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Joachim Schöpfel

## To cite this version:

Joachim Schöpfel. The Workshops of the Annual UKSG Conferences 1990-2004 : The Emergence of the Digital Library. Serials, 2004, 17 (3), pp.243-251. 10.1629/17243 . sic_00001348

**HAL Id: sic_00001348**

**https://archivesic.ccsd.cnrs.fr/sic_00001348**

Submitted on 14 Feb 2005

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# The workshops of the UKSG Annual Conferences 1990–2004: the emergence of the digital library

**The article looks back on the 183 workshops and briefing sessions of the 15 UKSG Annual Conferences from 1990 to 2004. The content of this particular form of professional training reflects the development of the professional environment, interests and activities of librarians, especially the emergence of the digital library. Nine major subjects of information and debate are identified: human resource management, new software, acquisition of e-serials, legal aspects, emerging standards, usage statistics, library/vendor relationship, document delivery and publishing. An analysis of attendance and some remarks on specific features of the sessions complete this 'historical study'.**

***JOACHIM SCHÖPFEL***
Head of Library and Document Delivery INIST-CNRS (France)

## Introduction

The nature and environment of the library are changing, and so are the activities and skills of librarians. How we are preparing for the new environment is an issue worth our attention, and one way to study this is to analyse our professional training.

This article analyses the content of the workshops of the 15 United Kingdom Serials Group (UKSG) Annual Conferences held from 1990 to 2004. Each year, these sessions provide a pertinent indicator of the main interests and hot topics for librarians, editors and vendors. Even if communications and workshops are often related to the UK national context, they are part of a universal process. The evolution of information technology and e-resources is a global event.

The study analyses the workshops and sessions offered over the 15-year period, rather than assessing the impact of the conferences on skills or knowledge, quality of content or return on investment for attending institutions. What is intended is a sort of history of actuality, a diary of learning: what was on the 'front page' of the digital library during these years.

The emergence of the digital library started more than 15 years ago. We have been witnesses to the shift from print to e-resources, and most of us have been actively involved. The recent history of professional training highlights some of the main trends seen during this evolution. Most of what was envisioned in 1990 has now become part of our professional life, though some concepts and ideas still remain science fiction.

## Sample

The analysed sample includes the 183 workshops announced in the programmes of the 13th Annual Conference 1990 in Southampton through to the 27th Annual Conference 2004 in Manchester. At all of these conferences, workshops complemented keynote and other papers, product reviews, exhibitions and other events.

From 2001 onwards, the workshops were divided into workshops *stricto senso* ("practical and participative in nature") and briefing sessions ("more akin to lectures" and allowing larger numbers of participants). For the purpose of this analysis, and following the example of Bernard Naylor in his report of the 24th Annual Conference[1], both workshop types were considered.

The number of workshops varied from conference to conference but increased steadily overall from 6–10 in the early 1990s to 15–18 since 1999. This increase in the number of workshops offered reflects not only the growing attendance at the UKSG conferences but also confirms the success of these sessions.

The object of the content analysis was to gather the information given in the conference programmes: themes, leaders' identities and institutions, and the workshop abstracts. For the 1999–2004 conferences, access to the booking statistics (6,230 registrations) and the reports published in *Serials* proved useful.

## Main functions of libraries

The recent JSTOR survey on academics' attitudes towards "their" library (Heterick 2004[2]) used three main functions of an academic research library: the library as a starting point or 'gateway' for locating information, the library as a structure that pays for resources ('buyer' or 'budget'), and the library as a repository of resources that guarantees their preservation and keeps track of them ('archive'). As these definitions proved to be helpful in describing the main characteristics of libraries, so it was decided to apply these same definitions of function in the analysis of UKSG workshops as a first approach to measuring the relative importance of content.

