

### About the Jinfo Newsletter

The Jinfo Newsletter is a summary of the latest listings in the Jinfo database at:

<http://www.jinfo.com/>

Please forward this Newsletter to anyone who may find it useful.

To subscribe to the Jinfo Newsletter or to modify your subscription, login to your account at <http://www.jinfo.com/subs/> or send an email to [support@jinfo.com](mailto:support@jinfo.com).

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### Just a few days left: nominate an information vendor today

This is your last chance to reward excellence by nominating the online information vendor who, in your opinion, has provided you with outstanding customer service.

Cast your vote for this year's "Online Information/FreePint Award for Best Customer Service Team":

<<http://www.freepint.com/events/online-info-2005/>>

### Report Authors Reap Financial and Promotional Benefits

FreePint publishes and sells reports on a wide range of information-related topics. We work in partnership with authors and share the proceeds of sales.

If you have an idea for a report and would like to talk about it further, then find out more at:

<<http://www.freepint.com/author/report.htm>>

### Accentuate the positive - tips for handling rejection

A letter lands on your doormat. Your heart leaps for a second as it has the logo of the company you recently sent a job application to or had an interview with. Then you notice that it's a thin letter and your heart sinks. It could be an invitation to interview or a job offer but the chances are it's a polite 'thanks but no thanks'.

Rejection is never easy to take and a disheartening feeling after all the time and effort you have invested in preparing an application form or for an interview. However, receiving a rejection is not the end of the world and there are some attitudes and techniques you can adopt to help you handle it which I have learned over the years.

The first is not to take it personally. There may be any number of reasons why you weren't selected which are nothing to do with you. The employer might change their minds about needing anyone at all due to budgets or restructuring or they may decide midway through the process that they need someone more junior or senior. They could have had an internal candidate in mind all along and were merely going through the motions. Finally, you might not have been chosen because the employer simply felt that you would not fit in or be able to do the job. The employer knows their role and organisation better than you do. So maybe they have done you a favour. Would you really want to be a square peg in a round hole or leave after a week because the job was not right for you?

Another useful strategy is to never become emotionally attached to a particular application or make any future plans based on it. No job is 'yours' until you have signed a contract. If you don't think of a job as yours and remain detached, rejection is much easier to handle. Think of yourself as being coated in Teflon and let the rejection slide off you!

You can also adopt the attitude that it is their loss. There are many jobs out there but you are unique. By choosing not to hire you, an employer has missed out on the skills, experience and talent which you possess. It's true that they may have found someone else but they will never know what you alone could have brought to their role. Don't allow rejection to dent your confidence in your abilities or in you as a person.

Above all be positive. There are always more options and the job you've been rejected for, no matter how ideal it seemed, is not the only one out there. Take on board any positive and negative feedback you receive and move onwards and upwards. An even better job could be waiting just around the corner!

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Sanji Costa has been an information professional for several years, most of them spent as a company researcher, and is currently seeking a role in the not-for-profit sector.

## Online Information / FreePint Award for Best Customer Service Team

Which online information vendors offer high quality customer service?



Efficient and receptive customer facing account teams can considerably enhance online information products. Some vendors offer superb customer service initiatives which deserve recognition, and others should be encouraged to follow their lead.

This is your chance to reward excellence by nominating the online information vendor who, in your opinion, has provided you with outstanding customer service. Please nominate your choice using the link below and choose from the list of exhibitors at Online Information 2005.

These are some of the questions that you should consider when rating customer service:

- Is the online service technically robust?
- Does it provide easy help and support that is available when required?
- How much support do you receive with implementation and training?
- Do vendors meet you halfway & offer licences to suit your organisation?

The winner will be announced at the Awards Dinner on Wednesday 30 November 2005. Previous winners are Factiva, Xrefer & STN Agency UK.

Make your nomination today at:  
[www.freepint.com/events/online-info-2005/](http://www.freepint.com/events/online-info-2005/)

Thank you for taking part.  
*Olivia Freeman, Award Judge  
Trainer & Information Consultant*

## Latest Job Listings - 1 of 2

### **Part-time Information Assistant (added 15th September 2005)**

URL: <http://www.jinfo.com/go/j4417>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: Surrey, United Kingdom

### **Senior Cataloguer (added 15th September 2005)**

URL: <http://www.jinfo.com/go/j4416>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: London - Central, United Kingdom

### **Cataloguer (added 15th September 2005)**

URL: <http://www.jinfo.com/go/j4415>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: East Anglia, United Kingdom

### **Library & Information Executive (added 15th September 2005)**

URL: <http://www.jinfo.com/go/j4414>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: London, United Kingdom

### **Librarian (added 15th September 2005)**

URL: <http://www.jinfo.com/go/j4413>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: London - West, United Kingdom

### **Senior Information Assistant (added 15th September 2005)**

URL: <http://www.jinfo.com/go/j4412>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: London - Central, United Kingdom

### **Assistant Librarian (added 15th September 2005)**

URL: <http://www.jinfo.com/go/j4411>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: London - West, United Kingdom

### **Library Administrative Assistant (added 15th September 2005)**

URL: <http://www.jinfo.com/go/j4410>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: London - City, United Kingdom

