentioned that aspects of effectiveness of a bulletin service are coverage, timeliness, relevance, ease-of-use and reading load.

To maintain the quality of the service the following criteria should be optimised:

Coverage

The range of documents covered by a current awareness service is termed its coverage. The coverage may be restricted to documents received by the library or it can include documents not available in the library. (Since there is no point telling people about things they can never see). Usually an external service is intended to provide a selective or comprehensive coverage of the subject field. (Coverage is often related to subject, the types of primary sources and categories of users). Different types of literature should be scanned in order to get a good coverage.

Timeliness or currency

Item notified should not be too out-dated. They should be distributed daily or weekly depending on the urgency of the information. The subject specialist should ensure that sources of information used for scanning are not too "old".

Relevance

The subject specialist should be able to recognise and select the appropriate items for dissemination. It is also important to up-date the user-profile so that changes in subject interests could be observed. Sometimes a client's relevance - assessment is used to adjust the user-profile to meet his needs or any change in interests.

Content

Notifications distributed should have enough information to describe the items topic. It is advisable to add an informative abstract to the bibliographic content of a current awareness dissemination. What is important is that the user is able to decide whether the item is useful to him or not, from the notification.

Ease - of - Use

The format of the bulletin should allow the user to refer to it easily. Arrangement of items plays an important role when clients do the scanning of bulletins they received. A bulletin is often arranged by subject categories, journal titles and reference numbers. The bulletin must not be too large or else the client may not find the time to scan through it completely. It should be clear under each item which is the title. The location of an item should be given.

Accessibility

This refers to how easily the client can obtain the required item. There are two important aspects of accessibility; physical access and user access. Physical access refers to the library and its material. This means that a particular document is in the library and can be easily located. User access relates to what class of user a given service is available.

A feedback slip can be used as a speedy evaluation by the clients on items

disseminated to him by an SDI service. Clients may be asked to return the slip with one of the following comments:

- article/document is not relevant to interests
- article/document relevant but of minor importance
- article/document relevant
- article/document of interest but already known to me
- article/document would probably be of interest to

On the other hand, monitoring the request slips could also give some indication of evaluation. A request slip may contain the following response from the clients:

- request for a photocopy of whole article (reference number for article is indicated by client)
- request for a loan from library
- request for inter-library loan (if item is not available in-house)
- request for first page of item or an abstract (if taken from a title bulletin)
- request for a translation of article (when article is written in a foreign language)

By monitoring the number of requests made by clients, the information scientist could get two different indications of the service quality. High number of requests could indicate either that the notification sent have a high degree of relevance or that the bibliographic contents or abstracts provided do not contain enough information for the client to assess the relevance.

Sometimes the information scientist would pay visits to his clients and conduct an interview. The questions asked would indicate:

- whether clients find the items they received useful
- whether they want to be in the mailing list of a certain subject scope
- whether they request for items which they have discovered themselves or were notified by someone else
- whether request for an original item is because of relevance to interest or to get a better view of the content.

Occasional comments from the client could indicate whether client's satisfaction is met in providing current awareness service. Sometimes a concerned client may ring up the information scientist to inform him of the unsatisfactory service. The degree of use of the descriptors for each user-profile would also give some feedback to the information scientist. He could see if there is a need to update or change the descriptors so as to get more relevant and better selections for dissemination. Hence by having a feedback mechanism in the current awareness services provided the information scientist could obtain the following benefits:

- a facility for communication between user and information provider
- a means of improving current awareness service by keeping the information scientist alert to changing interests of clients.

**(FIGURE 1.0): FEATURES OF A CURRENT AWARENESS
SERVICE OF OPTIMUM QUALITY**

Clients interviewed by subject specialist
who discovers their current interests

Client's interest profiles are updated regularly

Scanning done by subject specialist

Manual scanning of core journals, done
as soon as possible after receipt

Remaining literature scanned through an
abstracting & indexing publication

A personal notification, or the item itself
is sent to the client as soon as possible

The notification contains enough information
for client to know if the item is relevant

Client gives feedback on relevance, timeliness,
etc. of each item notified

Materials notified are available on site to be
seen or copied

It is easy for the client to obtain a copy of
the material notified

CHAPTER THREE

CURRENT AWARENESS SERVICE AT THE VISITED RESEARCH ORGANISATIONS

Staffing structure of the information services and the approach to the clients.

The staffing structure of information services at the visited research organisation seemed to have a common pattern. There are usually librarians, information workers and systems workers. All of them have different functions but at some organisations the same staff perform more than one function. The library is devoted to documents collection (journals, books, reports, patents, standards, etc.). It also provides facilities for using these reading materials.

The information unit is involved in analysis function such as current awareness service, retrieval search and enquiry service. In some cases it is located away from the library but there are organisations with the information unit in the library itself. The information workers also do translation services occasionally. They either do it themselves or contract the work to an outside worker. Systems development is an independent unit. It is established as a result of the application of computer technology in information services. Sometimes this unit is included in the information unit.

The information services offered to the clients are based on client need and priorities are given to services that are in demand. There are two types of

approaches to the clients; the active approach and the passive (or do-it-yourself) approach. The active approach uses the library resources to produce current awareness service tailored to the client need. The do-it-yourself approach uses the resources to develop a better means for clients to search required information themselves.

The organisations visited normally have their own staff as potential users. So whatever services are given they are user-orientated and much effort is given to ensure that their needs are met. Most of the organisations give great priority to research staff which constitutes specialised scientists and engineers. Top-level management people have now been given the privileges of current awareness service too. Services available for this new category of users are usually those related to decision-making. Information on technical developments, business prospects of the organisation, market trends, and finance are a few examples.

Technical and scientific information could help top-level managers in decisions concerning research into new fields or even whether to deal with a certain activity or a given product during the next planning year.

Survey of current awareness service at individual research organisations

The following is a detailed report on the findings of the survey. Individual research organisations are discussed separately.

AEA Technology at Atomic Energy Research Establishment, Harwell.

AEA Technology is the trade name of the United Kingdom Atomic Energy Authority (UKAEA). The trade name is a result of changing from a Government research and development organisation to a commercial enterprise. This enterprise supplies a wide range of advanced technical services and products. Services are delivered through two business groups; one offers a wide range of technical report to the nuclear industry and another offers innovative and advanced technology solutions to non-nuclear customers everywhere. The AEA Technology business is based on effective technology transfer. Focuses in on energy, safety and environment. It serves a wide range of industries, governments, public agencies and energy utilities. The business operates through nine separate business units namely:

- AEA Industrial Technology
- AEA Petroleum Services
- AEA Safety and Reliability (SRD)
- AEA Environment and Energy
- AEA Engineering
- AEA Reactor Services
- AEA Decommissioning and Radwaste
- AEA Fusion
- AEA Fuel Services

The business units based at Harwell Laboratory are AEA Industrial Technology, AEA Environment and Energy, AEA Engineering. The person interviewed was Allan Tomkins from the Information Service. He is an

information scientist in charge of current awareness service.

The staff involved in current awareness service are six information scientists and a number of clerical staff. The business units at Harwell Laboratory have their own libraries and they pay money for the information scientists' time doing services and maintaining the libraries for them. They are the main clients of the information service. The Library and Information Unit at Harwell Laboratory operates as one group and caters the information needs of the research staff. The budget for doing the service usually comes from the government funding (through the business units), contract work and by selling services to the outside. The number of clients catered for is approximately 1,200 scientists and researchers. A "keyword-profile" is constructed for SDI clients and there are 300 profiles to monitor. The clients can have SDI profiles on any database as long as they are willing to pay for them.

Services involving current awareness are:

- reports service
- bulletin (Harwell Information Bulletin)
- specialised current awareness (the manual SDI)
- SDI (computerised)

Reports service

A list of newly acquired technical reports is produced and sent to the individual departments, along with a notification (Figure 2.1) for acknowledgement. Reports requested by the departments are sent and kept at

the department for future references. However a formal record of the acquisition is kept by the Information Service.

Bulletin (Harwell Information Bulletin)

This a weekly produced bulletin. Clients have to pay a fee of £120 per year for the service. The cover of the bulletin contains a general information about the bulletin. A list of subject markings is given along with its abbreviation on the left-hand side (Figure 3.1) There is a contents page (Figure 3.2) with an explanation on some of the new subject markings for the set of journals referred, there is a list of journal titles and the page-number where they are found (Figure 3.3). Selected items are arranged after the journal titles and subject marking abbreviations are given on the left-hand side (Figure 3.4). Book, conferences, symposia papers, etc are put under one category. In this section there is a reference - number for clients to use when requesting for loan or photocopy (Figure 3.5).

The bulletin is arranged according to categories of references. Items selected are from journals, books, patents, and conference proceedings recently received in the library. The items in the bulletin could be borrowed or photocopies requested. The bulletin is also received by clients at other business units, outside Harwell Laboratory. Requests for items are usually done by consulting individual local library.

The bulletin has undergone some technical changes. The Information Office is actually experimenting with some new subject marking so as to get codes which match more accurately the interests of the businesses on site. An

attempt towards a bulletin arranged by subject is also intended. To help the users understand this bulletin, a list of scope of some of the subject markings is given. The new bulletin will also contain unclassified reports. News on new developments on the Information Office will be announced in the front pages.

The bulletin is also available on-line at Harwell Laboratory. Searches can be done by a "Boolean" Search or using string searches. Contents of the printed bulletin is available on-line about one to two weeks before the printed bulletin is issued. Requests for photocopies of articles can be done on-line. The on-line version of the bulletin is not popular because clients prefer to use the paper copy.

Specialised current awareness service

This is a manual SDI service which involves sending notification (Figure 2.2) to clients working in groups or projects one day after the receipt of journals. Scanning of primary sources are made and photocopies of the first page of articles are sent along with a personal notification.

SDI (computerised)

This service is based on INIS (International Nuclear Information System) database in Vienna, Austria. The Head of Information Service is an INIS Liaison Officer for United Kingdom. INIS is a computerised information handling, storage and retrieval of scientific and technical information on the peaceful uses of atomic energy. It is a decentralised system and member of

states of the IAEA (International Atomic Energy Agency) can have access to its information database. "Liaison" means scanning all likely publications of a country, identify relevant items (ie those relevant to the INIS subject scope) and send a complete bibliographical information to the INIS Centre in Vienna for record. In this system all classes of literature are covered; journal articles, reports, patents, translations, conference papers, books and engineering drawings. Abstracts for the database are written and keyboarded by contract workers outside Harwell Laboratory. However, they are edited on site. The Information office at Harwell Laboratory has been providing input for INIS since 1967 and in return benefited a supply of magnetic tape version of the abstracting journal (INIS ATOMINDEX). An example of an SDI service from the INIS atomindex is illustrated by (Figure 4.1) and (Figure 4.2).

Besides the INIS database, SDI is also run from the EDB (of ETDE) database from IEA in Paris. Contribution to EDB database are also made at Harwell Laboratory. Magnetic tapes received from these databases are used to give a two-weekly SDI service. This service is extended to AERE staff outside Harwell Laboratory for a fee of £120 per annum.

The update magnetic tapes received from these databases are not used for retrospective searches. Instead CD-ROM produced quarterly are used. The CD-ROM version is obtained free-of-charge from INIS but clients are charged for any searches made on request.

The Information Service at Harwell Laboratory also produces "Heat Flow" and "Waste Information" databases. Besides the routine core current awareness services, the Information Service also produces publications for

external communication proposes. This is to provide an extensive information programme focussed on the needs of formal education. These can be regarded as a general current awareness for the public. They include leaflets, video programmes for secondary schools, documentary and series of seminars.

The scope of coverage for the current awareness service include:

- accelerator applications
(ion implantation and irradiation of materials)
- biomedical sciences
(inhalation toxicology, diet and bone metabolism)
- chemistry
(aerosol science and combustion)
- environmental science
(air, water and land pollution)
- instrumentation
(radiation effects on electronic equipment)
- materials chemistry
(electrochemistry, batteries, catalysts and sol-gel routes to materials)
- materials technology
(plastics, carbon fibre)
- radiation effects
(theoretical material studies)
- (solid state and material modelling)
- reactor fuels and reactor materials
(radiation effects)

The sources of information for current awareness service are:

- scientific journals and newsy journals
- books
- patents (European Patents alerting service by Derwent)
- conference proceedings
- reports
- current content
- chemical abstracts
- newspapers
- government publication
- nuclear science abstracts
- INIS (CD-ROM databases and publications)

The clients usually get a notification (Figure 2.2) along with a full copy of a document or an extract of it. If the client wishes to see the full copy of the extract he will have to "tick" a box in the form and send the notification form with the extract to the library. On the lower part of the notification form there is a set of response comment from the library indicating a reason why the original document is not available on request.

The set of reasons are:

- O/L = not in stock, being borrowed from another library
- R = reference copy only; can be seen in library, Bldg 465
- D = on display in Main Library; will be sent in 2-4 weeks
- W/LN = already on loan; you are on waiting list

The librarian will then have to tick against one of the above reasons and send it back to the client for acknowledgement. Request forms (Figure 3.6) are supplied with the "Harwell Information Bulletin". A separate form is used for each item (ie. journal, book or pamphlet). The request form has a set of "Availability Notes" (Figure 3.7) for document request replying comments.

They constitute the following:

- X = document lent or photocopy supplied
- W/LN = at present on loan, you are the n^{th} on the waiting list
- R = reference copy only, please consult in Reading Room,
Building 465
- D = at present on library display, will be sent in 2-4 weeks
- O/L = not part of Main Library stock, being obtained from another
library
- O/O = on order for Main Library, your request noted.

The librarian will tick against one of the comments and send the form back to the client for acknowledgement.

To get feedback on the effectiveness of the service the information scientists have an informal talk with the client when he comes for information. The client will be asked whether there are new subject areas to be covered and added to the user-profile. It is compulsory for the information scientists to go out and talk to 40 clients in one year so as to find out any changes in their information needs. The result of the talk will be presented in the form of a report and submitted to the head of Information at the end of the year.

There used to be a routine study on effectiveness years ago, but not now. It is assumed that clients will complain if they are not satisfied with the service. The monitoring was done for the SDI service whereby clients were to make a self-assessment on the notification sent.

There is no formal effectiveness study done. However a survey on bulletin effectiveness was carried out about three months ago. Its objective was to have a view of the most popular articles, usefulness of journals and the most popular journal. A look at the loans and photocopies was also done. Results of the survey were used when doing the annual budget, especially on usefulness of journals. Journals which were found to be not useful will be discontinued and the money could be used to buy new journals recommended by clients. 2,000 journals are scanned altogether by the information scientists and Allan said, "All the money goes on journals".

Updating the user-profiles is a big job. It is done only once a year by students who were employed at Harwell Laboratory during the University Summer vacation.