The first step in the analysis was to identify the primary theme of each workshop. Of the 183 workshops, 33 involved topics that do not seem relevant to the JSTOR functions (human resources topics or publishing, for example). Nearly half of the remaining 150 workshop themes primarily involved access to resources, while one third concentrated on acquisitions topics, and only very few related to archiving and preservation (Table 1).

| JSTOR function | Number of workshops | In % |
|---|---|---|
| Gateway | 88 | 48% |
| Buyer | 56 | 31% |
| Archive | 6 | 3% |
| Other | 33 | 18% |
| Total | 183 | 100% |

*Table 1. Library functions in the UKSG workshops*

In the early 1990s, the 'buyer' function represented the most important part of the offerings, with 40–60% of all sessions covering relevant topics, but then declined to 15–30% of workshops and briefing sessions. Perhaps this decline indicates the decreasing importance of acquisition decisions in the context of big deals and open access. From 1996 onwards, the role of the library as a gateway to resources gained importance, eventually becoming the primary topic for about two-thirds of the 2002–2004 workshops. The first workshop dedicated to the archival role was offered in 1998, the topic being the problem of digital formats for libraries. Other workshops on digital and/or open archival issues were presented since then but have remained limited in number.

## Frequency of workshop themes – more and less important topics

Although the three JSTOR functions allowed for a general description of the workshop topics, they did not provide an adequate framework for a more precise analysis. Moreover, the content of workshops often concerned more than one of the JSTOR functions. A second and closer look at the conference programmes, based on a content analysis of themes and abstracts of all 183 workshops, reveals nine main subjects that can be subdivided into three groups according to their relative importance or frequency.

The most frequently occurring themes were:

- human resources and organization of change
- information technology
- acquisition of resources

The first of the three groups is composed of three different subjects that together represent more than 60% of all workshops themes. These most frequent workshops concerned human resources and/or organizational structures (23%), information technology and software (22%) and acquisition-related issues (17%). Together, they offered a large overview of the serials market and new information technology and facilitated the acculturation to the digital library.

*Human resources and organization of change* The 'typical' workshop in the first category – human resources and organization of change – offered a forum where professionals could debate

organizational and personal aspects of implementing the digital library without focusing on technical (software) or commercial questions. There was at least one forum of this kind at each conference. The actual topics discussed were diverse. Some workshops invited general reflection about how to move from acquiring print to e-serials and provided an opportunity for participants to learn from each other how to manage these particular changes. Others were dedicated to outsourcing or the development of a consortial network. Some speakers presented specific tools that facilitate change, such as scenario planning or project management techniques.

The workshops that placed the information professional at the centre of interest were about human resource management, training, coping with stress and change, marketing and communication skills. Learning how to learn and to teach, learning not to be a victim of change but actively involved in it, taking control of the digital library: workshops such as these offered practical tips for librarians undergoing changes in vocational and personal identity.

*Information technology* Serials management software, electronic data interchange (EDI) to automate specific serials acquisitions functions such as claiming and ordering, and networking options (CD ROM, campus-wide services) were frequent topics. Workshops on the World Wide Web, Internet search engines, tools for digital rights management (DRM), linking software, and digital archives have been introduced more recently.

*Acquisition of resources* Half of the workshops on acquisition-related themes were concerned with handling electronic materials: e-journals, web resources and consortial purchasing, e-books, digital course readings and, more recently, open archives. Other more 'traditional' workshops were about serials pricing issues (pricing mechanisms, forecasting change of prices), special types of literature (third world serials, official publications) or different aspects of the acquisition process (claiming, consolidation services, back issues, e-commerce).

Less frequently occurring but nevertheless important themes were:

- legal issues
- cataloguing and formats
- evaluation
- Library/vendor relations

This second grouping of themes accounts for one third of all workshops and briefing sessions, although individually each theme represents only between 5% and 10% of the total 183.

*Legal issues* The first group concerns copyright and licence agreements. The workshops on copyright shifted in the middle of the 1990s from discussions on 'electro-copying' of print works to 'electronic copyright' (copying of digital media, electronic transfer) and to the EU Copyright Directive with its transposition into UK law in 2003.

Likewise, workshops on contracts shifted from 'tendering' and 'service level agreements' to licensing issues. The latter first revolved around CD ROMs, but from 1998 onwards were exclusively about online resources. This was the time when the first consortial 'big deals' were introduced. The UKSG not only offered a place to learn about these new contracts but also served as a unique forum where librarians, publishers and vendors could discuss their mutual and specific interests, needs and problems.

