ENVIRONMENT AGENCY
NATIONAL LIBRARY AND INFORMATION SERVICE

By

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Presentation Outline

- The organisation
- History of library & information services in the agency
- Service objectives
- Achievements so far
- Future direction

The Organisation

- Formed in 1996 - from NRA, HMIP and local authority Waste Management functions
- Responsible for ' protecting the environment' through
  - regulating industry
  - influencing to achieve improved environmental management / developing the 'science ' through research and monitoring

Facts and Figures

- Remit is England / Wales
- DETR are sponsoring government department
- Approximately 10,000 employees
- Head Office in Bristol / 8 regions
- Approximately 90 offices

LIS History

- Little!
- Some regions ran ' libraries' inherited from NRA
- Lack of 'library' culture, little sharing of information resources or knowledge about information needs
- Waste/duplication no knowledge of resources purchased

LIS History

- 1996 - Vision by Head of SATIS
- 1997 - Report produced by consultants
- 1997 - Business case produced
- 1998 - Head of NLIS appointed
- Recruitment continuing

NLIS Structure

- Sits within SATIS Directory
- Head Of NLIS
- CCU - Central Coordinating Unit
- Regional Information Centres

Service Objectives

- Providing access to up to date and appropriate information to help agency staff do their jobs - primarily an internally facing service
- Supporting the delivery of environmental information to external customers - working with customer contact staff
- Provide good value for money

Achievements So Far

- National Service set up in April 1998 - to provide consistent services across Agency
- Team of 23 staff, dispersed across the Agency
- Network of 9 Information Centres developed
- Library management system (OLIB) implemented

More Progress

- Improved access to information about resources - OLIB database being rolled out to desktops
- All purchasing of books/journals now managed by service - reduces duplication
- Development of electronic information resources - Dialog/Datastar/Cambridge Scientific Abstracts etc.

Information Provision

- Presentations and talking to users
- Induction
- Roadshows
- Information points/nodes
- Training

The Future

- Still proving that we are needed
- Changing culture - sharing information
- Developing our subject expertise, a just in time rather than a just in case approach
- End user access to information - through intranet
- Changing roles - LIS staff will be enablers rather than gatekeepers

Intranet and Knowledge Management

- Pilot intranet in place - since January
- Service has managed content elements of pilot project
- Will manage intranet in future - information management skills recognised
- Intranet will underpin the emerging Knowledge Management strategy

Conclusion

- Agency is gradually recognising the value which a well managed LIS can bring
- Managing knowledge/information and data rising up the agenda
- Good news for us!