(FIGURE 2.1): NOTIFICATION TO CLIENTS FOR REPORTS SERVICE

<p>TO</p> <p>FOR YOUR RETENTION - A REPORT WHICH MAY BE OF INTEREST</p> <p>No.</p> <p>H.5378 (rev. 3/87)</p>	<p>Reports Section Library, B.465 Ext. 5787</p>
---	---

(FIGURE 2.2): NOTIFICATION FOR "SPECIALISED SDI"

<p>1.</p> <p>2. Library, Bldg. 465</p> <p>3.</p> <p>INFORMATION OFFICE CURRENT AWARENESS NOTIFICATION</p> <p><input type="checkbox"/> An extract is attached: if you wish to see the full document please return this form, together with the extract to the Main Library, and tick here <input type="checkbox"/></p> <p><input type="checkbox"/> Full copy attached.</p> <p>If the document is not readily available, this form will be returned to you indicating one of the following reasons:</p> <p>O/L - not in stock; being borrowed from another library D - on display in Main Library; will be sent in 2-4 weeks</p> <p>R - Reference copy only; can be seen in Library, Bldg. 465 W/Ln - already on loan; you are on waiting list</p> <p>H.5097 rev. 9/75</p>

(FIGURE 3.1): COVER PAGE OF "HARWELL INFORMATION BULLETIN"

		ISSN 0144-6053			
<h2 style="margin: 0;">Harwell Information Bulletin</h2>					
No. 2329		5th June 1992			
<div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <p>This Bulletin is compiled weekly by the Information Office, Harwell, and the items listed are selected from journals, patents, books, and conference proceedings recently received in the</p> </div> <div style="width: 30%;"> <p>Library. Unless otherwise stated they may be borrowed by Harwell Laboratory or attached staff who should apply personally, or in writing quoting full details of the publication required. A</p> </div> <div style="width: 30%;"> <p>request form is provided. Other recipients should consult their local library. The letters in the left hand of each column indicate the subject interest of the articles marked.</p> </div> </div> <table style="width: 100%; margin-top: 10px;"> <tr> <td style="vertical-align: top; width: 33%;"> <p>AA Accelerator Applications ACP Advanced Control/Power AMT Advanced Materials BS Beam Science BM Biomedical Sciences BIO Biotechnology CA Chemical Analysis CE Chemical Engineering CH Chemistry CP Computing DC Decontamination/Decommissioning EC Energy Conservation/Efficiency EP Energy Policy ENG Engineering ENV Environmental Science FP Fuel Processing</p> </td> <td style="vertical-align: top; width: 33%;"> <p>FR Fuel Reprocessing HPM Health Physics INS Instrumentation IS Isotopes LT Lightning MC Materials Chemistry MT Materials Technology (general) MTM Materials Technology (metals) MTC Materials Technology (ceramics) MTP Materials Technology (plastics) NT Nondestructive Testing WST Nonradioactive Wastes NP Nuclear Physics PT Petroleum Engineering</p> </td> <td style="vertical-align: top; width: 33%;"> <p>RW Radioactive Wastes RD Radiation Effects RM Reactor Materials RF Reactor Fuels RS Reactor Safety RR Reactors RH Remote Handling RE Renewable Energy X Research/Development/Management RFE RF Effects SG Safeguards S Safety SRD SRD SS Surface Science TS Theoretical Materials Studies</p> </td> </tr> </table>			<p>AA Accelerator Applications ACP Advanced Control/Power AMT Advanced Materials BS Beam Science BM Biomedical Sciences BIO Biotechnology CA Chemical Analysis CE Chemical Engineering CH Chemistry CP Computing DC Decontamination/Decommissioning EC Energy Conservation/Efficiency EP Energy Policy ENG Engineering ENV Environmental Science FP Fuel Processing</p>	<p>FR Fuel Reprocessing HPM Health Physics INS Instrumentation IS Isotopes LT Lightning MC Materials Chemistry MT Materials Technology (general) MTM Materials Technology (metals) MTC Materials Technology (ceramics) MTP Materials Technology (plastics) NT Nondestructive Testing WST Nonradioactive Wastes NP Nuclear Physics PT Petroleum Engineering</p>	<p>RW Radioactive Wastes RD Radiation Effects RM Reactor Materials RF Reactor Fuels RS Reactor Safety RR Reactors RH Remote Handling RE Renewable Energy X Research/Development/Management RFE RF Effects SG Safeguards S Safety SRD SRD SS Surface Science TS Theoretical Materials Studies</p>
<p>AA Accelerator Applications ACP Advanced Control/Power AMT Advanced Materials BS Beam Science BM Biomedical Sciences BIO Biotechnology CA Chemical Analysis CE Chemical Engineering CH Chemistry CP Computing DC Decontamination/Decommissioning EC Energy Conservation/Efficiency EP Energy Policy ENG Engineering ENV Environmental Science FP Fuel Processing</p>	<p>FR Fuel Reprocessing HPM Health Physics INS Instrumentation IS Isotopes LT Lightning MC Materials Chemistry MT Materials Technology (general) MTM Materials Technology (metals) MTC Materials Technology (ceramics) MTP Materials Technology (plastics) NT Nondestructive Testing WST Nonradioactive Wastes NP Nuclear Physics PT Petroleum Engineering</p>	<p>RW Radioactive Wastes RD Radiation Effects RM Reactor Materials RF Reactor Fuels RS Reactor Safety RR Reactors RH Remote Handling RE Renewable Energy X Research/Development/Management RFE RF Effects SG Safeguards S Safety SRD SRD SS Surface Science TS Theoretical Materials Studies</p>			
<p>Enquiries about content or distribution:— Head of Information Services, Building 465, Extension 5555/5635: Allan Tomkins</p> <hr/> <p>Enquiries about loans:— HARWELL Library, Building 465, Ext: 5634: Eve Thornton</p>					

**(FIGURE 3.2): CONTENT PAGE OF "HARWELL INFORMATION
BULLETIN"**

CONTENTS

LIST OF JOURNALS INCLUDED IN THIS ISSUE	ii
ARTICLES IN PERIODICALS	1
BOOKS, CONFERENCES, SYMPOSIA PAPERS, ETC.	18
PATENTS INFORMATION	20

New subject markings

The Information Office are experimenting with some new subject markings to more accurately match the interests of the Businesses on site and to move towards a "structured" Bulletin.

Most of the markings are, we think, self-explanatory, but the scope of some terms is given below.

- Accelerator Applications:
 includes ion implantation and irradiation of materials.
- Biomedical Sciences:
 includes inhalation toxicology, diet and bone metabolism.
- Chemistry
 includes aerosol sciences and combustion.
- Environmental Science
 includes air, water and land pollution.
- Instrumentation
 includes radiation effects on electronic equipment.
- Materials Chemistry
 includes electrochemistry, batteries, catalysts and sol-gel routes to materials.
- Materials Technology (plastics)
 includes carbon fibre.
- Radiation Effects
 see Instrumentation for radiation effects on electronic equipment, see also
 reactor fuels and reactor materials.
- Theoretical Materials Studies
 includes solid state and materials modelling.
- Reactor Fuels and Reactor Materials
 include radiation effects.

Please feel free to comment on any of the markings or on the content of the bulletin.

It is intended that unclassified reports will be listed in the new structured Bulletin.

**(FIGURE 3.3): LIST OF JOURNALS USED FOR REFERENCE IN
"HARWELL INFORMATION BULLETIN"**

LIST OF JOURNALS INCLUDED IN THIS ISSUE

Page	Title	Page	Title
5	Acta Metallurgica et Materialia	12	Journal of Polymer Science. Part B: Polymer Physics
15	Advanced Composites	14	Journal of Radiation Research
12	Advanced Materials & Processes	3	Journal of Radioanalytical and Nuclear Chemistry
15	Aerosol Science and Technology	1	Journal of Solid State Chemistry
3	American Journal of Respiratory Cell and Molecular Biology	1	Journal of the Physical Society of Japan
13	Analytical Chemistry	10	Journal of the Royal Society of Medicine
3	Applied Catalysis	17	Journal of the Society of Materials Science, Japan
6	Applied Catalysis B: Environmental.	15	Journal of Toxicology and Environmental Health
8	Applied Occupational and Environmental Hygiene	12	MacUser
3	Applied Physics Letters	15	Materials Chemistry and Physics
16	Applied Physics Letters	12	Materials Performance
11	Applied Surface Science	5	Materials Research Bulletin
9	Atmospheric Environment	5	Materials Science & Engineering A. Structural
10	Bone and Mineral	12	Modern Power Systems
14	Calcified Tissue International	7	Nanostructured Materials
1	Ceramic Forum International/ Ber. DKG	14	Nature
13	Chemical Physics Letters		
10	Chemosphere		
10	Chemosphere		

**(FIGURE 3.4): ITEMS SELECTED FROM PERIODICALS IN
"HARWELL INFORMATION BULLETIN"**

Harwell Information Bulletin No.2329

ARTICLES IN PERIODICALS

Journal Titles are normally accompanied by a Library shelf-mark. Those marked * are for reference only and can be seen in the Reading Room.

Physics Letters A 165(2) 11 May 1992 (*05:53)

AMT Positron annihilation study of $\text{YBa}_2\text{Cu}_3\text{O}_y$ superconductors doped with SnO_2 . A Chen et al. p171

Journal of the Physical Society of Japan 61(3) Mar 1992 (05:53)

AMT Many-body effects on nuclear relaxation rates in superconducting states of copper oxides. S Fujimoto. p765

AMT Nuclear spin relaxation at planar copper and oxygen sites in $\text{YBa}_2\text{Cu}_3\text{O}_{6.96}$ (superconductor). Y Yoshinari et al. p770

AMT Crystal structure of $\text{Pb}_2\text{Sr}_2\text{MCu}_3\text{O}_{8+\delta}$ system (M=Nd, Sm, Eu, Gd, Dy, $\text{Y}_{1-x}\text{Ca}_x$, Ho and Er) (superconductor). T Mochiku et al. p881

AMT Antiferromagnetic resonance in Nd_2CuO_4 (superconductor). K Kindo et al. p1019

HPM Detection system for measuring dose equivalent from fast neutrons in mixed gamma-neutron fields. I Cruceru et al. p436

HPM Determining the collection efficiency of gummed paper for the deposition of radioactive contaminants in simulated rain. F O Hoffman et al. p439

HPM Population doses from environmental gamma radiation in Iraq. B A Marouf et al. p443

HPM Photon attenuation for samples in marinelli beaker geometry: an analytical computation. O Sima. p445

HPM Estimating radon potential from an aerial radiometric survey. S A Jackson. p450

HPM Soil as a source of indoor ^{220}Rn . Y Li et al. p453

HPM Interlaboratory comparison of different alpha-particle and radon sources: cell survival and relative biological effectiveness. J L Schwartz et al. p458

HPM Radioactive contamination in hospitals from nuclear medicine patients. S Y Ho et al. p462

HPM Addendum to 'naturally occurring ^{226}Ra concentrations in bone at various ages and α doses in adults. H Kawamura. p467

Ceramic Forum International/ Ber. DKG 69(4) Apr 1992 In German: English abstracts (Stack 05:666.3)

**(FIGURE 3.5): ITEMS SELECTED FROM BOOK, CONFERENCES,
SYMPOSIA PAPERS, ETC. IN "HARWELL
INFORMATION BULLETIN"**

Harwell Information Bulletin No.2329

**BOOKS, CONFERENCES,
SYMPOSIA PAPERS, ETC.**

Documents held in the Main Library are identified as 'RR'.
Other documents, held elsewhere on site, may not be
readily available.

001 Scientific method and organisation

2329/1 Cain, B.E.; American Chemical Society
The basics of technical communicating. 1988
211 pp. £13.00 ISBN 0841214522(pbk);
0841214514(h) Ha124975K ETSU Library-Copy 1

33 Economics

2329/2 London Business School Information
Service
Guide to European market information: EC
countries. 1991 129 pp. £65.00 ISBN 0951440136
Ha124968L 337 LON; RR-Copy 1R

53 Physics

2329/3 Dodge, F.T. (ed); Honami, S. (ed);
American Society of Mechanical Engineers (ASME)
Measuring and metering of unsteady flows -
1991. Papers presented. 1991 52 pp. FED vol 106
£25.50 ISBN 0791807002 Ha124969M P Surridge
392.10-Copy 1

**613/614 Occupational health and
safety. Protection against radiations**

2329/4 Parker, D.J. (ed); Handmer, I.W. (ed)
Hazard management and emergency planning:
perspectives on Britain. James and James 1992 296
pp. £38.70 ISBN 1873936060 Ha124961D WMIB
7.12-Copy 1

620.1 Engineering materials

2329/5 Thompson, D.O. (ed); Chimenti, D.E.
(ed)

Review of progress in quantitative
nondestructive evaluation. Vol 10A and 10B.
Proceedings. Plenum P 1991 Various pp. £242.17
ISBN 0306439034 Ha124971F(Vol10A);
Ha124972G(Vol10B) NDT 521-Copy 1

628 Water supply. Sewerage. Refuse

2329/6 Solid Waste Association of North
America (SWANA), Landfill Gas Division
A compilation of landfill gas field practices and
procedures. 1992 Various pp. £28.75 Ha124960C
ETSU Library-Copy 1

628.5 Environmental pollution

2329/7

The planning (hazardous substances) act 1990
(commencement and transitional provisions) order
1992. H M Stationery Office (HMSO) 1992 2 pp.
Statutory instruments 1992 no 725 (C20) £0.65 ISBN
0110237250 HaP43751V WMIB 7.12-Copy 1,2

2329/8 Environment Committee (House of
Commons)

This common inheritance: first year report.
Minutes of evidence, Thursday 14 November 1991,
session 1991-92. H M Stationery Office (HMSO)
1992 6 pp. HC 56 i £2.75 ISBN 010285792X
Ha124884H 628.5 ENV; RR-Copy 1; WMIB 7.12-
Copy 2

2329/9 Mellanby, K.

Waste and pollution: the problem for Britain.
HarperCollins 1992 192 pp. £12.99 ISBN
0002191822 Ha124963F WMIB 7.12-Copy 1

2329/10 Department of the Environment, London
(DOE); Geoffrey Walton Practice

Handbook on the design of tips and related
structures. H M Stationery Office (HMSO) 1991 147
pp. £18.00 ISBN 0117525391 Ha124976L WMIB
7.12-Copy 1

2329/11 Lomas, O. (ed); McEldowney, J. (ed)

Frontiers of environmental law. Chancery Law
Publishing 1991 162 pp. £21.95 ISBN 1856300188
Ha124964G WMIB 7.12-Copy 1

**628.543 Industrial waste disposal.
Recycling**

2329/12 Department of the Environment, Canada
PCB waste export regulations. Minister of

Supply and Services Canada 1990 6 pp. Free
HaP43747Z WMIB 7.12-Copy 1

2329/13 Shildrick, J.P. (ed); National Turfgrass
Council, Bingley (NTC); University of Manchester,
Department of Planning and Landscape

Recycling organic landscape wastes. Report of
a workshop. 1991 83 pp. NTC workshop report 21
£10.00 ISBN 1871140102 Ha124965H WMIB 7.12-
Copy 1

2329/14 Select Committee on European
Legislation, etc. (House of Commons)

Sixth report from the Committee together with
the proceedings of the Committee on 18 December
1991, session 1991-92. H M Stationery Office
(HMSO) 1991 18 pp. HC 24 vi £6.20 ISBN
0102763925 Ha124978N WMIB 7.12-Copy 1

(FIGURE 3.6): REQUEST FORM FOR "HARWELL INFORMATION BULLETIN" (TO BE FILLED BY CLIENT ON REQUEST)

To: HARWELL Library, Building 465

HARWELL INFORMATION BULLETIN NO. 2329

Write the full details of the publications you wish to see, including page numbers if specific papers are required, and send this entire sheet to the library. Please use one request form for each item (ie journal issue, book or pamphlet.) The symbols used in replying to your requests are explained overleaf.

Please write clearly and do not forget to give your name, business and address on each item.

To: 1. Library, Reading Room, Building 465

2. Name.....BusinessBuildingExt.....

<div>Bulletin Page no.</div>	<div>Journal reference</div> <div>Author:Page No.</div>	<div>Availability – see over</div>
<div>2329</div>	<div>Book/Pamphlet Author: Title: Shelfmark/HaP No.</div>	<div>For Library use only</div>

**(FIGURE 3.7): AVAILABILITY NOTES FOR "HARWELL
INFORMATION BULLETIN" (TO BE FILLED BY
LIBRARIAN ON REPLY TO REQUEST)**

These symbols are used to answer your document requests.