*Cataloguing and formats* The second group of workshops concerned bibliographic control of serials, a traditional library subject. The first workshop relevant to cataloguing was not organized until 1996. The reason may be that cataloguing practices and skills were stable until libraries began to seriously acquire continuing electronic resources and new concepts and practices began to emerge in response. Suddenly, librarians had to learn about such topics as metadata, cataloguing a variety of electronic formats, emerging standards and new article identifiers (Digital Object Identifier, for example), interoperability, and linking from online catalogues. From 1996 to 2004, the UKSG offered 14 workshops and briefing sessions on these issues. Three additional, somewhat related workshops discussed developments of the ISSN database and the new UK catalogue of serials, SUNCAT.

*Evaluation* Twelve workshops invited attendees to learn more about another traditional library activity related to collection development, funding

and investment. These sessions offered insights into evaluation tools, performance indicators and usage statistics. Specific topics covered how to adapt user surveys and usage measures to the digital library environment and to e-serials specifically, as well as how to use these measures to demonstrate the value the library service provides in order to influence stakeholders and 'paymasters' to increase their support, a crucial area for corporate and public libraries, and not only in the UK.

Special attention was paid to Project COUNTER which started in March 2002 and was built upon the same 'philosophy' as the UKSG conferences, namely, co-operation among librarians, publishers and vendors. In 2003 and 2004, three workshops informed attendees about this project, offering first-hand experiences with COUNTER recommendations for online statistics.

*Library/vendor relations* Last but not least, a set of 11 workshops and briefing sessions was associated with another 'typical' UKSG theme: how to create profitable relationships among libraries, publishers, subscription agencies and other vendors. While at other conferences, libraries and the trades are considered as two different worlds, the UKSG tries to facilitate mutual understanding and skills to organize these relationships into reasonable partnerships to enable needs assessments and supplier evaluations, and to develop negotiation and communication capabilities.

Compared to the categories and themes already described, two subject areas of UKSG workshops seem of minor importance in terms of frequency:

- document delivery/supply
- publishing

*Document delivery/supply* Even if the function of libraries as gateways to documents and information is paramount in recent UKSG workshops, the special and more technical aspects of document supply are not. Only four sessions were organized between 1997 and 2002 on this topic, although those took different perspectives: document delivery linked to current awareness services, different options for document supply, a case study on an end-user document delivery system in the corporate sector and finally, in 2002, a briefing session about the British Library's recent projects (secured electronic delivery or SED).

*Publishing* Four workshops were devoted to publishing activities, ranging from 'good practice' and guidelines for publishing to effectiveness of publishers' web sites and printing books and journal issues on-demand. These workshops were undoubtedly not meant to train future publishers but to foster librarians' understanding of publishing activities and to offer publishers insight into customers' needs.

*E-resources and digital libraries*

After the general description based on the JSTOR functions and the study of relative importance of themes according to their frequency, a third approach examines whether the content of workshops is related to the emerging digital library.

The 1990 programme includes only one workshop directly related to the digital library: 'choosing secondary sources: the online, hardcopy, CD ROM dilemma'. But by 1991 and 1992, the conferences already included 12 relevant topics, mostly dealing with automation, new software and technology, and online journal content. Surprisingly, one dealt with a brand new problem: 'Bypassing the library: the impact of end-user searching'. In 1991, even though nobody spoke about a 'Google effect', this workshop already identified the underlying problem and anticipated its consequences for libraries.

From then on, the number of workshops that focused on themes related to digital libraries increased steadily (Figure 1).

As the number of these workshops increased, the topics diversified. Content regarding information technology has predominated. But three other 'digital' issues have steadily emerged: legal aspects, evaluation and performance measures, and questions concerning formats and norms.

The workshops about organizational and human resources aspects of serials management began only in the last years of the twentieth century to give greater attention to the problems associated with the emerging digital library. 'Promotion and training for e-serials' was organized in 1999, 'changing patterns of work' was first debated in 2001, and strategies for moving from print to e-serials and scenario planning were topics from the 2002 conference.