### **Information Specialist (added 15th September 2005)**

URL: <http://www.jinfo.com/go/j4409>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: London - North, United Kingdom

### **Editor (added 15th September 2005)**

URL: <http://www.jinfo.com/go/j4408>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: Surrey, United Kingdom

### **Lead Researcher x3 (added 15th September 2005)**

URL: <http://www.jinfo.com/go/j4407>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: London - Central, United Kingdom

### **Business Information Researcher (added 9th September 2005)**

URL: <http://www.jinfo.com/go/j4406>  
Recruiter: Glen Recruitment  
Location: London, United Kingdom

### **Research & Knowledge Management Asst. (added 9th September 2005)**

URL: <http://www.jinfo.com/go/j4405>  
Recruiter: Glen Recruitment  
Location: London, United Kingdom

### **Knowledge Executive (added 9th September 2005)**

URL: <http://www.jinfo.com/go/j4404>  
Recruiter: Glen Recruitment  
Location: London, United Kingdom

### **Information Officer (Permanent & Temporary) (added 9th September 2005)**

URL: <http://www.jinfo.com/go/j4403>  
Recruiter: Glen Recruitment  
Location: London, United Kingdom

### **Legal Library Administrator (added 9th September 2005)**

URL: <http://www.jinfo.com/go/j4402>  
Recruiter: Glen Recruitment  
Location: London, United Kingdom

### **Cataloguer (added 9th September 2005)**

URL: <http://www.jinfo.com/go/j4401>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: London - Central, United Kingdom

### **Assistant Librarian (added 9th September 2005)**

URL: <http://www.jinfo.com/go/j4399>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: London - Central, United Kingdom

### **P/T Project Manager (added 9th September 2005)**

URL: <http://www.jinfo.com/go/j4398>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: South Coast, United Kingdom

### **LIS Administrator (added 9th September 2005)**

URL: <http://www.jinfo.com/go/j4397>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: London - City, United Kingdom

### **Records Manager (added 9th September 2005)**

URL: <http://www.jinfo.com/go/j4396>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: South West, United Kingdom

### **Information Officer (added 9th September 2005)**

URL: <http://www.jinfo.com/go/j4395>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: London - City, United Kingdom

### **Junior Researcher (added 7th September 2005)**

URL: <http://www.jinfo.com/go/j4394>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: London - Central, United Kingdom

### **Online Training and Support Consultants (added 7th September 2005)**

URL: <http://www.jinfo.com/go/j4393>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: London

## Latest Job Listings - 2 of 2

### Senior Account Managers (added 7th September 2005)

URL: <http://www.jinfo.com/go/j4392>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: London

### Sales Manager UK/Europe (added 7th September 2005)

URL: <http://www.jinfo.com/go/j4391>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: London

### Senior Sales Executive (added 7th September 2005)

URL: <http://www.jinfo.com/go/j4390>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: London

### Online Editors (added 7th September 2005)

URL: <http://www.jinfo.com/go/j4389>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: London

### Training / Support Consultant (added 7th September 2005)

URL: <http://www.jinfo.com/go/j4388>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: London

### Business Researcher (added 6th September 2005)

URL: <http://www.jinfo.com/go/j4385>  
Recruiter: Glen Recruitment  
Location: London, United Kingdom

### Information Researcher (added 6th September 2005)

URL: <http://www.jinfo.com/go/j4384>  
Recruiter: Glen Recruitment  
Location: London, United Kingdom

### Research Manager (added 6th September 2005)

URL: <http://www.jinfo.com/go/j4383>  
Recruiter: Glen Recruitment  
Location: London, United Kingdom

### Temp. Library & Information Executive (added 6th September 2005)

URL: <http://www.jinfo.com/go/j4382>  
Recruiter: Glen Recruitment  
Location: London, United Kingdom

### Information Manager (Singapore) (added 6th September 2005)

URL: <http://www.jinfo.com/go/j4381>  
Recruiter: Glen Recruitment  
Location: Singapore, Singapore

### Delphi Content Manager (added 2nd September 2005)

URL: <http://www.jinfo.com/go/j4379>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: London - Central, United Kingdom

### Information Specialist (added 2nd September 2005)

URL: <http://www.jinfo.com/go/j4378>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: London - City, United Kingdom

### Part-time Information Assistant (added 2nd September 2005)

URL: <http://www.jinfo.com/go/j4376>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: London - City, United Kingdom

### Librarian (added 2nd September 2005)

URL: <http://www.jinfo.com/go/j4375>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: London - West, United Kingdom

### Cataloguer (added 2nd September 2005)

URL: <http://www.jinfo.com/go/j4373>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: South Coast, United Kingdom

### Information Centre Assistant (added 2nd September 2005)

URL: <http://www.jinfo.com/go/j4372>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: Surrey, United Kingdom

### Researcher (added 2nd September 2005)

URL: <http://www.jinfo.com/go/j4371>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: India

### Lead Search Specialist (added 2nd September 2005)

URL: <http://www.jinfo.com/go/j4370>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: Berkshire, United Kingdom

### Information Officer (added 2nd September 2005)

URL: <http://www.jinfo.com/go/j4369>  
Recruiter: Sue Hill Recruitment and Services Limited  
Location: London - City, United Kingdom