AVAILABILITY NOTES

- | | |
|--|--|
| X = document lent or photocopy supplied. | D = at present on library display, will be lent in 2-4 weeks. |
| W/Ln = at present on loan, you are nth on the waiting list. | O/L = not part of Main Library stock, being obtained from another library. |
| R = reference copy only, please consult in Reading Room, Building 465. | O/O = On order for Main Library, your request is noted. |

(FIGURE 4.1): NOTIFICATION FOR SDI SERVICE (FROM INIS
ATOMINDEX)

=====

HARWELL Information Services

=====

INIS Atomindex SDI service

=====

Profile changes: please contact Allan Tomkins
Comments: Allan Tomkins or Granville Olive
Information Office, Bldg 465, Harwell Laboratory. Tel. Ext. 5793

AERE USERS:

If you require to see a document, please send only the RELEVANT
PAGES(S)- mark the required items "L" - to the Library, Bld 465. Send
complete pages only - so that your name and address is included.

PLEASE DO NOT CUT OUT INDIVIDUAL REFERENCES

You may wish to photocopy the page and send this to the Library instead.
Please make sure the "L"s indicate clearly which items are being
requested, and PLEASE REMEMBER TO SEND THE COMPLETE PAGE; THIS HAS YOUR
NAME AND ADDRESS ON IT.

This output was printed on 01/07/92
Please let us know if it has been delayed in reaching you

(FIGURE 4.2): EXAMPLE FOR INIS ATOMINDEX CONTENT

Harwell Information Services - SDI service INIS Atomindex Vol. 23

23:042924 Plant wide network for the capture, processing and recording in accordance with the requirements of the authorities of environmental values. Mattern, E.; Eberbach, W. (Grosskraftwerk Mannheim AG (GKM) (Germany)); Schulz, V. (Siemens AG, UB-AUT, Nuernberg (Germany)). (In German). Werkswertes Netzwerk fuer die Erfassung, Verarbeitung und behoerdungsgerechte Protokollierung von Umweltwerten. VGB Kraftwerkstech. ISSN 0372-5715. (Feb 1992). v. 72(2) p. 116-124.

The specialist departments responsible and the operational managements of power stations require spontaneously and individually for each situation appropriate and authoritative information about the environmentally relevant measured values from the flue gas cleaning and effluent treatment plants. In addition, these values have to be recorded so that they can be accessed directly by the authorities for investigation and they can be archived for several years. The database described creates the conditions for the effective realization of actual and future tasks. (orig.).

ENVIRONMENTAL EFFECTS: INFORMATION SYSTEMS; FOSSIL-FUEL POWER PLANTS: ENVIRONMENTAL EFFECTS.

23:044066 Data base on structural materials aging properties. Oland, C.B. Oak Ridge National Lab., TN (United States). CONF-920375--1. [1992]. 24 p. [Aging research information conference. Rockville, MD (United States). 24-27 Mar 1992.] MF available from INIS under the Report Number; OSTI as DE92009010; NTIS; INIS; US Govt. Printing Office Dep.

The US Nuclear Regulatory Commission has initiated a Structural Aging Program at the Oak Ridge National Laboratory to identify potential structural safety issues related to continued service of nuclear power plants and to establish criteria for evaluating and resolving these issues. One of the tasks in this program focuses on the establishment of a Structural Materials Information Center where long-term and environment-dependent properties of concretes and other structural materials are being collected and assembled into a data base. These properties will be used to evaluate the current condition of critical structural components in nuclear power plants and to estimate the future performance of these materials during the continued service period.

BUILDING MATERIALS: AGING.

23:044686 Trends. Integrating computer systems. de Buyl, M. (Petrosystems, Houston, TX (United States)). Oil Gas J. ISSN 0030-1388. (4 Nov 1991). v. 89(44) p. 54-58.

This paper reports that computers are invaluable tools in assisting E and P managers with their information management and analysis tasks. Oil companies and software houses are striving to adapt their products and work practices to capitalize on the rapid evolution in computer hardware performance and affordability. Ironically, an investment in

Boots Company Plc, Nottingham

This is a pharmaceutical company. The information service at the organisation is undergoing changes and development because the company was reorganised on 1st June, 1992. The person interviewed was Martin Sanderson, Head of Information Services. The company is divided into divisions; pharmaceutical properties, chemistry and consumer products. Top priority is now given to the Research Department. The information unit and library work as a team.

The library buys and provide lending services for the users but they received no current awareness service and enquiry service. Boots have moved away from a general current awareness service. There is no current awareness bulletin and research clients will be expected to do their own current awareness service from networked CD-ROM MEDLINE, BIOSIS, CHEMBANK), CURRENT CONTENT on diskettes and online with automatic profile. There are plans to contract tailored current awareness service from the outside (for eg. on products) to allow staff flexibility. Also current awareness services can be bought in from outside (for eg. Wood-McKenzie, Derwent, ISI CURRENT CONTENTS).

Because of the recent reorganisation it was difficult to discover what services were given at present and what plans there are for the future. Information services are not really defined at the moment. It is learned that the focus and coverage of library literature collection are on:

- pharmacology and toxicology
- properties

- chemistry
- consumer products
- competitors and challenges
- drugs market

Sources of information intended to cover for future current awareness service are:

journals (those not found in commercial databases)

EDA reports

CD-ROM software (MEDLINE, BIOSIS, CHEMBANK)

Current Content on diskettes

Books

The information officer made the point that in the Research Department there were no general interests. But there is a separate Patents Department which is very dependent on current awareness service.

There is no single current awareness service for everyone and hence no effectiveness study is made.

British Coal TSRE, Bretby

This is a cooperative body giving technical services and doing research in aspects of coal industry. This organisation has been greatly affected by problems of reduced staff and budget control. As a result, two of the Coal Board libraries have closed down, The librarian working at Bretby site was made redundant. However, the management at the Bretby received a lot of complaints from the research staff when a library service was not available. To remedy the complaints the librarian was re-hired to maintain the library but only on a part-time basis. He works for only four hours a day.

The person in charge of current awareness service interviewed was David Edwards, the librarian. There is no information unit on site and every service is run by the librarian alone. The librarian's routine work includes scanning for the bulletin, indexing, ordering of periodicals, reply to external mail and operates the photocopying and lending services every two weeks.

The potential users of the current awareness service are the research scientists and engineers, and British Coal Groups outside Bretby. Hence services provided are catered for in-house and external clients. User-profiles for clients were once kept and monitored but since the SDI service was terminated, no attention was given to them. The profiles were made on index cards and contained names with subject interests.

Current awareness services include:

- display and circulation of journals

- a printed bulletin ("What's In The Periodicals")
- CD-ROM print-outs

The services are operated manually and partly mechanised.

Display and circulation of journals

Newly acquired journals are displayed in the library for two weeks and later circulated to clients who have requested them.

Bulletin ("What's In The Periodicals")

This is a weekly produced bulletin and represents the main source of notification to clients. It is given to clients to keep them informed of recent developments reported in periodicals. The librarian does journal scanning to select items. A special logo for the bulletin is designed so as to make it easily recognisable. The bulletin is arranged by journal titles. On the left-hand side of each item is an "item number" which the user will refer to when requesting for a loan or photocopy (Figure 5.1). The bulletin also contains a list of recent library additions, list of British Patent Applications. Request forms are attached at the back of the bulletin (Figure 5.2).

Clients can request loan or photocopies of items. The photocopying service comply with the current Copyright Law (ie. one copy of each paper per person). Periodicals can be borrowed on short-loan (3 days). Index cards are made to keep track of borrowers.

The contents of the bulletin are input by the librarian into a database (INFOSCAN). Print-outs of these inputs are available only when the bulletin is two-weeks old. Clients can do their own searches but often it is done by the librarian. The keywords used for searching are obtained from the list of standard subject headings. Searches for clients outside Bretby will cost £30 per hour. An annual fee of £5,000 is compulsory for the bulletin and copy service for other British Coal Groups. The Inter-library loan for references in the bulletin is made mainly with the British Library.

The Technical Indexes database on specifications is bought and print-outs are distributed to interested clients.

Since the current awareness service here caters for research and development projects focus on interests covers:

- management news
- coal mining industry
- mining equipment
- mining technology
- coal geology
- electricity generation
- sensors
- power generation monitoring
- tunnelling
- ignition behaviour

Sources of information for current awareness service include:

scientific journals and newsy journals
books
standards
patents
conference proceedings
meetings report
government news
abstracting and indexing service (Coal Abstracts)
technical reports
pamphlets

Effectiveness of the current awareness service was based on relevance of items selected. Judgement through the number of requests was made. However, clients are supposed to do their own photocopying. Therefore it is difficult for the librarian to know the performance of the current awareness service. The only indication of an unsatisfactory service is when a client made a complaint. Relevance of bulletin references was also judged from the number of clients who put their names on the circulation slip.

Communication between librarian and clients is not satisfactory. At times he is not aware of changes in interests. Clients do not take the initiative to inform him of terminated research projects. The librarian usually refers to loan requests to get an idea of the clients interests and sometimes makes his own assumptions on what would probably be relevant for the clients.

No proper study on effectiveness of current awareness service was done. The

librarian is only a part-time staff and doing a "one-man show". Time is too limited for him to do any study on effectiveness. The librarian regards effectiveness as the increase in number of requests.

(FIGURE 5.1): A PAGE OF "WHAT'S IN THE PERIODICALS"
 SHOWING ITEMS SELECTED FROM
 JOURNALS

The aim of the bulletin is to keep you informed of recent developments which have been reported in the periodical literature.
 All journal titles listed are on display in the library.
 A photocopying machine is available in the library for library users.
 Photocopying should comply with the current Copyright Regulations.
 i.e. one copy of each paper per person.

(199) COAL VOICE, Mar/Apr 1992

p10 DEFINING CORPORATE RESPONSIBILITY
 by JM Leventhal
 The notion that corporations should be used to achieve particular social goals is not new

p18 PICKING UP WHERE MOSES LEFT OFF
 by A Gika
 The Valdez Principles on the environment have not received the wide adoption that the creators had hoped

(200) COMPRESSED AIR, Apr/May 1992

p6 THE ART AND ARTIFACTS OF MINING
 Growing interest in mining memorabilia reflects changes in the public's perception of the mining industry

(FIGURE 5.2): REQUEST FORM FOR "WHAT'S IN THE
 PERIODICALS"

TO: TSRE LIBRARY
 STANHOPE BRETBY
 BURTON ON TRENT
 DE15 0QD

FROM:
 BRANCH/
 ADDRESS:

Please send the following item numbers on loan:

Please send photocopies of item numbers:
 (NB: PLEASE GIVE FIRST PAGE NUMBER OF ARTICLE)

British Gas Plc - West Midlands Headquarters, Solihull

This organisation does research in the gas industry. The organisation is undergoing rationalisation and soon all research staff will be based at the Loughborough site. The person in charge of current awareness service is Rachel Deakin, an information scientist. The staff involved in current awareness consists of the Head, one senior information scientist and two ordinary information scientists. The three information scientists do most of the enquiry service and literature reading.

Current awareness service was started only eighteen months ago. It consists of SDI and an addition bulletin.

The SDI service comprises:

1. regular searches on ESA. The results are downloaded into a database and sent to clients by E-mail.
2. 20 - 30 "save" searches which are done every two weeks. Off-line prints are then distributed
3. scanning newsy journals, newspapers. Copies of relevant items are sent to individuals.

A monthly bulletin is also produced comprising of an accession list of additions to the library.

An index of periodicals articles was once produced but shortage of staff no longer allows this.

The current awareness service caters for group leaders in Chemical and Process Development divisions at Solihull. User-profiles are maintained and filed according to subject terms. They are on index cards and each card has a search strategy on it as well.

Sources of information for current awareness service are:

- Chemical abstract
- Chemical Engineering Abstract
- European Science Abstract
- journals (newsy type)
- newspapers
- books
- pamphlets
- conference proceedings
- technical reports
- ASSASIN database

There is no monitoring of current awareness service because feedback from clients is difficult to obtain.

To update the user-profiles, the information scientist visits the senior members of staff to do an informal interview on interests and changes in interests.

British Standard Institution (BSI), Milton Keynes

BSI is an independent national organisation and is responsible for producing standards which set levels of quality, efficiency and safety. It is also offering a system of quality assurance for a big range of companies and products. The British Standards produced are actually technical documents. The person interviewed was Mary Yates, the Acting Manager for Library.

There are no information scientists involved in the information services and current awareness service is run by the librarian. The information services mainly focus on collection of standards (local and international) and doing current awareness service in the form of "up-dating" service for clients. This is to inform the respective subscribers of new standards available, editions and amendments to already existing standards. Therefore the coverage of the updating service is based on the clients differing needs. There are four updating services catered for different types of clients

Overseas Standards updating Service

- The subscriber supplies a list of the documents he requires to be monitored. Clients are provided with a monthly updating service indicating any changes in status of documents, eg. new editions, amendments, withdrawal, issue of drafts. there is no automatic provision of documents, but instead these may be ordered from BSI sales or just borrow them from the library. (Figure 6.1), illustrates the front-page of the Overseas Standards Updating Service. It has the subscribers name and subscribers identification number and notification

code. (Figure 6.2), is the notification to the customer.

Private List Updating Service

- The subscriber supplies a list of the standards he is interested in and these are monitored for changes in status. New documents are supplied automatically and the customer is then invoiced for these. The customers get copies of all new editions, amendments, etc and a monthly updating report.

Worldwide Standards Information

- Subscribers will choose from a given list the subject and countries relevant to their interests and will receive a report covering those specific areas. Customers can also subscribe to the complete list. A monthly list arranged by subject and country of new documents are sent to the customers.

Standards Updating Management Service

- The customer supplies a list of the standards he requires updating and a subject profile which enables relevant new standards to be brought to his attention. This service does not include automatic provision of new documents.

Personalised SDI

- The librarian scans 250 journals and photocopies or circulates material to people at BSI whose interests are known. The scanning also enables her to pick up publication announcements on a daily basis.

Others

- British Standards are also updated automatically. They include BS 5500, BS 2790, BS 1113, BS 806, PD 902, PD 9004.

Some foreign documents are included in the automatic up-dating service. They are:

ANSI B31.1, ANSI B31.3, ANSI B31.8

ASME Boiler and Pressure Vessel Code

Dutch Pressure Vessel Code (Stoomwesen)

The librarian has a set of profiles for the potential users. User-profiles contain either subject headings and users names or a user name with subject interests listed under it.

Sources of information for current awareness service include:

British Standards

international standards

foreign standards specifications and regulations

foreign national standards and draft standards

foreign non-national standards and technical regulations

legislations

documents received by BSI Library

codes of practice

BSI publications

handbooks

drafts for public comments

European Standards

British Standards Society publications

Feedback of the updating service from clients is obtained through the number of orders they make for the required standards, number of library loans and telephone calls. There is no formal feedback monitoring of the clients satisfaction. A formal survey is planned for the future but that will be the responsibility of the Marketing Manager. The use of questionnaires is suggested by the librarian. There has been no effective study done so far.

(FIGURE 6.2): UPDATING NOTIFICATION TO CUSTOMER

GERMANY			
DEUTSCHES INSTITUT FUR NORMUNG			
DIN	1624	1987	ENGLISH
	1651	1988	
INDIA			
BUREAU OF INDIAN STANDARDS			
IS	808 Pt 1	1978	\$
"	884	1985	
USA			
AMERICAN NATIONAL STANDARDS INSTITUTION			
ANSI	B1.20.3	1976	*Reaffirmed 1982
	B16.11	1980	

Fisons Pharmaceuticals Plc, Loughborough

This is a pharmaceutical company. The activities focus mainly on drug discovery, development, marketing and selling. The person interviewed was Mike Rivett, the Senior Information Scientist.

The library and information services are run by four teams, namely:

1. Chemical & Information Resources Team (involving library work)
2. Chemical & Patent Information Team
3. Biomedical Information Team
4. Information Systems Team (for programming and system support)

An information scientist is in charge of each team. Dissemination technique is through publication of bulletins and online systems. There are 300 - 500 users on the Loughborough site and on another 100 in the rest of the company (Marketing and Production).