Only half of the 31 acquisition-related workshops were directly linked to the digital library. Themes like pricing issues, consolidation services,

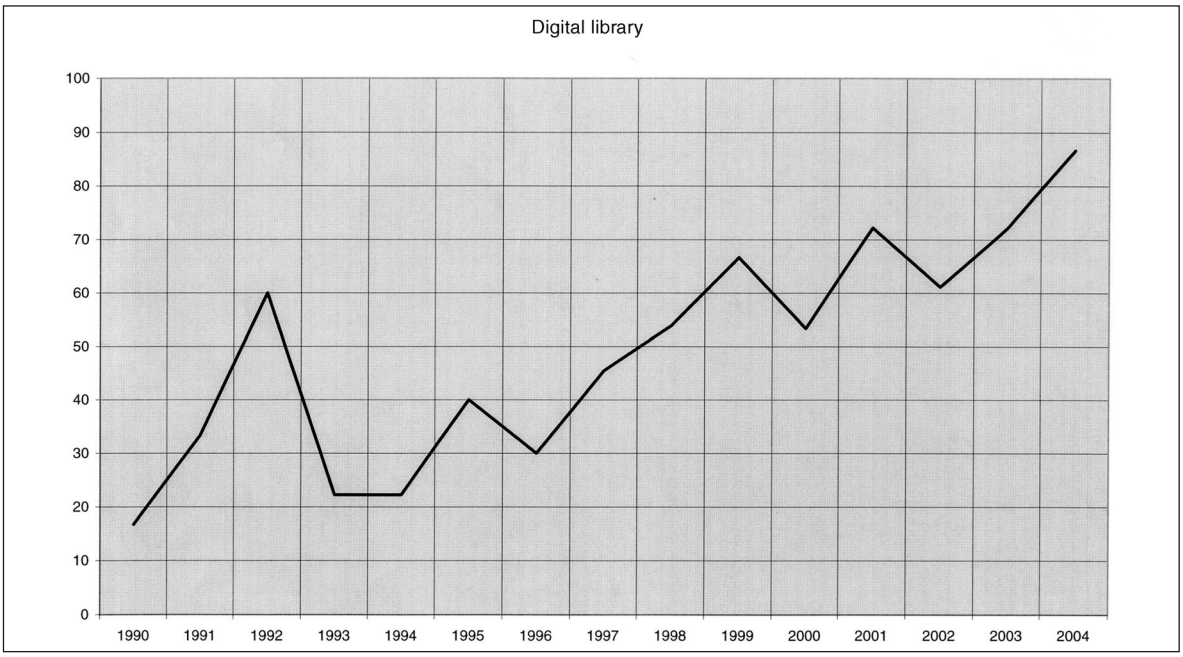


*Figure 1. Number of themes related to digital libraries 1990–2004 (in %)*

back issues, claiming procedures, impact factors and currencies persisted and are traditional topics for serials librarians. However, information and debates about the e-serials market and consortial offers have dominated the sessions from 2001 onwards.

*The charts – booking statistics*

The fourth and last statistical approach to the UKSG workshops is based on the booking statistics. These statistics reflect the concern of conference organizers and the interest of participants, as the number of attendees per workshop seems to be determined by both choice of room capacity (i.e. upper limit) and individual booking decisions. No programme committee would choose a small room for a theme for which it expects a large audience, and no professional attendee would opt for subjects without practical interest. So, the study of booking statistics may allow another and complementary view on the relative importance of issues.

6,230 registrations for 99 workshops from the 1999–2004 conferences were examined. Most of the workshops were repeated two or three times. The attendance varied from less than 10 to more than 70 participants. The distribution of attendance figures confirms the former content analysis. Workshops that focused on information systems and software tools caught 22% of the overall attendance, followed by those on acquisition-related matters (18%), human resources and organizational aspects (16%) and cataloguing and standards (14%).

Table 2 shows the three most important workshops for each conference, based on registration for the sessions. These 18 workshops attracted 36% of all bookings between 1999 and 2004. The preferred themes are wide-ranging and cover the digital librarians' major centres of interest of the moment: legal aspects and digital rights management, usage statistics and monitoring, linking, electronic resource management tools, consortial offers and market developments, standards and cataloguing issues.

