Free Pint ®

Editorial

What a celebratory month June is turning out to be.

I'm not referring to The Queen's 50th Jubilee festivities, the World Cup, or even the number of bank holidays we've enjoyed recently.

What I am talking about is the fact that we've just welcomed the 50,000th member to the Free Pint community. Marga Dolk is a Library Manager at Corus Technology in the Netherlands and we've sent her a pack of Free Pint goodies to celebrate.

You might expect Free Pint's growth rate to start slowing, but it's actually speeding up. Last month we welcomed 1,500 new subscribers and 80% come through personal word-of-mouth recommendation.

We're also celebrating a 'Golden Candle Award' from the Open Source Intelligence (OSINT) movement for being "... at the forefront of peer-to-peer computing" <http://www.freepint.com/press>.

I couldn't pick up the award myself at the recent OSINT conference in Virginia (since I was speaking elsewhere), so it was a treat to receive it over a lunch this week at the Metropolitan Police's HQ at Scotland Yard. There's some great people and interesting developments in OSINT at the moment and so I'd urge you to check it out.

So, with all these celebrations, that's why I think "June Is Bustin' Out All Over"!

Back to today, and we bring you articles on site usability resources, international development, and the usual mix of tips and reviews.

News of our second Free Pint Content Management Exchange seminar spread quickly, and that is now full. Do check out our events on effective email newsletter publishing and developing a global Intranet which are also filling up nicely <http://www.freepint.com/exchange>.

I hope you're enjoying June as much as we are, and do keep spreading the word about Free Pint. Let's see how quickly we can sign up another 50,000 members and help them find great information resources on the Web too.

Best regards
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About Free Pint

Free Pint is an online community of information researchers. Members receive this free newsletter every two weeks packed with tips on finding quality and reliable business information on the Internet.

Joining is free at <http://www.freepint.com/> and provides access to the substantial archive of articles, book reviews, jobs, industry news & events, with answers to your research questions and networking at the Free Pint Bar. Pay to upgrade your membership and also receive the weekly Free Pint Pub Crawl current awareness newsletter.

Please circulate this newsletter which is best read when printed out. To receive the Adobe Acrobat version as an attachment or a brief notification when it's online, visit <http://www.freepint.com/member>.

Free Pint Gold

This time last year we were obviously anticipating our new series of 'Exchange' seminars since we looked at conference information on the Web. Did you hear about the Dyslexic Witch? If not then you must read the article on dyslexia resources.

- Free Pint No.89, 7th June 2001. "Conference Information and the Internet" and "Dyslexia Resources" <http://www.freepint.com/issues/070601.htm>

Two years ago there were articles about the UK insurance industry online, and an introduction to the Invisible Web by one of the co-authors of our 50,000th-new-member-welcome-pack-book.

- Free Pint No.64, 8th June 2000. "Understanding Insurance" and "The Invisible Web" <http://www.freepint.com/issues/080600.htm>

In 1999, we looked at what weather resources on the Web offer, and what they don't. We dipped into the search engine strategy arena (so ably served by SearchEngineWatch) with discussion of how search engines were trying to make ends meet at that time.

- Free Pint No.40, 10th June 1999. "Weather Sources on the Web" and "Searching for Mammon - Search engine business models" <http://www.freepint.com/issues/100699.htm>

Two how-to articles appeared four years ago. One with ten quick steps to Web site marketing, and the other by Free Pint's William on running a survey on the Net. Things have probably moved on though in the four years since that advice was given.

- Free Pint No.16, 11th June 1998. "Web Site Marketing - How do they do that?" and "How to run a survey on the Net" <http://www.freepint.com/issues/110698.htm>

My Favourite Tipples
from Elizabeth Berman

- **esp@cenet**
  <http://gb.espacenet.com/> - Gateway to patents search engine that finds European, US and Japanese patent applications using one search form. Images of patents available in pdf format.

- **The International Nomenclature of Cosmetic Ingredients**
  <http://dg3.eudra.org/F3/home.html> - Index of cosmetic ingredients searchable by EINECS number, CAS number or chemical name. Tables provide designation numbers, use and more detailed chemical names.

- **Doctor's Guide**
  <http://www.docguide.com/> - Source for medical news, webcasts and recent journal articles on diseases or specialties. Also has lists of recently approved drugs, upcoming medical congresses and Medline access.

- **disABILITY Information and Resources**
  <http://www.makoa.org/> - Extensive list of disability links sorted by category. These include medical information, support groups, politics, resources and shopping.