The bulletins produced include:

"Current Research Titles"

"Current Patents"

Daily news service

Forthcoming meetings

Specialist Bulletins

"Current Research Titles"

This is a weekly bulletin on papers selected by scanning 130 journals taken in library and from profile searches on abstracts databases (BIOSIS, MEDLINE, Chemical Abstract). There are three scanners each responsible for two or three research projects. Author's name, title and reference are entered into a bulletin database by a clerical assistant. A total of 150 items were input each week.

This bulletin is also available online. The titles are searchable back to mid-'87. Clients using the online version will get an E-mail message when the bulletin is updated. Clients without a computer have a printed bulletin every two weeks.

The bulletin is arranged in subject sections and so references are piled under more than one subject. You can tell the computer which bulletin sections you want to scan, and the computer presents these subject sections when the bulletin is requested. For ease-of-use the titles and item numbers are highlighted on the screen. There is also a possibility of doing a search four weeks backwards, in case you have been away. References can be printed. The client can go to the library to see the original copy. The bulletin is illustrated by (Figure 7.1) and (Figure 7.2).

(About 500 journal titles aimed at the pharmaceutical industry are commercially available on CD-ROM (ADONIS). However the text has to be printed to read as the computer screen is too small for text view. Printed articles from ADONIS cost £3).

"Current Patents"

The Derwent patent-alerting bulletin is scanned and items relevant are compiled to produce the "Current Patent" bulletin. There is no online version of this and printed issues are distributed every two weeks.

Daily news service

The information scientist refers to SCRIPT online each morning and news items relating to pharmaceutical industry, competitors and regulations information are selected. This is available online. (Client can do simple searches on news back to October 1988. This service is illustrated by (Figure 7.3) and (Figure 7.4).

Forthcoming meetings

This bulletin is produced by compiling relevant news items on conferences, seminars, courses of potential interests to Fisons staff. Items are taken from events database, mail shots and World Meeting Publications. An online version is available and searches can be done by title, place or subject. The bulletin is illustrated by (Figure 7.5) and (Figure 7.6).

Specialist bulletins

These bulletins are for subject specialists.

FISBIS UPDATE - is a database of papers relating to Fisons products and close competitors. Papers by Fisons authors are

also available. SDI notifications by E-mail are done from this bulletin. Bulletin is illustrated by (Figure 7.7) and (Figure 7.8).

"CFC's Alert" - contains news on CFC's (legislation, environmental impact and replacements, particularly on aerosols).

The user-profiles contain clients' names and subjects of interest. These records are kept in a profile database.

Coverage for current awareness service include:

- general pharmaceutical industry news

- drug markets

- regulatory information

- Fisons products and close competitors products

- patents information and novelty

- legislation

- environmental impacts of drugs and replacements

- standards information

- biochemistry and chemistry (structure, substructure, synthesis, properties)

- trademarks

- meetings, conferences, seminars, courses of interest to Fisons

- toxicology and pharmacology

Sources of information for current awareness service are:

scientific journals and newsy journals

books

technical reports (internal and external)

CD-ROMs (MEDLINE, KIRK - OTHMER DICTIONARY OF
CHEMICAL TECHNOLOGY, STANDARDS INFO DISK -

International Standards

Chemical abstracts

Current Content on diskette

patents (Derwent)

government publications

World Meeting Publications

Chemical Business Newsbank

Predicast

SCRIPT online (for daily news)

The effectiveness of current awareness service is monitored. Individual division in the Research Department have a representative to communicate with the information scientists responsible for current awareness service; a "link" between the information scientists and their clients. The representative will inform the information scientists of any complaints or unsatisfactory comments from the clients. As for the clients interests, there have been annual check-ups in which clients needs profile are updated.

There are three ways of getting the required feedback from current awareness service:

- by interviewing clients
- by giving out questionnaires to clients
- by making a telephone call

Usually a set of structured questions are used in all three methods so as to get a clear indication of performance level.

Relevance for current awareness is usually monitored through loan requests and inter-library loans. The notifications for SDI do not carry a request slip or feedback slip. Clients have to go to the library to see the original item. Some notifications are in the form of E-mail. Hence a response from E-mail notifications could also be regarded as feedback from the clients on the relevance of the items.

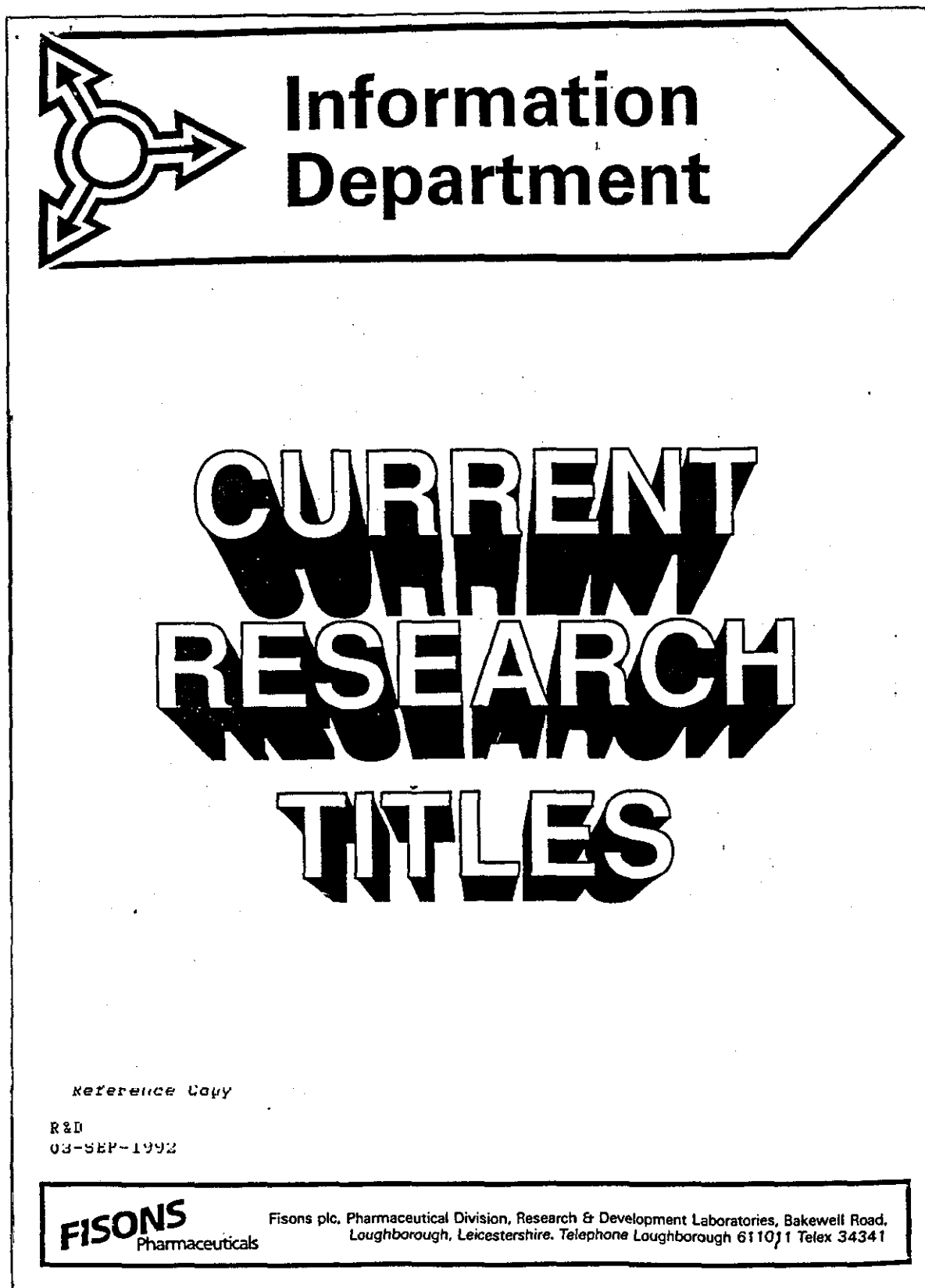
A survey is done once a year to ensure service is effective. A memo is sent to clients with a return slip. This survey is to review the mailing list of clients. Clients are requested to reconfirm inclusion in the list and give an updated departmental address. Clients are also asked to rate the bulletins so as to get a view on its usefulness, whether coverage is sufficient for their information needs.

It is realised that staff cost of compiling the main bulletins is very great. A working group will monitor the cost of all services available and may find other ways of spending the money. External services have been considered for the future. A supply of sources will be given to clients and they will have to do their own current awareness (eg. by using ISI Current Content on diskettes). SDI may also be done by clients so as to avoid the information

service spending so much on computerised SDI services.

(So here we have a really effective well run service which may be abandoned because of the cost!).

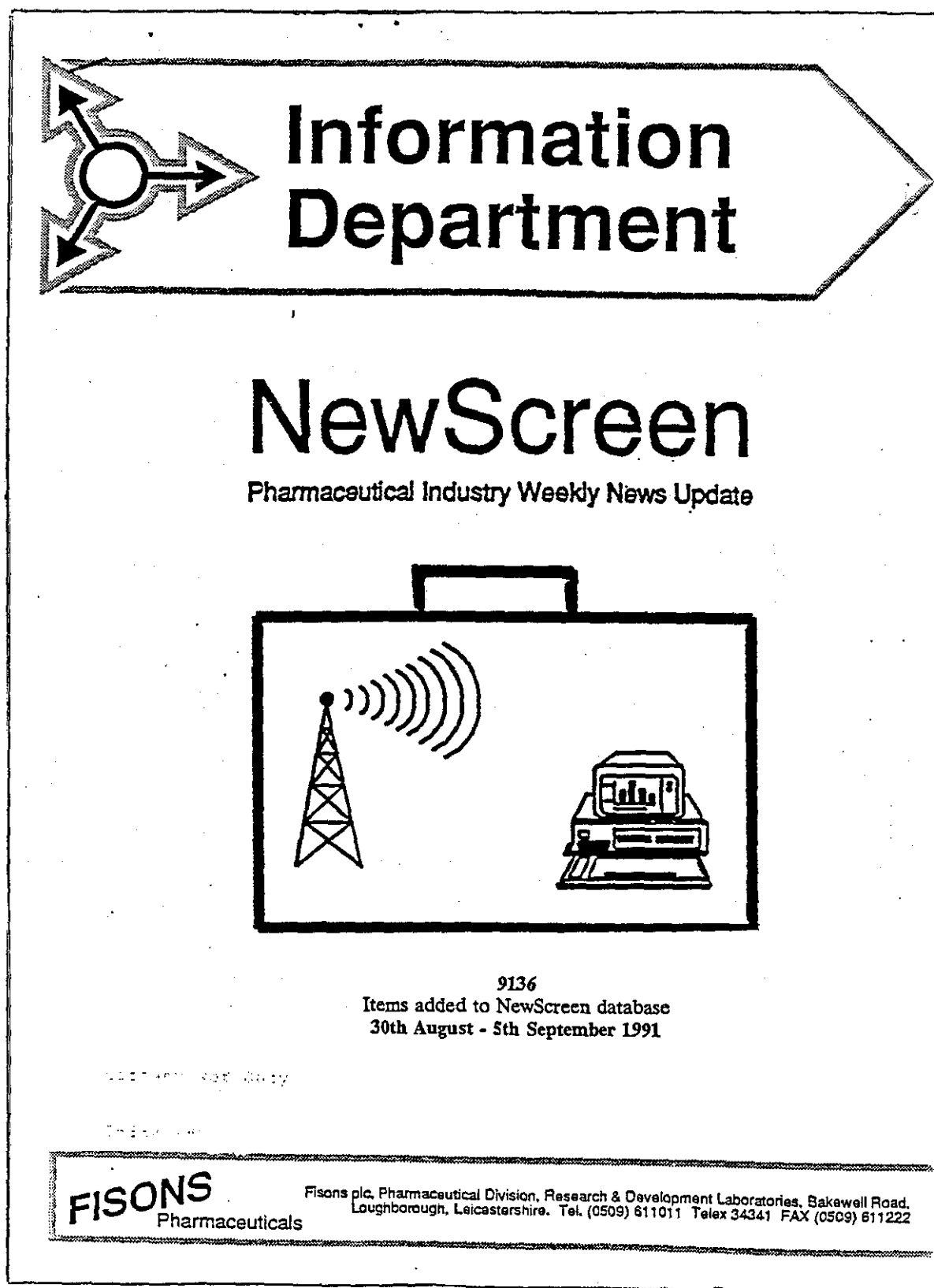
(FIGURE 7.1): FRONT PAGE OF "CURRENT RESEARCH TITLES"



(FIGURE 7.2): CONTENT PAGE OF "CURRENT RESEARCH
TITLES"

ALLERGY/ASTHMA - CLINICAL	
Disposal of used metered dose inhalers (Letter) Hassan WU et al Br Med J, 305(6851):479 (1992)	[Ref: C92-2451]
An economic evaluation of asthma in the United States (Letters) Various New Engl J Med, 327(8):571-572 (1992)	[Ref: C92-2456]
Specific immunotherapy in asthma Bousquet J, Michel F-B Allergy Clin Immunol News, 4(4):106-109 (1992)	[Ref: C92-2471]
The pharmacological treatment of chronic asthma. International consensus report on the diagnosis and treatment of asthma Pauwels R Allergy Clin Immunol News, 4(4):123-126 (1992)	[Ref: C92-2474]
Effects of corticosteroids in acute severe asthma Barnes NC Thorax, 47(8):582-583 (1992)	[Ref: C92-2487]
Corticosteroids in acute severe asthma: effectiveness of low doses Bowler SD et al Thorax, 47(8):584-587 (1992)	[Ref: C92-2488]
Controlled trial of intravenous corticosteroids in severe acute asthma Morell F et al Thorax, 47(8):588-591 (1992)	[Ref: C92-2489]
Asthma morbidity in Australia: an epidemiological study Bauman A et al Med J Aust, 156(12):827-831 (1992)	[Ref: C92-2527]
Prevalence of asthma in regional Victorian schoolchildren Robertson CF et al Med J Aust, 156(12):831-833 (1992)	[Ref: C92-2528]
Two consecutive thunderstorm associated epidemics of asthma in the city of Melbourne. The possible role of rye grass pollen Bellomo R et al Med J Aust, 156(12):834-837 (1992)	[Ref: C92-2529]
Are children with asthma affected by smog? Rennick GJ, Jarman FC Med J Aust, 156(12):837-841 (1992)	[Ref: C92-2530]
Observations on the management of childhood acute asthma in a large hospital Dawson KP, Penna AC Med J Aust, 156(12):845-846 (1992)	[Ref: C92-2531]
Endogenous cortisol regulates immunoglobulin E-dependent late phase reactions Herrscher RF et al J Clin Invest, 90(2):596-603 (1992)	[Ref: C92-2545]

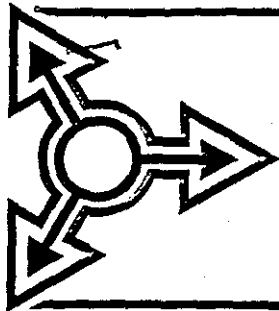
(FIGURE 7.3): FRONT PAGE OF "NEWSCREEN"



(FIGURE 7.4): CONTENT PAGE OF "NEWSCREEN"

9136	INDUSTRY NEWS	page 1
* 1	Three New Chemical Entities (NCEs) in Japan price listing (F) ...and also Intal aerosol [Scrip database - 28/08/91]	
* 2	UK Department of Health (DoH) guidelines for medical research (F) ...involving human volunteers [Scrip database - 28/08/91]	
* 3	Generic Pharmaceutical Industry Association (GPIA) opposes Food & Drug Administration (FDA) generic proposals (F) [Scrip database - 28/08/91]	
* 4	Food and Drug Administration (FDA) generic proposals illegal? (F) ...according to the US PMA [Scrip database - 02/09/91]	
5	Negative List go-ahead from FRG court (F) [Scrip database - 28/08/91]	
* 6	UK Over-the-Counter (OTC) brand name confusion (F) The introduction of OTC products with different ingredients but with the same brand name has been called into question in a recent editorial in the Pharmaceutical Journal. [Scrip database - 30/08/91]	
* 7	Getting the numbers right - by Philip Brown (F) An overview of the pharmaceutical industry. [Scrip database - 03/09/91]	
* 8	Obstacles to essential drugs policies (F) ...in developing countries. A new review. [Scrip database - 03/09/91]	
9	China's pharmaceutical output up by 30%: (B) [Scrip database - 03/09/91]	
To order full text, please fill in the slip at the back of the bulletin		