*Specific features of the sessions*

The last part of this analysis is devoted to more general issues that seem to be characteristics of the UKSG workshops and may help to understand the success of this special form of vocational training. In reviewing the various workshop formats, four main domains can be discerned. The analysis applies to all 183 workshops, even if the examples supplied are limited to the 1999–2004 conferences.

*Information vs. practical issues* First of all, a continuum of formats from precise, theoretical and more abstract information to workshops on practical issues can be discerned. Typical examples

| Year | Registrations | Theme | Bookings |
|---|---|---|---|
| 1999 | 859 | Promotion and training for e-journals | 113 |
| 1999 | | Licensing issues (I) | 106 |
| 1999 | | Licensing issues (II) | 96 |
| 2000 | 871 | Emerging standards and conventions in electronic journals | 150 |
| 2000 | | Publisher/library co-operation in promoting e-journal usage | 117 |
| 2000 | | Monitoring e-journal usage | 105 |
| 2001 | 1103 | Electronic-only journals: issues for publishers and librarians | 158 |
| 2001 | | Linking | 120 |
| 2001 | | Electronic copyright issues | 89 |
| 2002 | 1097 | E-journal management and control systems | 169 |
| 2002 | | Emerging standards for libraries and publishers | 131 |
| 2002 | | SFX linking | 125 |
| 2003 | 1118 | COUNTER – working to make online usage statistics more meaningful | 133 |
| 2003 | | E-books: what does the future hold? | 122 |
| 2003 | | Authentication and authorization for electronic resources | 113 |
| 2004 | 1182 | JISC and its journal-related activities: NESLi2 and beyond | 138 |
| 2004 | | COUNTER: increasing the value of online usage statistics | 119 |
| 2004 | | Link resolvers | 113 |

*Table 2. The most important workshops 1999–2004 (second column: all registrations for each year)*

for 'course-like' sessions were the introduction to electronic copyright issues (a British Library workshop in 2001), the workshop on recent developments in serials cataloguing (revision in progress on chapters 9 and 12 of AACR2, a workshop also held in 2001), and the information about authentication and authorization for electronic resources from the 2003 conference. Two 2003 workshops that looked at practical issues of designing effective web sites and of creating institutional e-print repositories – workshops where participants didn't learn about something but instead gained hands-on experience and learned how to do it – are examples of more practice-centred workshops.

*Exchange vs. recommendations* A second issue differentiates workshops that offer opportunities for information exchange and debate and those that focus on results. Typical examples for the first category were the 1999 sessions on licensing issues and the 2002 workshop on remote access to e-journals. In both cases, the speakers proposed a forum for debate and facilitated an exchange on experiences and problems without necessarily trying to find answers or solutions.

Examples of sessions centred on results were one that formulated 'minimum requirements' with selection criteria for serials management software (1999) and another that drew a list of desired features of e-serials management systems (2002). The leaders set a target, and the result was meant to be useful for participants and even non-attendees. Further examples of results-centred workshops are: suggestions for improvements of support services for e-journals (2000), recommendations for information and communication between publishers, agents and librarians (2002 and 2003), evaluation of success factors for strategies to move from print to e-journals (2002), and the 2004 session on recommendations for the development of the informal UKSG mailing list 'lis-e-journals'.

*Projects vs. products* A third approach distinguishes between sessions that are part of an ongoing research or co-operative project and those related to specific products or services. Sessions from the first category present results, and the debate and conclusions generated contribute to the project in progress. Some examples of these are: the workshops on the national union catalogue, SUNCAT, or on the COUNTER project in 2003 and 2004, the workshop on performance measures for the electronic library in 1999, or the 2002 session on new emerging or revised standards that was part of a strategy of information and implementation through professional associations, events and seminars (UKSG, IFLA etc.).

Other workshops and briefing sessions were committed to the presentation and discussion of commercial tools and products, a sort of enhanced product review that incorporates the feedback of present and/or future customers. Two examples are: the sessions on the ISI impact factors in 2000 and on the SFX link resolver in 2002.

*The good mix of participants* The last specific feature is certainly not the least important. Less dominated by librarians than other serials groups (Fyfe 2000[3]), the UKSG conferences offer a unique forum for librarians, for-profit and not-for-profit publishers and vendors from the UK and overseas. This "stimulating mix" of participants from all serials-related sectors is one of the main characteristics and success factors of all workshops and briefing sessions.

