

Bibliography for KMPro, New England Chapter, Keeping Content Fresh
prepared by LWM Technology Services
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Eisenhart, Mary

Keeping it fresh. 2p. DestinationKM 09/01/2001

<http://www.destinationkm.com/articles/default.asp?ArticleID=333&KeyWords=Keeping++AND+fresh>

A. T. Kearney's (subsidiary of EDS) e-learning model for sharing best practices.

Hafner, Katie

Old Search Engine, the Library, Tries to Fit Into a Google World. 2p. NY Times

06/21/2004

<http://www.nytimes.com/2004/06/21/technology/21LIBR.html?pagewanted=1&th>

Describes the disparity between research through Web search engines which only capture static Web pages and research databases that reveal content on the "deep Web." Does not point out that most scholarly work is accessible only through subscriptions or paid access.

McGovern, Gerry

Information architecture made as simple as possible - and no simpler. 1p. UIE

11/04/2003

http://www.uieroadshow.com/articles/mcgovern_article_2.html

Focus on four things:

- Rapid Classification Design
- Creating a Familiar Architecture
- Metadata
- Simple Navigation

Schroeder, Jr., Alan T.

The Legend of Lost Links; if your research depends on a citation that's moved, read this. 3p. Darwin 06/01/2004

<http://www.darwinmag.com/read/060104/links.html>

Brings the problem of maintaining dynamic URLs to the forefront by pointing out the dependencies on URLs by researchers of all types, and records management professionals. It also reveals the development of the PURL (persistent URL) system development by OCLC. With libraries increasingly abandoning paper collections for electronic, we may be in for a very rough haul trying to get back what is lost. URI (universal record identifier) research is also mentioned.

Ware, Lorraine Cosgrove

Portals Showing Measurable ROI. 1p. CIO 06/01/2003

http://www.cio.com/archive/060103/tl_numbers.html

Results of a Delphi study are summarized. Most implementations showed measurable net gains of 250 studied. Best reasons to implement: accelerated time to market, increased productivity, reduced employee search time, shift to Web customer support, reduced paper consumption. Poor reasons include: employee satisfaction, standardizing communications, employee self-service, and enterprise-wide searching for internal company information.