- **Recipe Source**
  <http://www.recipesource.com/> - Massive database of recipes searchable by region (area of the world) or by type (main dish, soup, holidays, etc.)

Elizabeth Berman is the principal for Informed Source. She provides information retrieval and analysis for the Pharmaceutical, Medical and Consumer Products industries.

Email your top five favourite Web sites to <simon@freepint.com> or see the guidelines at <http://www.freepint.com/author.htm>.

Free Pint Bar
In Association with Factiva
a Dow Jones & Reuters Company
Reviewed by Simon Collery
<http://www.freepint.com/issues/130602.htm#bar>

Free Pint Bar <http://www.freepint.com/bar>

[Note: To read a posting enter the message number in place of XXXXX in the address
<http://www.freepint.com/go/bXXXXX>]

We've had a call in the Bar for information professionals who use database providers to say what they like and dislike about the services they receive (18160). Someone has kicked off the discussion by asking to what extent information scientists are involved in the creation of these resources or is their development mainly driven by IT people.

There's also a number of research questions that have not received any answer yet. They were about PC sales data for 2001 (18001), free business-to-business research sites (17967), resources that list forthcoming events, anniversaries, etc., (18082), information management strategies (18075) and international company directories (18169).

Other unanswered queries were about verifying non-UK police checks (18099), finding a list of medium sized media buyers (18067), sample quality standards documents and how to provide a risk checking service (18161), reports on the European home furniture market (18146) and examples of companies that have narrowed or changed their original market focus (18153).

Postings about sales of psychometric tests (17934), protection for company and domain names (17964), UK Web sites that are of significant size (18029), directories of UK community groups (17959), the availability of educational DVD products in the arts and humanities (18084) and the location of a certain obituary (17976) are in need of answers too, if you happen to know about such things.

There were resources recommended and suggested covering international address data (17953), UK library provisions for students with disabilities (17928), specifications and legal requirements for gas supplies in the food processing industry (18004), the occupations of engineering graduates (18083) and sources of European election result news (18139).

We've also heard about sources of non-US social security sites (18063), invisible Web resources (17972), some useful bookmarklets (17966) and the latest issue of the Internet Resources Newsletter, for those who like to keep up with new and recently updated sites (18053). Tipples in the last few weeks included some handy global data sites (18142) and a site that should help you if you are fighting spam (18070).

The latest techie questions have been about the Hydra program management software and people's experiences of

it (17992), UDP datagrams and what they are (17979), examples of effectively mixed design and accessibility on Web sites (17958), adding sound to sites (18126), finding lost emails on Outlook Express 5 (18081), saving and keeping track of Web pages (18124), undisclosed recipient problems (18016) and mapping people's movements around a site (18008).

There have been miscellaneous postings about locating a quotation (18032), locating a quotation source (18058), locating an author's Web site (17935), identifying the status of Wales (18009), finding the name of a ship (18031), working in Saudi Arabia (17927), finding a distance course in information science (18100), establishing the origin of BC (18047), advice on setting up a sales consultancy (17987) and purchasing a cheap phone redirection service (18093).

Free Pint Student Bar
<http://www.freepint.com/student>

[Note: To read a posting enter the message number in place of XXXX in the address
<http://www.freepint.com/go/sXXXX>]

In the Student Bar there have been queries about people's experiences of pre library school training (2525) and Internet connectivity in European public libraries (2524).

Simon Collery, Content Developer
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To have the latest Bar postings sent to you every other day, log in to your account online at
<http://www.freepint.com/member>.

Free Pint Pub Crawl Free Trial

We're sure you've heard about the Pub Crawl monitoring vast numbers of information-related publication sites in its weekly update.

To find out what all the fuss is about, take out a trial or purchase an annual subscription at:
<http://www.freepint.com/pubcrawl>

Free Pint Jobs
<http://www.freepint.com/jobs>

As well as the selected listings below, check out the weekly Bar postings which list the latest additions to Free Pint Jobs. This week's can be found at <http://www.freepint.com/go/b18159> and last week's at <http://www.freepint.com/go/b18049>.

Here are some of the latest featured jobs:

European Information Officer
<http://www.freepint.com/go/j1826>
Information Officer with second European Language. Central London.
Provide information on EU issues. 19,000 GBP.
Recruiter: Glen Recruitment

Junior Researcher
<http://www.freepint.com/go/j1841>
Excellent opportunity for recent graduate in professional services company. Learn about knowledge store of a multinational corporate.
Recruiter: Recruit Media

Current Awareness Librarian
<http://www.freepint.com/go/j1843>
Develop a current awareness service in a busy law firm - part of a team of 13 - and undertake extensive research enquiry work.
Recruiter: Sue Hill Recruitment

[The above jobs are paid listings]

Free Pint Jobs is a great place for finding and advertising information-related vacancies.