Even if some workshops were designed for a limited group (for example, a National Health Service workshop in 2002), most were built on the "good mix of librarians, intermediaries and publishers", as described by Roger Brown, leader of a workshop in 2001[4]. Leaders and attendees considered this 'good mix' as a condition that a workshop went well, a condition for debate, exchange of views and "that dynamic interaction between the many different players in the information chain that makes the UKSG Conference so useful". When this balance was not right, as Brown explained, it made the leader's job "a tough one" and the discussion less interesting.

Sometimes the 'mix of leaders' facilitated this good mix of participants. At least 15 sessions were prepared and managed by experts from different institutions and sectors (government/corporate, vendor/academic, publisher/agent, etc.). Typical 'mixed' workshops were on service level agreements (1995), tendering for library services and supplies (1998), e-procurement in partnership (2002), building relationships in the information chain (2003) and metadata (2004).

The rich diversity of session leaders surely was another condition for these "perfect forums for a rounded discussion" (workshop on e-books in the 2003 conference). The programme committees can be proud of having mobilized more than 150 speakers from in excess of 100 different public and corporate organizations since 1990, most of them not professional trainers but 'only' colleagues with experience and motivation.

## Conclusion

This article opened with the remark that most of what was discussed as 'the future' in 1990 became an actual part of our professional life, but that other concepts have not taken hold, and that some of what we talked about still remains science fiction. Automation and management of e-serials have become the reality of our digital library environment. On the other hand, the 'Google effect', digital rights management and changing patterns of work are questions that remain to be resolved. As to 'science fiction', living and working in 'perfect harmony', making 'winning deals' and challenging the crisis in scholarly communication – all themes of past workshops – are still topics for the future.

Although I am not involved in preparing the 2005 workshops, I suspect that legal aspects (licensing, DRM) and questions related to preservation and archiving will gain importance, if not for 2005, then in future UKSG conferences. Additionally, sessions may allocate more time to discussion of 'big deals', to pricing models and usage statistics, and to 'unbundling'. But whatever workshops are offered, it is a virtual certainty that the topics and debates offered will interest those from the UK or overseas who are interested in the evolution of information professionals and the digital library. Rendezvous at Edinburgh!

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Special thanks to Alison Whitehorn and Karen Sadler for the conference programmes and attendance statistics.

**Joachim Schöpfel**
**Head of Library and Document Delivery**
**INIST-CNRS**
**2, allée du Parc de Brabois**
**54514 Vandoeuvre-lès-Nancy**
**France**
**Tel: +33 (0) 383 504764**
**E-mail: schopfel@inist.fr**
**http://www.inist.fr**