(FIGURE 7.5): FRONT PAGE OF "FORTHCOMING MEETINGS"



Information Department

FORTHCOMING MEETINGS

Conferences • Symposia
Seminars • Workshops
Congresses • Conventions
Colloquia • Exhibitions

FISONS
Pharmaceuticals

Fisons plc, Pharmaceutical Division, Research & Development Laboratories, Bakewell Road,
Loughborough, Leicestershire. Tel: (0509) 611011 Telex 34341 Fax: (0509) 210439

**(FIGURE 7.6): CONTENT PAGE OF "FORTHCOMING
MEETINGS"**

Biomedical

June 1992

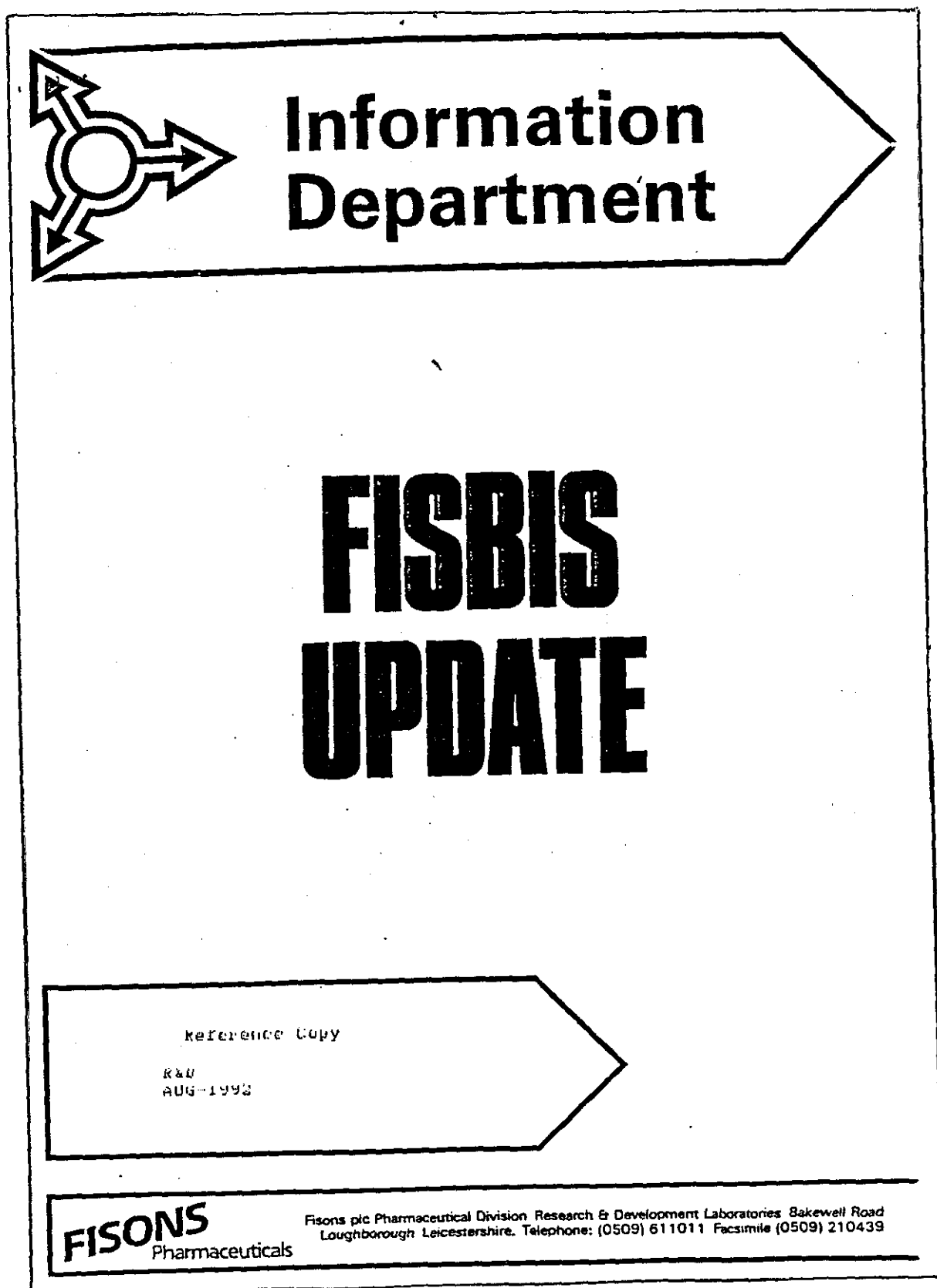
Techniques in Cell Biology		
15/06/92 to 24/06/92	Aarhus, Denmark	C913
Update in Paediatric Respiratory Medicine		
15/06/92 to 19/06/92	London, UK	C927
Annual Meeting of the Pennsylvania Academy of Ophthalmology		
18/06/92 to 21/06/92	Pennsylvania, USA	B695
Annual Meeting and Scientific Sessions of the American Diabetes Association		
18/06/92 to 23/06/92	San Antonio, Texas, USA	C818
* Bisphosphonates, State-of-the-Art in Research and Potential Clinical Applications		
18/06/92 to 19/06/92	London, UK	D311
1992 World Congress on Cell and Tissue Culture		
20/06/92 to 25/06/92	Washington DC, USA	C983
* Purines '92: Pharmacology and Clinical Applications		
21/06/92 to 24/06/92	Milan, Italy	D192
7th International Catecholamine Symposium		
22/06/92 to 27/06/92	Amsterdam, The Netherlands	C497
* 8th Annual Meeting on Oncogenes		
23/06/92 to 27/06/92	Frederick, Maryland, USA	D177
11th International Congress on Fibrinolysis		
27/06/92 to 03/07/92	Copenhagen, Denmark	C909
19th Congress of the European Dialysis and Transplant Association European Renal Association		
28/06/92 to 01/07/92	Paris, France	B617

July 1992

* Calcium and Cell Function		
05/07/92 to 10/07/92	Saxtons River, Vermont, USA	D230
MICRO 92		
07/07/92 to 10/07/92	London, UK	C966
Meeting of the American Academy for Clinical Chemistry		
19/07/92 to 24/07/92	Washington DC, USA	C734

Further details are available on the VAX. Please see the Introduction.

(FIGURE 7.7): FRONT PAGE OF "FISBIS UPDATE"



(FIGURE 7.8): CONTENT PAGE OF "FISBIS UPDATE"

Fisons Information Services Bibliographic Information System		Page 1
FISBIS UPDATE AUGUST 1992		05-Aug-92
1.	L657	
DOCNO	L657	
AUTHOR	Barnes PJ	
TITLE	Frontiers in medicine. New aspects of asthma	
REFERENCE	J Int Med, 231(5):453-61, 1992	
ABSTRACT	A review of asthma as an inflammatory disease and the implications of this approach for therapy. The author supports the earlier 'first-line' use of anti-inflammatory treatments as opposed to reliance on bronchodilators, but favours inhaled corticosteroids: sodium cromoglycate and nedocromil sodium may be sufficient 'for patients with mild asthma'.	
2.	L660	
DOCNO	L660	
AUTHOR	Caldwell DR, Verin P, Hartwich-Young R, Meyer SM, Drake MM	
TITLE	Efficacy and safety of lodoxamide 0.1% vs cromolyn sodium 4% in patients with vernal keratoconjunctivitis	
REFERENCE	Am J Ophthalmology, 113(6):632-7, 1992	
ABSTRACT	Both lodoxamide (0.1%) and cromolyn sodium (4%) were effective in the treatment of vernal keratoconjunctivitis, but lodoxamide was found to be statistically superior in this study. #Patients=120	
3.	L663	
DOCNO	L663	
AUTHOR	Kazi RA, Diwan SK, Jain AP, Gupta OP, Jajoo UN	
TITLE	Delayed fatal reaction to parenteral iron therapy (letter)	
REFERENCE	J Assoc Physicians India, 39(9):723, 1991	
ABSTRACT	Patients=2	
4.	L664	
DOCNO	L664	
AUTHOR	Bess D, Daugherty A, Simmons M	
TITLE	The volume of gas emitted from five metered dose inhalers at three levels of fullness	
REFERENCE	Respir Care, 37(5):444-7, 1992	
ABSTRACT	The authors measured the volume of gas emitted by 5 metered-dose inhalers: Alupent, Atrovent, Beclovent, Intal, and Ventolin. They conclude that the volumes of propellant emitted are too small to be clinically significant with respect to toxicity in most clinical circumstances.	

GEC - Alsthom Research Division, Leicester

This is a research organisation doing research in engineering technology and applied science. The information service is given by an information scientist and clerical staff. The potential users of the service are about 200 research staff on site. The person interviewed was Bernard Forrester, the information scientist and librarian. Since 1990 he has tried to change the method of doing current awareness service.

Current awareness service was formerly done through a bulletin called "Technical Update". Journals, books, conference proceedings, etc that were received by the library were planned and relevant items were compiled to form the bulletin. Help from outside was used because the former assistant librarian was not well versed in the subject areas. As a result, the bulletin content was too general and coverage was too broad for specific needs. External sources were not used in the scanning procedure. The bulletin itself was thick and clients had to spend some time to check the subject headings they were interested in.

The first step taken for the change in current awareness was to "advertise" the new technique adopted. Memos were sent to Heads of Department of Groups and external subscribers of previous "Technical Update". The purpose of the memo was to inform the clients about how current awareness service is produced, especially to get their specified subject areas and tailored details. Response to the memo mostly came from the internal clients. Information obtained from the response was used to operate a "trial" current awareness service with a sample of clients. The subject headings list were also changed.

The information scientist interviewed six people to get some idea on information needs and also checked on what type of articles were requested from the bulletin. To update the subject coverage the former list of subject headings were circulated among the clients and a request was made to identify the subject heading still needed. The clients were also welcome to add in any keywords which they think should be covered. From this, unwanted subject headings were deleted from the list, those still required were maintained and new ones were added. In 1991 the new current awareness bulletin was used. Arrangement of the content was by subject headings followed by the bibliographical citation.

The sources of reference are no longer confined to literature in the library collection. Now Current Content on diskette is bought from ISI and searched with a standard profile. Matching titles are retrieved and checked for relevance. The relevant items are downloaded into a database - PROCITE. Items are indexed individually by using one appropriate term. Items are then printed to produce a two to three-weekly bulletin. ISI allows Current Content to be used like this within a subscribers organisation, and on the site which subscribes to it. A charge must NOT be made for the service based on the diskette. The photocopying comply to the Copyright Law and clients have to sign a declaration form before doing any photocopying.

90% of the current titles from Current Content on diskette is used for the bulletin. This is because the coverage of the bulletin (engineering, technology and applied science) correlate with the types of research going on. However a disadvantage of using the diskette is that being an American product, it does not cover a complete range of British journals. To avoid this, the Current

Technology Index (in the form of CD-ROM) is bought and searched.

The information scientist tried to do SDI from the Current Content originally but the main service now is the bulletin. However he still does titles listing for some people by scanning in-house journals, conference proceedings, meetings, books and by selecting titles from journals in the Current Content diskettes.

Sources of information for the current awareness service include:

Current Content on diskette

Current Technology Index

in-house journals

conference proceedings

meetings

books

The information scientist plans to widen the range of the current awareness by asking the research staff to make recommendations on new books and journal titles that are relevant for their work reference.

There is no feedback slip for the clients to fill-in. There is only a photocopy request form and this is used as an indicator for selection relevance. An informal feedback obtained for the former "Technical Update" showed that it had too much information on one subject and not on others. In order to make the new current awareness technique effective clients were assessed on needs. Some personal interviews were carried out. Questions focussed on their

interests, educational background (to know what skills they have) and journals circulated to them.

A user survey revealed no problems with the service, except that a group of users wanted to see everything in a set of journals. Titles list from journals on the diskette are supplied to some people.

There is no formal effectiveness study done but there is an intention of having it in future.

Malaysian Rubber Research Association (MRPRA), Hertford

This is an organisation doing research in rubber and rubber products development. The main lines of research focus on supporting and expanding the market for Malaysian natural rubber. MRPRA is a unit of the Malaysian Rubber Research and Development Board (MRRDB), a government agency responsible to the Malaysian Ministry of Primary Industries. MRPRA's role is to promote the usage of Malaysian natural rubber in the West, both by seeking new uses and by examining ways of improving its performance in existing applications. It also provides technical advice and assistance where appropriate, especially in adapting manufacturing technologies to Malaysian conditions.

Its research activities cover:

- The monitoring of SMR (Smoked Malaysian Rubber) and competitive market grades in consumer factories
- the improvement of formulations and techniques for existing end-use applications
- development of new natural rubber - base materials provide greater value - added products for Malaysian manufacturers (eg. tyres of vehicles)
- investigating all aspects of technology by which natural rubber is turned into a useful product
- developing new formulations for applications requiring novel properties and evaluate new compounding ingredients
- working on new forms of natural rubber - epoxidized and

thermoplastic materials.

The person interviewed was Kevin P. Jones, the Head of Information. The Information group consists of three information scientists. The information unit is set up in a building away from the library.

There is no current awareness bulletin provided to the research staff. However, they are supplied with Current Content on diskettes by ISI and the research staff are expected to do their own current awareness service by searching through it.

MRPRA produces publications in order to feed information to the Headquarters in Malaysia. These are regarded as current awareness because the publications keep them aware of developments in the natural rubber industry of the western countries.

Publications produced are:

- "Ministers Notes" (a form of current content service)
- Natural Rubber Newsletter
- NR Technology
- Rubber Development
- PNVR (Points Noted on Visits Report)
- Current Economic and Statistical Trends (CEST)
- NR Backgrounds

"Ministers Notes"

This a special service for the Minister of Primary Industries in Malaysia. Its intention is to provide general information on natural rubber development, market, competitors, etc. The information provided will be used in management activities and sometimes decision-making.

Sources of reference include:

Rubber Trade

Financial Times

European Chemical News

SRIS (Science Reference and Information Service)

Chemical Market Report

Items selected and sent to the Minister as "Ministers Notes". The "Ministers Notes" contain one section on general views of any article relating to natural rubber. This is the "comment" section and Kevin is responsible for producing it (Figure 8.1).

Natural Rubber Newsletter

This is a quarterly report for MRRDB. It gives progress report on projects being carried out at the MRPRA laboratory.

NR Technology

A quarterly report which enables the Association to inform the rubber manufacturing industry of the results of MRRDB's technical research.

Rubber Development

A quarterly published journal which describes current developments in natural rubber research, technology and use.

PNVR (Points Noted In Visits Report)

A program to input reports on visits is available at MRPRA. The information scientist reads these reports and produces an abstract for each. Abstracts are sent to others for notification.

Current Economic & Statistical Trends (CEST)

This is an in-house service. It contains information on abstracts from journals covering;

economy in different countries

statistics on rubber production and consumption

rubber industry in different countries

budget

anything on synthetic rubber production, capacity.

A copy of the content page is illustrated by (Figure 8.2).

NR Backgrounds

This is an occasional series intended to provide general information for non-specialists.