Candidates can search the database for free, and set up a profile to be notified weekly of relevant new vacancies.

Advertisers will receive significant publicity for listed vacancies, and jobs will be matched against the 500+ stored job seeker profiles.

Find out more today at <http://www.freepint.com/jobs>

Events
<http://www.freepint.com/events>

The Free Pint Email Publishing Exchange in West London on the 4th and 16th July 2002 will look at the many aspects to successful email newsletter publishing (managing subscribers, distribution, finance, content management, etc.) <http://www.freepint.com/go/e141>. Meanwhile, the Intranet Exchange on July 11th covers the practical issues in developing an intranet in a global organisation <http://www.freepint.com/go/e142>.

Make a date to attend the "Library + Information Show" in London's Docklands where they will showcase library-related products and services, along with a number of free talks <http://www.freepint.com/go/e131>. The Construction Industry Information Group's (CIIG) "Construction Info. Forum" is also in London <http://www.freepint.com/go/e145>.

Further afield, the Aslib Midlands Branch event "Surviving as a new manager" is in Corby <http://www.freepint.com/go/e144>, and the "My Humbul Summer Seminar: Online Resource Discovery and Use" in Oxford focuses on humanities resources <http://www.freepint.com/go/e146>.

Finally stateside, Frost & Sullivan have their "3rd Annual Internet Marketing Strategies Executive Summit" on the West Coast <http://www.freepint.com/go/e125> and "Transforming Your Business Using CRM & PRM: 3rd Annual Executive Summit" on the East Coast <http://www.freepint.com/go/e126>.

Find out more about these and other information industry conferences on the Free Pint Events page <http://www.freepint.com/events>.

Submit details of your event anywhere in the world for free promotion, and keep us informed of any changes to current listings.

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"Super Searchers Go To The Source"
Written by Risa Sacks,
Reva Basch (Editor)
Reviewed by Helen Clegg

The latest offering from the Super Searchers series, this book aims to illustrate that by going straight to the source, serious researchers can gain very valuable information, which just isn't available from secondary, published sources.

Going straight to the source involves telephone research, face-to-face interviewing, direct observation and checking public records. Primary research skills don't seem to be taught much and many people are scared of using them because they haven't had much practice. The benefits, however, can be extremely worthwhile. A telephone interview could confirm a market trend or a company strategy or a face-to-face interview might give you that extra piece of information that makes your research stand out from the crowd.

This book is invaluable for researchers needing to learn more about the different primary research techniques. It's broadly divided into four sections covering primary research, interview skills, competitive intelligence, private investigation and public records, and primary research for journalists. Each of the twelve chapters takes the form of an interview between Risa Sacks and a practitioner, which makes for really easy reading and absorption of the material - it's just like sitting in on a conversation. The practitioners have an interesting mix of backgrounds and practice in a wide range of environments, so there's an incredible amount of experience captured in the book. You'll pick up tips and tricks from a freelance health-care futurist, a self-employed private investigator, a competitive intelligence specialist, a researcher in a large corporation, a

telephone researcher and a New York Times reporter. For example, when asked if she uses discussion groups or email lists, Robyn Yarmovsky responds that she keeps tabs on Buslib-L, Web4Lib and the Free Pint Bar!

Key take-aways are summarized at the end of each interview, there's a useful appendix of referenced sites and sources and the book has a comprehensive index - all of which help make the book a useful reference tool to have to hand.

One point to note is that the book is very US-oriented. All but two of the twelve practitioners are based in the States and their experiences reflect their location. So if you are based in another country, it is very likely that some of the techniques recommended won't work, due to cultural differences. This is emphasised in the interview with Andrew Pollard, a UK-based competitor intelligence practitioner, who comments, "The American culture is much more open and willing to talk. Not in all cases, but you can get much more information from the phone ... It's much more difficult on the Continent. They will want to know who you are, where you come from, why you want to know and more. They won't talk much, in fact, they'll often put the phone down." And he continues, "No company that wants to get information out of a French national should ever use anything other than a French national."

The interviews with practitioners using public records as primary sources are also of limited use to researchers based outside the United States, primarily because of unfamiliarity with the sources mentioned, but also because public records resources differ greatly from country to country.