## Appendix – Workshop topics from 1990–2004

| Year | Topic (Workshops) |
|---|---|
| 1990 | Price indices |
| 1990 | Third world serials |
| 1990 | Library/trade relationships |
| 1990 | Training for serials |
| 1990 | Do it yourself: the problems of the small library |
| 1990 | Choosing secondary sources: the online, hardcopy, CD ROM dilemma |
| 1991 | Claims: is automation the answer? |
| 1991 | What do you want from your subscription agent? |
| 1991 | Bypassing the library: the impact of end-user searching |
| 1991 | Good practice for serials publishing |
| 1991 | Automated serial systems |
| 1991 | Spreadsheet and database applications |
| 1992 | Continuations: books, serials or a nuisance? |
| 1992 | Libraries and suppliers: automated links |
| 1992 | Stress management |
| 1992 | How good is your office environment? |
| 1992 | Journal contents online |
| 1992 | The impact of the electronic journal on the serials industry |
| 1992 | DTP in libraries |
| 1992 | Networking CD ROM |
| 1992 | Shared serials databases |
| 1992 | Electro-copying and copyright |
| 1993 | Serials pricing |
| 1993 | Assessing, selecting and evaluating suppliers |
| 1993 | Trade/library relationships |
| 1993 | User surveys |
| 1993 | Copyright: why it matters and where it's heading |
| 1993 | Effective presentation skills |
| 1993 | Guidelines for serial publications |
| 1993 | Downloading and personal bibliographic software |
| 1993 | Network access to serials information |
| 1994 | ICEDIS: EDI between subscription agents and journal publishers |
| 1994 | Serials automation |
| 1994 | Going out to tender |
| 1994 | Subscription agents: their expanding role |
| 1994 | Exploitation and marketing of serials collections |
| 1994 | Contracting out library services |
| 1994 | Keeping in touch: networking in the small library |
| 1994 | Exploring campus-wide information services (CWIS) |
| 1994 | Courseware and copyright |
| 1995 | Electronic links between libraries and suppliers |
| 1995 | Procurement and tendering |
| 1995 | Service level agreements |
| 1995 | Marketing serials: the employment of AIDA |
| 1995 | Serials in the special library |
| 1995 | Recruitement – guidelines for good practice |
| 1995 | Who needs printed abstracts? |
| 1995 | Licensing CD ROMs |
| 1995 | Electronic journals: access and bibliographical control |
| 1995 | Electrocopying |
| 1996 | Periodical price indices |
| 1996 | Consolidation services |
| 1996 | EDI |
| 1996 | The claims triangle |
| 1996 | Measuring journals usage |
| 1996 | Current awareness for corporate libraries |
| 1996 | Training for serials |
| 1996 | Serials sources on the Internet |
| 1996 | Serials cataloguing |
| 1996 | Setting up a World Wide Web Home Page |
| 1997 | Serials in special libraries and corporate expectations: he who pays the piper calls the tune |
| 1997 | Official publications: towards the millennium |
| 1997 | Library management systems and serials |
| 1997 | Developments at the ISSN UK Centre |
| 1997 | Focus groups |
| 1997 | Training for change |
| 1997 | Bridging the gap – CD ROMs |
| 1997 | Article identifiers in an electronic world |
| 1997 | Electronic current awareness and document supply |
| 1997 | Subject searching on the Internet |
| 1997 | Electronic copyright |
| 1998 | Serials pricing issues |
| 1998 | Tendering for library services and supplies |
| 1998 | Bibliographic control of serials |
| 1998 | Document delivery options |
| 1998 | Outsourcing |
| 1998 | What next for organizational libraries? |
| 1998 | A beginner's guide to electronic library formats |
| 1998 | Understanding licensing agreements |
| 1998 | Linking quality information resources on the web |
| 1998 | Evaluating and measuring usage of e-journals |
| 1998 | Web design, structure and management |
| 1998 | Electronic copyright permissions |