Sources of information for current awareness service would be anything that contains any of the previously mentioned coverage, especially:

journals (Journal of Natural Rubber Research, Polymer, Rubber

Chemical Technology)

conference papers

technical reports

patents

standards

Rubber Trade

Financial Times

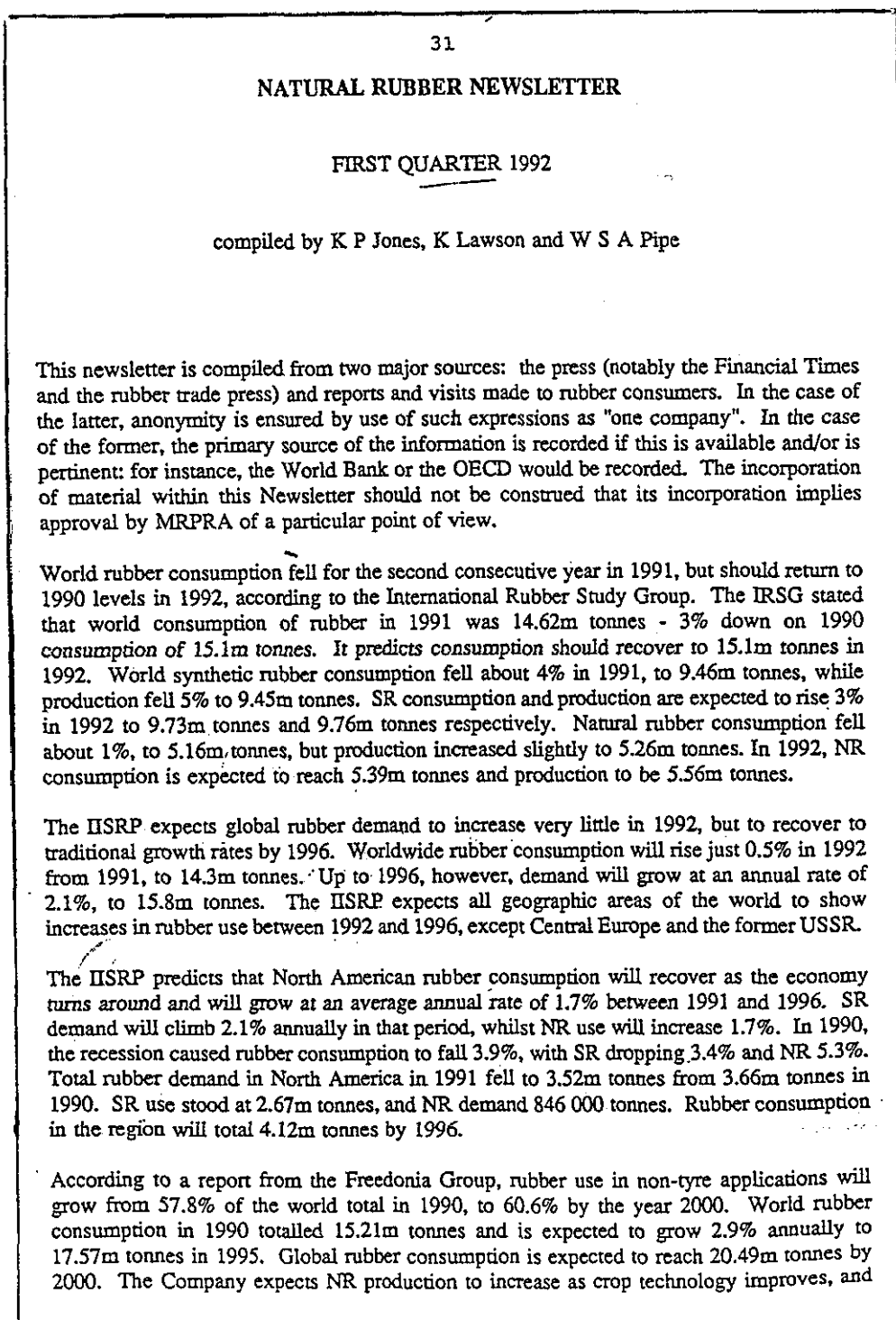
European Chemical News

SRIS

Chemical Market Report

There is no formal feedback mechanism for services provided. Requests for photocopy could be used as an indicator to relevance. The only way to know about clients satisfaction is when the client gives a ring and makes his comments. Study on effectiveness of service is not done.

(FIGURE 8.1): "COMMENT" PAGE FROM NATURAL RUBBER NEWSLETTER



(FIGURE 8.2): A CONTENT PAGE OF "CEST"

11

NATURAL/SYNTHETIC RUBBER

World NR production, 1991-92 (tonnes)

Country	1990	1991	1992
Thailand	1 275 000	1 339 000	1 400 000
Indonesia	1 262 000	1 301 000	1 346 000
Malaysia	1 292 000	1 200 000	1 250 000

source: IRSG

(European Rubber Journal: 1991-12)

NR: revised SMR scheme:

Malaysia

Malaysia has revised its Standard Malaysian Rubber scheme to take account of technical measurements of cleanliness and performance. The new scheme - effective from 1st October 1991 - includes a rationalization of the grade structure and changes to the material composition standards. The MRRDB says the new grading complies with the demands of the European product manufacturers. In the revision, two new grades - SMR 10CV and SMR 20CV - are introduced, while four grades - SMR 50, SMR CV70, SMR LV and SMR WF - are removed from the structure.

(European Rubber Journal: 1991-11; Rubber and Plastics News: 1991-12-16; British Plastics and Rubber: 1991-10; Elastomerics: 1991-12)

SR industry: Germany

German synthetic rubber processors invest proportionately more in their production facilities than German industry as a whole, according to the industry association WdK. It calculates that, in 1990, the capital investment to sales ratio was 7%. The German SR industry derives 70% of its sales from the automotive industry. In 1990, the industry spent about DM1 billion on improving tangible capital assets. About 15% of the spending budget was invested in environmental protection plant and equipment.

Bayer and Huels have officially dissolved their partnership in SR maker Bunawerke Huels, based in Marl, Germany, on 1st July 1991. Bayer has taken over the butadiene rubber production at Dormagen and Lillebonne, France, and about a third of BWH's annual sales of DM658 million. Huels has taken over the co-butadiene rubber activities.

Unilever Research Laboratory, Colworth house, Sharnbrook, Bedford

This is an industrial research organisation doing research in products development and marketing. The information unit and library provide information services to the researchers. There are three information scientists who operate the current awareness service as a team. They are called "information analysts". The person interviewed was Gerry Allen who is the Information Manager.

Current awareness service had undergone some changes due to reduction in staff and budget. Unilever at Colworth Laboratory used to have twelve information scientists. But due to a reduction in staff numbers, the scanning of journals was stopped. 100 or so researchers do online SDI by themselves and some are served by the library. The present current awareness service include:

- bulletins
- SDI (manual and computerised) using ISI tapes

Bulletins

There are three specialists bulletins (ie. on product area, Unilever impacts, and research management) and twelve other bulletins produced based on subject headings. They are compiled by running profiles on external databases and relevant items selected were collected. There are many bulletins because clients complained that they needed the bulletin service they used to get before scanning of journals was stopped.

Some references from the database are received as offline prints and are distributed to users via internal mail.

There is still some scanning done at Colworth Laboratory (ie. on newspapers and the Economist, etc.) to produce a news service for the product managers.

SDI

ISI tapes are bought and run against personal profiles for the whole of Unilever staff (ie. on-site and outside)

Two-thirds of the clients receive their bulletins and SDI on paper. (Electronic access to the items is awkward and slow).

The current awareness service provision focuses mainly on the information needs of the Research and Development Unit and management staff. The R&D Unit is responsible for giving ideas for development of products, to find out how successful it is and how profitable it could be towards the company. Hence main areas where information is needed relate to the following.

- market place information
- scientific and technical information
- patents information
- legislation information
- techno-commercial information

Market place information

This is about the status of the existing market. Information is needed to know what products are already available and which company is making them. Details like what the content of the product is, its performance, packaging, pricing and advertising are all relevant. Also, what percentage of the market does a particular product cover. All this information could help the research unit to see the need of having a new product; either by matching competitors new products or creating a completely new product. Consumer needs concerning new products are important too.

Scientific and technical information

It is clear that research covers a wide area of study. Hence scientific and technical information is needed to keep up-to-date with development of new products, new raw materials, processing techniques, effects of product on people and environment. Information provided may also upgrade the expertise of each research group.

Patent information

This represents the source of scientific and technical information because from here knowledge about research and development progress of competitors could be obtained. Usually a new product is patented at an early stage of invention. This is because it may take a few years before the product is approved and the product be launched. By monitoring competitors patents a company with a new product could identify any possible threats to it and try to

find new research effort to meet the challenges.

Legislation information

A company product and activities are affected by legislation. Hence information must be provided so as to keep abreast of legislation that may cause an effect. The legislation information focuses on the following aspects:

- safety
- toxicity of product
- pollution and environmental control
- types of labelling and packaging
- advertising
- health and safety of employees
- import and export

Techno-commercial information

This type of information usually refers to aspects of manufacturing, for example, the availability of raw materials and their cost. When a new product is being invented more information is needed to know what will be available to make the new product, its cost and supplier. It is important to know if the source of supply is steady or will change and whether there is an alternative raw material. It would also help the research team to know if the available material is already in demand for other products.

At present, the R&D Unit do research in three different fields; food,

biomedical science and safety. Research in food focuses on development and production only. Biomedical science relates to chemicals, personal products and immunology. Safety is concerned with the microbiological aspects of product.

Sources of information for current awareness service include:

- libraries (especially the British Library)
- scientific and technical journals
- trade and business journals
- government publications
- legal documents
- publication for consumer organisations
- market survey
- computer-held database (DIALOG, DATASTAR)
- newspapers
- directories
- technical encyclopaedias

The information service here practices "total quality control". It is important to get feedback on the bulletin provision. The questionnaire technique is used. it was intended to give the questionnaire every year but due to circumstances it is only done when response from clients is needed in decision-making. Usually arbitrary changes in the information service are not readily made. Clients are consulted for opinions on the matter. Clients are also referred to when a certain service needs to be changed or needs a certain backing from the clients to support an increase in budget or expenditure. Questions asked are

usually related to

currency of items

coverage (suggestions on new journals not covered, areas not covered)

reference

effectiveness

Study on effectiveness was done to justify the use of ISI tapes service. As a result of relying on outside secondary sources for current awareness the number of requests for inter-library loans has increased greatly (ie. £11,000 p.a.) and a justification for the service is needed. The continuation of using ISI tapes was compared to clients doing current awareness service themselves by using Current Content on diskette.

CHAPTER FOUR

COMPARISON OF CURRENT AWARENESS SERVICE AT VISITED ORGANISATIONS WITH THE OPTIMUM SERVICE

Effectiveness in library terms is to provide the highest possible level of service within the limits of the available resources (Ladendorf, 1973). In current awareness service it could be regarded as the quality of the service.

By comparing the services with the optimum, we can see how the current awareness service have been affected by different circumstances and whether it has changed in quality.

Comparisons of the two situations will be based on the following aspects of an optimum current awareness described in Chapter Two.

1. "Clients interviewed by subject specialist" who discovers their current interests.
2. Clients interests profiles are updated regularly
3. Scanning done by subject specialist
4. Manual scanning of core journals done as soon as possible after receipt
5. Remaining literature scanned through an abstracting and indexing publication.
6. A personal notification, or the item itself is sent to the client as soon as possible.
7. The notification contains enough information for client to

know if the item is relevant

8. Clients give feedback on relevance, timeliness, etc., of each item supplied.
9. Materials notified are available on site to be seen or copied
10. It is easy for the client to obtain a copy of the material notified.

1. Clients interviewed by subject specialists who discovers their current interests.

Success of a current awareness service depends on the scanner's ability to get enough information from his clients to enable useful information to be recognised when it appears (Whitehall, 1982). Clients are encouraged to give descriptions or keywords so that they could be used to identify relevant items. From the survey only AEA Technology and British Gas did interviews but their approaches were different.

At AEA Technology the information scientists are required to go out and meet the clients they are responsible for. They are expected to do 40 interviews in one year and produce a report about their findings during the interviews. The clients will be questioned on matters like new subject areas to add and changes in interests. The aim of this interview is to keep aware of the clients interests and hence update the interest profile of each client.

Fisons Pharmaceuticals had a different way of doing the interview. Instead of interviewing every research staff, the information scientist had a representative from each department. The representative will talk to him about the clients needs or whatever complaints they have about the service.

This method is different from the optimum because an intermediary is used. An advantage of doing this way is that it saves the information scientists time in conducting individual interviews. However, the disadvantage of this method is that the representative may not keep aware of all the changes in interest, and since the information scientist is dependent upon the representative for the information, he may not get the most up-to-date record of the individuals interests. Consequently the user-profiles used will not be accurate and some of the "hit" items retrieved from the external database will not be relevant.

At British Coal, an interview was not conducted. To get an idea of the clients interests, the librarian monitors the types of journals being borrowed and articles photocopied. The result will be used to make the subject scope of the interests. This is a bad way to determine the clients interests, because the scope he produced will be very general and a client might get irrelevant topics distributed to him. he will have to find more time to scan and check which titles interest him. Also, the types of journals borrowed and articles photocopied will not give the librarian enough information to recognise his clients interest.

BSI did not do any interview. Clients are expected to mention their subjects of interest when they register as subscribers of the updating services. However, the information scientist should remember that the interests or assignments of industrial researchers may change frequently. In some cases the client's interests may change gradually and he may neglect to update the interest profile unless contacted personally by the information scientist himself.

The information officer at GEC interviewed clients when he was in the process of producing a new current awareness bulletin. A list of subject headings used for the former bulletin was distributed to clients so that clients could delete, add or ask the subject headings to be maintained. It was understood that the former bulletin was not popular because clients find it too general to use. This indicates that the subject scope was too broad. It would be better if the information officer asked the clients to list down their assignments and responsibilities.

At MRPRA the clients do their own current awareness so there is no need for an interview.

2. Clients interest profiles are updated regularly

At AEA Technology, the interest were updated as a result of the information workers' interviews with the clients. Profile updating was done once a year by a student-employee. This was because there were too many profiles and not enough staff to do it. This step is very bad for the interest profile because a student-employee may not have a clear idea of what is going on in the Research Department, and may interpret the wrong descriptions used as keywords for indexing. Updating was also done when clients complain of too many irrelevant items received.

British Coal used to have interest profiles for its SDI service but due to shortage of the service was stopped. Updating the interest profile was not done because there was not enough time for the librarian to do it.

There is no updating of interest profile for MRPRA because current awareness is done by clients themselves and the main task of the information office is to supply information to the headquarters on the development and status of the natural rubber industry in the West.

At Unilever there were not enough staff to do the updating work of the interest profile for each client.

GEC has plans for updating the interest profile for the bulletin in future. This is not sufficient because interest profile for a bulletin is more general than that for an SDI service. It is always more beneficial to maintain an individual interest profile from the beginning of the service. In that way if there is an intention of doing SDI service, he would have all the profiles ready.

3. Scanning done by subject specialists

Scanning is an important feature of quality current awareness service. Subject specialists can scan better because he is able to understand the terminology and ideas of the subject scope involved and hence recognise relevant items.

Subject specialists are available at AEA Technology, British Gas, Boots Fisons Pharmaceuticals, GEC, MRPRA and Unilever. However scanning of journals is done only at AEA Technology and British Gas. Unilever has stopped scanning since 1984. Fisons Pharmaceuticals and GEC run interest profiles against external databases and hence no scanning is done. At MRPRA the clients do their own scanning and at Boots there is no current awareness service available.

4. Manual scanning of core journals done as soon as possible

Research organisations that use external databases for their current awareness service and run interest profiles against the databases. Hence there is no manual scanning. (Fisons Pharmaceuticals, Unilever, GEC). British Gas and AEA Technology do the traditional scanning of primary journals which they receive in the library. However newsy journals are scanned at most research organisations because their contents are not found in the external databases.