## Appendix – *continued*

| Year | Topic (Workshops) |
|---|---|
| 1998 | Managing the electronic journal |
| 1999 | Official publications |
| 1999 | Back issues: management, purchasing, developments |
| 1999 | User surveys |
| 1999 | Re-engineering library services: human resource management |
| 1999 | Developments in service delivery |
| 1999 | Internet search engines |
| 1999 | Serials management software |
| 1999 | Licensing issues (I) |
| 1999 | Licensing issues (II) |
| 1999 | Cataloguing e-journals/Web OPAC |
| 1999 | Promotion and training for e-journals |
| 1999 | Athens – Access Management service delivery on a national scale |
| 1999 | Performance measures for the electronic library |
| 1999 | Effective use of electronic information: the student and the tutor |
| 1999 | Effectiveness of publishers' web sites |
| 2000 | Everyone's a winner: A practical workshop on negotiating skills |
| 2000 | Document delivery in the corporate market |
| 2000 | Copyright issues: present and future |
| 2000 | Performance measurement for academic libraries |
| 2000 | Training to teach |
| 2000 | Benchmarking |
| 2000 | Project management: is it worth it? |
| 2000 | Recent developments in electronic library formats |
| 2000 | The preservation management of digital materials |
| 2000 | Emerging standards and conventions in electronic journals |
| 2000 | Metadata: what's all the fuss about? |
| 2000 | Monitoring e-journal usage |
| 2000 | Customer support – help desk for e-journals |
| 2000 | Copyright in the digital age: how will the proposed European Directive on Copyright affect your service? |
| 2000 | Publisher/library co-operation in promoting e-journal usage |
| 2001 | The role of currencies in subscription management: agents' and librarians' perspectives |
| 2001 | Impact factors: the arguments for and against |
| 2001 | Minimizing the cost of the claim process |
| 2001 | Developments in serials cataloguing |
| 2001 | Standards and interoperability |
| 2001 | Electronic-only journals: issues for publishers and librarians |
| 2001 | Winning deals: modelling and economic evaluation of NESLI offers |
| 2001 | The end user, the librarian and e-commerce: living in perfect harmony? |
| 2001 | E-journals and library management systems: what librarians want, what systems can offer |
| 2001 | Licensing issues |
| 2001 | Licensing serials – an interactive workshop |
| 2001 | Managing access to e-journals: challenges from a cataloguer |
| 2001 | E-journals usage statistics |
| 2001 | EEVL: context and content |
| 2001 | The latest web developments |
| 2001 | Linking |
| 2001 | Electronic copyright issues |
| 2001 | 21st century working – changing patterns of work |
| 2002 | Mechanisms for communicating between publishers and librarians |
| 2002 | Procuring the resources to establish a National Knowledge Service for health and social care |
| 2002 | Emerging standards for libraries and publishers |
| 2002 | Modernising document delivery |
| 2002 | Disability awareness and accessibility for the visually impaired |
| 2002 | Space and learning: designs for knowledge sharing |
| 2002 | Techniques for storytelling as a pratical tool |
| 2002 | MAGiC: shining a new light on a grey area |
| 2002 | E-procurement in partnership |
| 2002 | Tips and tricks for sourcing resources on the web and more effective internet searching |
| 2002 | Promoting e-journals |
| 2002 | Building communities with access management systems |
| 2002 | Remote access to e-journals |
| 2002 | E-journal management and control systems: the way forward or a road to nowhere? |
| 2002 | SFX linking |
| 2002 | Newcomers to serials |
| 2002 | Moving from print to electronic journals – strategies and structures |
| 2002 | Welcome to the future(s): an introduction to scenario planning |
| 2003 | Building relationships in the information chain |
| 2003 | Serials catalogues and cataloguing: SUNCAT and other UK developments |
| 2003 | Recent copyright developments |
| 2003 | Influencing paymasters using performance indicators |
| 2003 | Time to take control |
| 2003 | Challenging the crisis in scholarly communication: a role for the Open Archives Initiative (OAI) |
| 2003 | Local digital archives: some practical tips |
| 2003 | Consortium procurement of e-resources for Scottish public libraries |
| 2003 | E-books: what does the future hold? |
| 2003 | Acquiring software for resource discovery |
| 2003 | E-journal for beginners |
| 2003 | Letting the machine in – using open standards to support resource discovery and access |
| 2003 | COUNTER – working to make online usage statistics more meaningful |
| 2003 | Putting the 'e' into learning: implementing an e-only policy (the Glasgow Caledonian experience) |
| 2003 | Authentification and authorization for electronic resources |
| 2003 | Designing effective web sites |
| 2003 | Improving the web site accessibility |
| 2003 | E-journal admin – reducing the cost |
| 2004 | SUNCAT: www.suncat.ac.uk |
| 2004 | Getting to know you: helpful advice, useful tips and practical solutions for those new to serials |
| 2004 | JISC and its journals-related activities: NESLi2 and beyond |
| 2004 | Making the most of digital course readings – obtaining and accessing materials |
| 2004 | Metadata – it doesn't have to be boring! |
| 2004 | COUNTER: increasing the value of online usage statistics |
| 2004 | Using COUNTER statistics: a pratical perspective |
| 2004 | Link resolvers |
| 2004 | Open for business: Open Archives, OpenURL, RSS and the Dublin Core |
| 2004 | Resource discovery and e-journal linking services – issues for librarians, suppliers and publishers |
| 2004 | A copyright law for the digital age: the EU Copyright Directive and the changes to UK law |
| 2004 | Necessity is the mother of invention: print periodical relegation and disposal |
| 2004 | Widening participation: using electronic resources |
| 2004 | A problem shared – lis-e-journals@UKSG |
| 2004 | Printing on-demand for books and journal issues |

Supplementary material: Workshop attendee figures
http://uksg.metapress.com/openurl.asp?genre=article&id=doi:10.1629/17243