5. Running literature scanned through an abstracting and indexing publication

Abstracting and indexing publication will give a wider range of subject coverage because it contains citations of scientific and technical literature. Only AEA Technology, British Coal, British Gas and Fisons Pharmaceuticals scan through abstracting and indexing publications. Research organisations which use external databases for their current awareness service need not scan through an abstracting and indexing publication because the databases are actually computerised abstracting and indexing publications.

6. A personal notification, or the item itself is sent to the client as soon as possible

SDI services are not usually done by sending out a notification along with the first page copy of the item or the item itself. AEA Technology is an exception because clients get a print out of the INIS Atomindex along with a notification.

Fisons Pharmaceuticals and Unilever make use of E-mail to send notification. It is possible because they have established a networking system to communicate among the staff. This is very efficient for SDI service and sending acquisition lists from the library. It is also more reliable because we can be sure that clients will get the message immediately.

7. The notification contain enough information for client to know if item is relevant

Notification sent to clients usually have titles, reference number and bibliographic information. AEA Technology send abstracts of the INIS Atomindex when sending notification for SDI. GEC sends out a bulletin with titles only to its clients. This is because the ISI Current Content on diskette used to have no abstract. AEA Technology and Fisons sent out notifications with the printout of searches and do not do any weeding of the search strategy. This is not good since clients have to spend more time looking for the relevant information. Some clients may also get confused.

8. Clients give feedback on relevance, timeliness, etc. of each item notified

So far none of the research organisations have feedback from clients regarding the relevance, timeliness, etc., of items received. They were usually given a request form for filling-in if they need and item. Feedback on service was not monitored and often it was assumed that degree of relevance is indicated by the increase in number of requests for loan or photocopy.

9. Materials notified are available on site to be seen or copied

Items scanned from the in-house literature do not have any availability problems with the clients. But using external commercial databases causes an increase in inter-library loans because materials found in the database may not be in the local library. At Unilever, for example, expenditure on inter-library loans had increased and the top-level management have already thought of cutting out the service and finding an alternative for current awareness service.

10. It is easy for the client to obtain a copy of the material notified

The request forms used by some research organisations are too tedious to fill-in. AEA Technology has made the clients write their name, address and details of required items in a separate form for each item required. This is causing difficulty, clients who are very busy and don't have time to fill-in the particulars.

British Coal has a reference number for each item notified. So clients have to write only the reference number and their name when making a request.

Summary:

From the comparisons it is clear that:

- most of the current awareness service are not operated at the optimum level
- effectiveness of services in current awareness has not been

given much thought as far as its quality is concerned.

- user needs are not well monitored because user profiles are not updated regularly.
- external databases are not fully suitable for current awareness service because the quality features of the optimum cannot be achieved (ie. timeliness, availability and ease-of-use)
- scanning of primary journals is important because scanning is a vital feature for relevance of items selected
- some organisations have given priority to bulletin production when there is not enough staff to do SDI service
- the "information bulletin" concept of dissemination is still not changed
- large scale current awareness service have use computers to operate

CHAPTER FIVE

CHANGE FACTORS ON CURRENT AWARENESS SERVICE

It was realised from the survey that current awareness service has changed from the way it was initially introduced in organisations. Some of the changes have improved the functioning of the service, but a few factors have caused its quality to deteriorate greatly. Among the many factors that have influenced the quality of the service, the following have been found to be of significance.

1. available technology
2. cost of staff
3. information budget
4. members of staff
5. change in parent organisation policy
6. implementation of quality assurance
7. copyright law

The factors may influence the services solitarily or together and some of the factors are inter-related (2, 3, 4, 5).

1. Available technology

Information science has entered a phase of being technology led. With the influence of new technology information services can now be provided more quickly and in greater volume. Also, only a small number of people are needed to operate the information functions. The implementation of this

technology is becoming established as a key element of information services. The types of available technology involved in current awareness service at the research organisations visited were:

- in-house database
- external commercial database
- CD-ROM
- diskette
- local area networks
- E-mail

In-house database

This is a common technology developed at industrial research organisations such as AEA Technology at Atomic Energy Research Establishment, Fisons Pharmaceuticals, British Coal, British Gas, Malaysian Rubber Products Research Association (MRPRA), British Standards institution (BSI) and Unilever.

It is developed because research scientists need easy in-house access to information on their products. For example at Fisons Pharmaceuticals, the in-house database is regarded as the primary source of information for their product. Detailed data collection from the initial research is done on selection of candidate drugs, process development, demanding tests associated with safety, clinical trials, product licence approval, marketing documentation and the product launch in the market place. A similar in-house database is found at Unilever.

The in-house database could also provide a current awareness service as well as a means of doing an in-house retrospective search. The input for an in-house database either comes from organisations information or by scanning journals. This is another important characteristic because the "scanning" is done by the information scientist himself.

Another benefit of producing database in-house is that it can be sold to outside users, especially those that contain organisational information of competing companies.

AEA Technology obtains indirect benefits from the in-house database it is responsible to produce for INIS. Firstly, it can be used for informing its own research staff through an SDI service. The database is sent to INIS Centre in Vienna and in return AEA Technology receive a magnetic tape version of the INIS Atomindex free-of-charge. Information obtained from this magnetic tape is charged to the clients when they request a search.

Secondly, scanning for the INIS input is done by scanners who are paid by INIS. Therefore AEA Technology can have free scanners to check other topics for its current awareness service.

The following indicates how in-house databases are used by the research organisations:

AEA Technology: retrospective search, SDI, commercial-purpose

British Coal: bulletin production

British Gas PLC: retrospective search (but has now stopped temporarily)

Fisons Pharmaceuticals retrospective search, SDI, reports service, bulletin, database for data on chemicals tested and clinical data on drugs

MRPRA: retrospective search, reports (PNVR)

Unilever: retrospective search.

External commercial database

External databases are used to extend coverage for the current awareness service. They are databases used in most of the research organisations except at Boots Company. External databases are usually associated with retrospective searches. The search could be done on-line or by downloading the content into an in-house database and used for future searches, or by buying and searching tapes or buying and searching CD-ROM.

External commercial databases are popular because:

- of its ready application to the selection process which are an essential function in the collecting and dissemination of new literature
- since it can be readily used, the information unit can make

more effective use of clerical and professional staff. This means that they are free from repetitive and time consuming clerical chores

- its capability to operate on large amount of literary information
- it can save the library's budget in buying expensive periodicals which are needed for short-life term only.
- it can save the library shelf-space
- in-house bulletins are usually labour-intensive and costly to compile. It involves scanning of materials, selecting of items from different sources, abstracting and indexing. Hence industrial libraries prefer to buy externally generated information.

However there are disadvantages in using an external commercial database for current awareness service. The disadvantages are:

- the content of the database depends on the coverage. GEC realised that by using Current Content on diskette, the coverage for current awareness is unsatisfactory because being a product of America, it does not cover many British journals. So the Current Technology Index on CD-ROM has to be used to supplement it

- currency of items provided is not good because the scanning of items for input is not up-to-date or because the database itself is not updated at frequent intervals
- items retrieved by searching may not contain enough information for the user to decide on relevance. Even if an abstract is provided it is often a poor substitute for the original when used for recognising relevant ideas
- items from commercial databases may not be readily available. Journals covered by the content may not be available locally and inter-library loans have to be arranged.
- the computer-produced offline references are listed in a clumsy printed version whereby unnecessary search details and search strategies are included. This is bad for the quality of current awareness service because the ease-of-use criteria is not met. Users have to weed out the irrelevant references retrieved and which are printed alongside the relevant ones.
AEA Technology give away the actual print-out of online searches to its clients.
- scanning of primary journals will eventually stop and matching user-profiles with an external database will not provide a reliable technique for increasing degree of relevance in items retrieved as "hits". Also the information scientists contact with the current literature of his topics is lost.

- a commercial database has no guarantee that it will not be terminated for economic or other reasons
- online searching reduces the number of staff and so flexibility among staff will be lost and the current awareness service may be reduced to more mechanical and less satisfactory means
- online searching transfers raw information from the source via an intermediary to the user and hence there is loss of quality.

CD-ROM

This is a user-friendly tool for retrospective search. Commercial databases have been extended into a more convenient format and more user-based. Compact discs are used because of the tremendous amount of data they could retain. Databases from CD-ROM are up-dated with a quarterly disc but timeliness of items they contain is still not good.

Diskettes

Diskettes are easy to handle and do not need sophisticated hardware to use. Current Contents service by ISI is now available on diskettes and the diskettes can be purchased separately according to subject scopes. It does not occupy shelf space to keep and users can do their own bibliographic search. The Current Contents on diskette service have abstracts added to its bibliographic record now. This is very efficient if clients are expected to conduct their own current awareness service and judge the relevance of items themselves.

The MRPRA is buying Current Content on diskettes for clients to do their own Current awareness service. GEC uses these diskettes to obtain items for its bulletin production. Unilever has thought of changing its budget in buying ISI tapes to buy Current Content on diskettes for their clients to do their own current awareness service.

Local area networks

Local area networks have increased the timeliness of current awareness service. Notification for SDI is now possible to go automatically to clients once there is additional references. It is a means of communicating among the staff of the organisation through a network of PC's. Fisons Pharmaceuticals, AEA Technology and MRPRA have a local area network to communicate with staff. Also online bulletins are produced and sent to clients via the local area network.

E-mail

This a recent technology for information transfer. E-mail has resulted from local area network facilities. Messages are sent electronically to clients and vice versa. E-mail is usually used for:

- sending SDI notifications (AEA Technology, Fisons Pharmaceuticals and MRPRA)
- alerting clients of new arrivals in the library collection (Fisons)
- requesting for a loan or photocopy. This is very efficient for inter-library loan in current awareness service. Unilever sends

requests for inter-library loans to the British Library via E-mail. This saves a lot of time in doing the service.

2. Cost of staff

Because of a change in parent - organisation policy or a reduction in information budget, the importance of the cost of doing current awareness service has increased greatly. Professional staff and clerical staff have to be paid for the number of hours they spend on doing current awareness service. This influence has been bad on current awareness because the basic step of scanning is avoided and the amount of staff time spent on the service is reduced.

At Unilever there was a reduction of information scientists from twelve to three. Scanning of journals was stopped in 1984. British Gas have to terminate scanning and building up an internal database for SDI because there are just not enough staff to do it. The MRPRA has let the clients do their own current awareness service, releasing costly staff to do other work.

Fisons Pharmaceuticals has put a charge to its clients for the number of hours their staff spend in doing data entry. The information scientist interviewed had also thought of contracting current awareness service to outside company due to high cost of scanning in-house. Boots has also thought of contracting its current awareness service to an outside company in future.

British Coal had to close down two libraries because it could not afford to pay for the staff. AEA Technology charges clients for the information scientists

time in doing searches together with the cost of the online search itself.

However, the scanning of newsy journals (Economist, Chemical Engineers News, Chemistry and Industry etc.) are still done at AEA Technology, British Gas, Unilever and Fisons Pharmaceuticals because the "news" content of these journals are not found in the commercial databases. One advantage of this procedure is that the requested items are readily available for reference in the library.

3. Information budget

A decrease or increase in information budget will cause an effect on current awareness service. The parent-organisation may decide to reduce the information budget and cut services. It may also increase the budget because it has realised the importance of the services to the research staff. Hence the quality of current awareness service can be improved if the money is spent well.

Budget constraints on special libraries are usually due to:

- economic climate
- the nature of the parent organisation
- the location of the special library in the organisation and the attitude of higher management towards library and information service.

Economic climate

The economic conditions in the UK and other western parts of the world have caused a lot of constraints in industrial organisations. Stubbs (1980) assumed that the future offers little hope for a return of UK economy to the boom conditions of the 1960's. For this reason he believed that special libraries will all be faced with a period of greater or lesser constraints on resources.

Current awareness services need time and materials to operate. This means that money is always a limiting factor for an effective service. It is necessary to ensure that resources are available and continue to be available.

The nature of the parent organisation

The objectives, size, range of products and technology for an industrial organisation have profound influence on its information needs. Because of its product a pharmaceutical company is very research intensive. For example, a pharmaceutical company may "decide to intensify its research in order to cope with current difficulties. This means that more information services will be needed and hence a greater demand for current awareness service. On the other hand, an engineering research organisation may decide to fix its technology and product range but should cut its overheads, including the scientific and technical-orientated library services. Then if that is the case, current awareness service would be facing a threat. Its services may have to be terminated.

Location, organisation and management attitude

The importance that higher management give to cost-efficient production of a service may result in less quality and more quantity.

For special libraries established in Research and Development Departments the manager of the information services will report to the Research Manager or Director. The nature of the company's business will then determine the usefulness of the services. There is also a threat that a special library situated in the R&D Department will be seen (by higher management staff and non-research staff) as existing solely to service the research staff.

At Unilever and Fisons Pharmaceuticals, the top-level management staff gave different attitudes towards the information budget to employ profession staff and buy external information sources to build up the information function. There are four teams of information professionals to deal with different types of services and one of the teams consists of system analysts so as to develop the information technology and making better communication facilities for information transfer. That is why Fisons Pharmaceuticals has benefited the most out of available technology when compared to the other research organisations.

At Unilever, the top-level managers have decided to chop services and reduce staff. Instead, information budget is reduced and the information unit have to operate on a cost recovery basis. They have to charge the clients where ever possible so as to get enough budget to spend on the ISI tapes and inter-library loans. Clients have to pay partly for library building, journals, books,

information scientists time hour by hour, online searches, and library staff. This is bad for current awareness quality because services are given in order to gain some profits out of them. The effectiveness or quality of the service is not important.

British Coal had to close down libraries and make staff redundant. To satisfy the research staff information needs, a part-time librarian is employed and he has only four hours a day to run the formation and library service. SDI service had to be stopped and the only form of notification of new information is through the bulletin. The situation here has affected the current awareness service greatly. When an annual fee of £5,000 was introduced many clients withdrew themselves and hence a loss of potential clients.

AEA Technology has benefited in that the budget for the information service are given by the business units they work for. The budget comes from Government grants and contracting service. So the threat of budget cuts is not so worrying. Also, AEA Technology has changed from being a government funded research organisation to a commercial enterprise, so whatever services they do, they intend to charge for it. Hence there is no budget constraint for the time being.

4. Number of staff

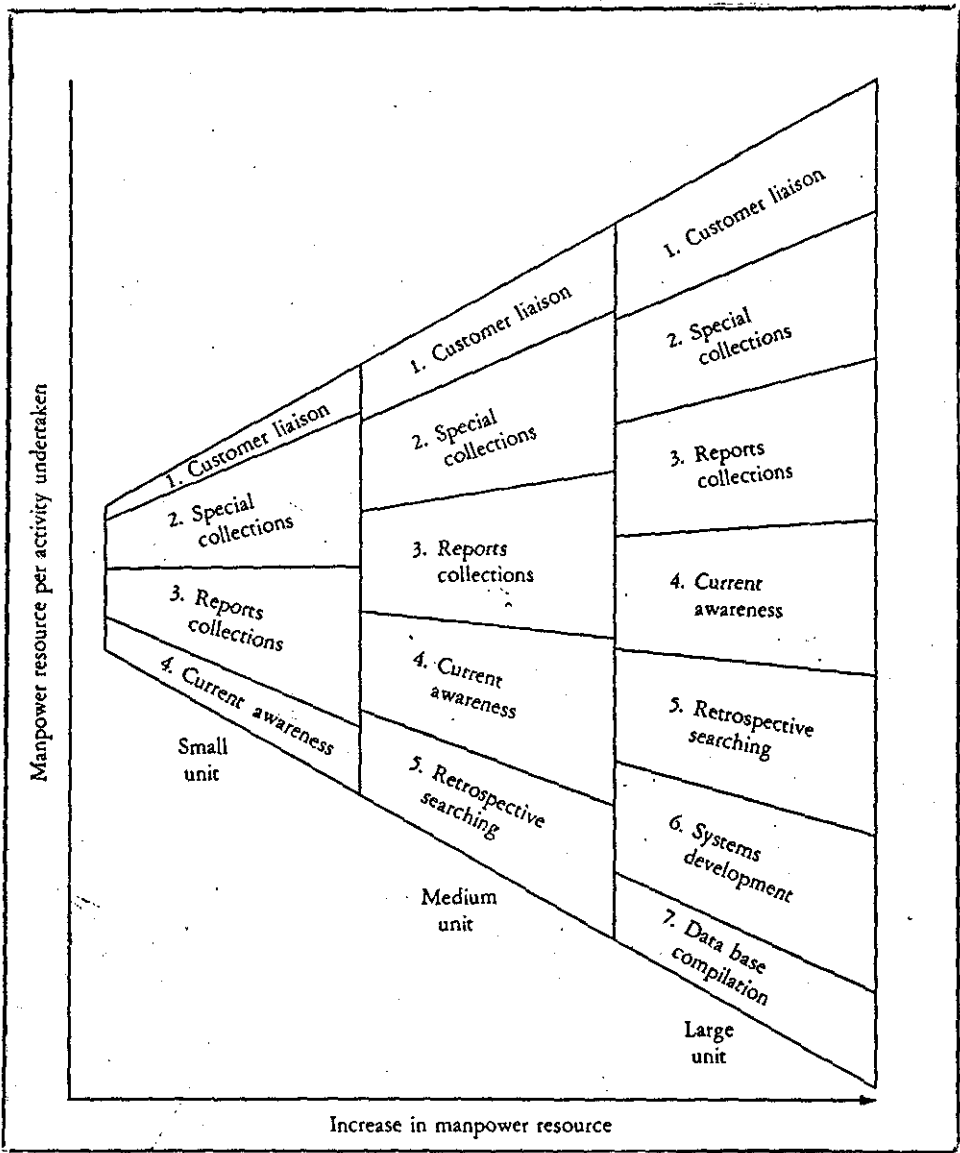
The types of current awareness services available are dependent on the number of staff available in the information unit. Blick, (1980) had shown that an increase in manpower resource can increase the number of activities performed in a selective way (Figure 9.1). He had categorised the units into

"small unit", "medium unit" and "large unit". When the staff number is limited (in the "small unit", only those services that are in great demand are provided. When the unit is large, there are more staff to delegate different responsibilities and functions. By comparing (Figure 9.1) with the size of the visited research organisations information units, we can see that those found at AEA Technology and Fisons Pharmaceuticals resembles the "large unit" and those at GEC, British Coal, and British Gas resembles that of "small unit". The others can be placed under "medium unit". From (Figure 9.1) we can see the divergence of information services as the number of staff is increased.

Reduction in number of staff may cause the staff to spend less time on current awareness services and pay more attention to other services. In order to maintain the effectiveness of the service scanning of journals can be replaced by journal circulation to clients. This is practised at British Coal. Journals are put on display for two weeks and clients could borrow to check on any relevant items. If there is a fear about losing the journals, then the contents page of journals could be circulated to all interested clients. This could reduce the time spent on scanning by staff.

As a result of reduction in staff, the library and information units are no longer separate. They have to combine staff resources to do the services needed by clients. Examples would be at Unilever and AEA Technology.

(FIGURE 9.1): **DIAGRAM OF PROBABILITIES (BLICK, 1980)**



5. Change in parent organisation policy

There is a wide variation in the management of information centres. The absence of an overall management policy allowed flexibility in tailoring the service to local needs. A change in policy may effect the type of information services given.

For example, if the top-level managers decided to stop the provision of current awareness service. However this doesn't always work well. At Unilever, scanning to produce current awareness service was stopped due to reduction in the number of staff for scanning. But the technical staff wanted a current awareness service delivered to them. So eventually the information scientist had to find a way to provide the service without scanning. one way of doing it is by downloading contents from external databases (ISI tapes) to produce the printed bulletin.

At GEC the information scientist used Current Content on diskettes to produce a title-bulletin. At Boots Company, it is planned to have the current awareness contracted to an outside company.

AEA Technology use INIS CD-ROM databases, and other databases to cover their information needs.

British Gas use Chemical Abstracts and Chemical Engineering Abstracts. All the databases are run against user-profiles to get a list of "hits" items and sent to clients through a notification or in the form of a bulletin.

Other changes of parent organisation policy could include:

- implementation of quality assurance policy (see item 6 below)
- out-sourcing of services
- reducing staff (see item 4 above)
- give more support to research
- making the library a cost-centre

6. Implementation of quality service

Fredenburg (1988) said that "quality assurance" is a practical tool for library management, a link in the library's relationship with administrative decision makers.

When this policy is introduced, managers must make sure that a program is constructed to supply methods for establishing standards, identifying and monitoring problems and looking for ways to improve service or products wherever possible. The five aspects of a quality assurance program are:

planning	(so that program is realistic and practical)
proactive	(an attitude which implies addressing situations before they become problems)
improvement	(of a service, a resource or of general management efficiency)
evaluation	(producing factual data to establish success, failure, or the worth of any process)

If quality assurance is a policy of the organisation, the quality of current awareness service will be monitored. At Unilever, there is a total quality control policy for the organisation. However, the survey done by the information scientists on current awareness service is to get the clients opinion and support for decision-making. Another survey was done to check on the usefulness of the bulletin, not to check on its quality but to see if it is still worth buying the ISI tapes for the bulletin production. A rise in number of inter-library loans had cause on increase in expenditure and an alternative source for the bulletin was sorted out. At British Coal and AEA Technology bulletin surveys focussed on which journals were the most productive not on quality criteria for the service.

Some of the research organisations do not have any sort of quality control or effectiveness evaluations. Most research organisations assume that the number of requests indicates relevance of items selected. This is not always true because a client may need to see the original item to get more information in order to decide on its relevance (the notification he received did not give enough information).

7. Introduction of Copyright Law

The laws of copyright may affect the provision of current awareness service in the following way:

1. when dissemination techniques for the service involve the photocopying of publications or at least parts of the publication
2. when they affect the supply of photocopied documents to

clients in inter-library loans.

3. when downloading material for commercial database for use in bulletin or SDI service.

At the moment there is a considerable uncertainty about copyright. In some organisations this law has been ignored. There has been some pressure for change in copyright law in recent years. This is partly due to the considerable increase in the use of photocopying information provision as a result of finding references during commercial database searches.

The purpose of the copyright law is to ensure that those who have a financial interest in publication (ie. publishers, authors of books) receive proper rewards for the investment of time, effort and money. But it is possible to argue that current awareness service is a means of giving primary documents additional publicity and free advertising. These could increase the usage and create additional demands for them. It is possible that copyright holders would not object to this argument.

It is noted that current awareness services lead to an increase in photocopying demand and inter-library loans. The demand for inter-library loan is often met by photocopying. The copyright law has limited the number of photocopies which a library may make or have made from any periodical. This will affect inter-library loan requests and copies made personally by clients of current awareness service.

In Great Britain, there seems to be no restrictions on the number of occasions that a library may make a copy of the same or different part of a publication.

This is because it is assumed that an individual can have a copy of the publication provided it is for the purposes of private study or research. Clients are expected to sign a declaration on his application for a copy. Copying of abstracts for inclusion in a bulletin or database must be accompanied by an acknowledgement of the source of the abstract. So far, photocopying of an article from a periodical or a chapter in a book has received no objections and is still practised in current awareness service.

APPENDIX 1

Visited research organisations and their addresses.

Organisation	Address
AEA Technology	465 Harwell, Didcot, Oxfordshire, OX11 0RA.
British Coal	Science Services, Ashby Road, Stanhope, Bretby, Burton-on-Trent, DE15 0QD
British Gas Plc	Research & Technology Division, Midlands Research Station, Wharf Lane, Solihull, West Midlands, B91 2JW
British Standards Institution	Linford Wood, Milton Keynes, MK14 6LE
Fisons Plc, Pharmaceutical Division	Library & Information Dept. R&D Laboratories Bakewell Road, Loughborough, Leics, LE11 0RH
GEC-Alsthom Research Division	Cambridge Road, Whetstone, Leicester, LE8 3LH
Malaysian Rubber Producers Research Association	Brickendonbury, Hertford, Hertfordshire, SG13 8NL
Unilever Research Colworth Laboratory	Colworth house, Sharnbrook, Bedford, MK44 1LQ

APPENDIX 2

NOR RAIZAN ABD. HAMID
DEPT. OF INFORMATION AND LIBRARY STUDIES
LOUGHBOROUGH UNIVERSITY OF TECHNOLOGY
LEICS. LE11 1LG
20-5-92

To.

THE INFORMATION OFFICER

.....
.....
.....
.....
.....

Sir,

REF: SURVEY ON CURRENT AWARENESS SERVICES

I am an information scientist from the Nuclear Energy unit of Malaysia, and currently doing a survey on the approach and development of current awareness services in research organisations.

I would appreciate it very much if you could kindly allow me and my supervisor, from Loughborough University, Mr. TOM WHITEHALL, to spend an hour or so at your organisation to hear about the services you give.

I need to collect the information for my survey in June and July this year. if you agree to a visit, could you please let me know soon and I will contact you to arrange for a time.

Thank you.

Yours sincerely

(NOR RAIZAN ABD. HAMID)

APPENDIX 3

ORGANISATION

INTERVIEWEE

POSITION IN

ORGANISATION

Questions about approach in current awareness service:

1. Do you give Current Awareness Services?
2. What type of outputs do you have for the service?
3. Who operates the service?
4. Do you use a computer for current awareness service?
5. Who are your potential users?
How do you contact your clients for this particular service?
6. Do you have a user-profile for each client?
If so, what information do you keep in the user-profile?
May I see an example?
7. What dissemination techniques do you use for the current awareness service?

Questions about its effectiveness

1. What are the focus and subject coverage?
2. How frequent is current awareness service disseminated?
3. Do you obtain comments from you clients about their satisfaction with the service?
If so, how?
4. Is there a feedback mechanism for the current awareness service?
If so please tell me what they are.
5. Have you done any study or survey on the effectiveness of the current awareness service?

BIBLIOGRAPHY

ABBOT, M.T.J. et al., Current awareness searches on CT, CBAC and ASCA.

ASLIB Proceedings, 1968, 20 (2), 129-143.

AHRENSFELD, Janet L. et al., Special libraries. A guide for management.

2nd. ed. Washington: Special Library Association, 1986.

ALLEN, T.J., Organisational aspects of information flow in technology.

ASLIB Proceedings, 1968, 20 (11), 433-454.

ARNOLD, D.V., Structure of information services.

ASLIB Proceedings, 1972, 24 (12), 654-663.

BLAKE, Bill, Information Service models: some opinions, some choices.

ASLIB Proceedings, 1983, 35 (3), 138-151.

BLICK, A.R., Evaluating an in-house or bought-in service.

ASLIB Proceedings, 1977, 29 (9), 310-319.

BLICK, A.R., The matching of resource to service in an industrial information

unit. *ASLIB Proceedings*, 1980, 32 (10), 387-401.

CONNOR, Judith Holt, Selective dissemination of information. A review of the literature and the issues. *Library Quarterly*, 1967, 37 (4), 373-91.

CORBETTE, L., Problems in using external information services - attitudes of the special library and its users. *ASLIB Proceedings*, 1972, 24 (2), 96-110.

DALTON, M.S., The role of subject specialism in the future development of information services. *J. Information Science*, 1979, 1, 107-112.

FREDENBURG, Ann M., Quality assurance: Establishing Program for special libraries. *Special Libraries*, 1988, 79 (4), 277-284.

FRIEND, P.D., The use of external databases to extend current awareness services based on internal resources at AWRE Aldermaster. *ASLIB Proceedings*, 1972, 24 (12), 678-688.

GOOM, H.H., A computer-based current awareness system producing both SDI output and conventional abstract bulletin. *ASLIB Proceedings*, 1973, 26 (3), 98-108.

HAYGARTH JACKSON, A.R., Pharmaceuticals - an information based industry. *ASLIB Proceedings*, 1987, 39 (3), 75-86.

X JACKSON, A.L., After downloading: enhancing the value of your data. *ASLIB Proceedings*, 1988, 40 (4), 111-122.

KRAMER, Joseph., How to survive in industry - cost justifying library services. *Special Libraries*, 1971, 62 (11), 487-489.

LADENDORF, Janice, Information service evaluation. The gap between the ideal and the possible. *Special Libraries*, 1973, 64 (7), 273-279.

LUHN, H.P., "A business intelligence system". *IBM. J. Research & Development*, 1958, 2 (4), 314-19. (

LUHN, H.P., Selective dissemination of new scientific information with the aid of electronic processing equipment. *American Documentation*, 1961, 12 (4), 131-138.

MOORES, Paul, Information user's changing expectations and needs. *ASLIB Proceedings*, 1981, 33 (3), 83-92.

NIGHTINGALE, R.A., A cost benefit study of a manually-produced current awareness bulletin. *ASLIB Proceedings*, 1973, 25 (4), 153-157.

ORR, R.H., Measuring the goodness of library services: A general framework for considering quantitative measures. *J. Documentation*, 1973, 29 (3), 315-332.

PARKER, C.C., The use of external CAS at Southampton University. *ASLIB Proceedings*, 1973, 25 (1), 4-17.

PRIOR, R.W., The power game: Information bulletins for the CEBG. *ASLIB Proceedings*, 1967, 19 (12), 424-426.

RIPPON, John S. Manpower implications. Skills required to select, interact with and exploit external services to fit the user's needs. *ASLIB Proceedings*, 1973, 25 (2), 65-76.

ROWLEY, J.E., Local current awareness services in industrial libraries. *ASLIB Proceedings*, 1979, 31 (10), 476-484.

ROWLEY, J.E., Locally produced current awareness services. *ASLIB Proceedings*, 1979, 31 (60), 284-295.

ROWLEY, J.E., Bibliographic current awareness services - a review.

ASLIB Proceedings, 1985, 37 (9), 345-353.

SIMKINS, M.A., The use of external services in a small research information department. *ASLIB Proceedings*, 1973, 25 (1), 22-26.

STUBBS, H.W., Cuts and the special library.

ASLIB Proceedings, 1980, 32 (10), 369-380.

TERRY, T.E. et. al., The use of external databases to extend current awareness services based on internal resources at AERE Harwell.

ASLIB Proceedings, 1972, 24 (12), 672-677.

VICKERY, B.C., External sources of information: the kinds of service and facilities offered and criteria for evaluation.

ASLIB Proceedings, 1972, 24 (12), 664-669.

VINCENT, Ida et. al., A manual current awareness service at the University of Aston. *ASLIB Proceedings*, 1975, 27 (6), 247-261.

WEAVING, Edmond, Current awareness service and the information centre.

ASLIB Proceedings, 1991, 43(910), 299-303.

WEBB, Sylvia P., What's so special about the special librarian?

ASLIB Proceedings, 1985, 37 (9), 341-353.

WESSEL, C.J., Criteria for evaluating technical library effectiveness.

ASLIB Proceedings, 1968, 20 (11), 455-481.

WHITEHALL, T., Time to think - use of the system approach to the problem of the 1-man information unit. *ASLIB Proceedings*, 1967, 19 (12), 406-415.

WHITEHALL, T., A future for the bulletin? - The results of an enquiry into how bulletins are used in todays special library.
ASLIB Proceedings, 1973, 25 (2), 39-45.

WHITEHALL, T., Dissemination of information. IN: Handbook of special librarianship and information work. 5th ed. Anthony, J.L., ed. London: ASLIB, 1982, 355-373.

WHITEHALL, T., Current awareness in education: an evaluation of Trent Polytechnic Education News. *ASLIB Proceedings*, 1985, 37 (9), 355-370.

WHITEHALL, T., (ed.). Practical current awareness services from libraries. Aldershot: Gower, 1986.