Despite it's US bias, this book is still worth reading if you want to increase your knowledge of interviewing techniques and discover how going straight to the source can improve your research results. It opens your mind to thinking about the benefits of primary research and makes you wonder why the subject isn't given more prominence on library and information management courses today.

Helen Clegg is Market Analyst with R.R. Donnelley Europe in Amsterdam. She holds a B.A. Honours in French & German and an M.Sc. in Library and Information Studies. Helen is a frequent contributor to Free Pint and has also written for the US Online magazine. Helen can be contacted at
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Related Free Pint links:

- Find out more about this book online at the Free Pint Bookshelf <http://www.freepint.com/bookshelf/source.htm>

- Read customer comments and buy this book at Amazon.co.uk <http://www.amazon.co.uk/exec/obidos/ASIN/0910965536/freepint0c> or Amazon.com <http://www.amazon.com/exec/obidos/ASIN/0910965536/freepint00>

- "Super Searchers Go To The Source" ISBN 0910965536 published by Cyberage Books written by Risa Sacks, Reva Basch (Editor)

- Search for and purchase any book from Amazon via the Free Pint Bookshelf at <http://www.freepint.com/bookshelf>

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To propose an information-related book for review, send details to <bookshelf@freepint.com>.

Tips Article
<http://www.freepint.com/issues/130602.htm#tips>

"Web Site Usability Resources"
By Tim Houghton

Introduction

"To be usable, an interface must let the people who use the product, working in their own physical, social, and cultural environments, accomplish their goals and tasks effectively and efficiently" - Tom Farrell.

Web site usability is the practice of creating web sites that are easy to use. Often also termed user-centric design. It sounds obvious but in fact it has taken 'usability' several years to climb steadily but inexorably up the agendas of those who commission, design and maintain web sites.

This article does not attempt to offer usability tips, or advise on how to run usability tests; instead it provides links to information for those interested in this topic whether they are researchers, designers or web site owners. It is pitched at an elementary level and so will probably be most useful to those who are new to the subject.

Where to Start?

OK, so where to start? Well ironically, switching off your screen and curling up with a good book may be the best way forward. Whilst the web is a wonderful resource for digging up information and linking disparate sources, it is often not the best medium for the development of a linear argument and the understanding of basic principles.

My suggestions for introductory texts are:

Jakob Nielsen - 'Designing Web Usability: The Practice of Simplicity'. This book came out in 2000 and in total has now sold over 250,000 copies. Jakob is probably the best known usability guru and whilst there may be parts of his advice with which you may strongly disagree (are splash screens really always bad?) the book is an excellent introduction that has stood the test of time. For a useful precis of the book's main points see this Web Reference article which came out in 2000 <http://www.webreference.com/new/nielsen.html>.

In a slightly lighter vain, 'Don't Make Me Think!' by Steve Krug is a useful book that entertains whilst it informs. Again it sets out principles for usability rather than going too deeply into the How To's of HTML coding.

'The Art and Science of Web Design' by Jeffrey Veen adopts a more creative/design driven approach to the issue of usability (he used to run HotWired.com) providing a counterpoint to the more engineering/science driven approach adopted by Jakob. The tension between art and science, or form and function is one that runs through much of the usability debate.

Usability News

Having understood the fundamentals of building user-centric web sites you can then keep up with the latest issues via some or all of the following:

Usability News <http://www.usabilitynews.com> Does what the URL says! Well written articles plus events and jobs from a UK based team. There is an e-mail newsletter also.

Useit.com <http://useit.com> Jakob Nielsen's personal site which contains links to other articles he has written plus his bi-weekly 'Alertbox' column. You'll notice several other sites in this article are in a very similar style to this one as this is effectively his 'template'.

FrontEnd Infocentre <http://infocentre.frontend.com/servlet/Infocentre> A good selection of articles maintained by the interface design specialists FrontEnd.

Tomalak's Realm <http://www.tomalak.org/> Looks very like Useit.com. It contains summaries and links to articles concerning strategic web design issues, many of which address site usability.

Bohmann Usability <http://www.bohmann.dk> Collection of articles (mostly) about usability from Kristoffer Bohmann, a Danish consultant. Some are rather short but he's not a fence sitter so they can be stimulating.

UsableWeb <http://usableweb.com> A usability portal rather than a news site. It hasn't been updated much in 2002 but there are still an awful lot of good links on here. It covers 'information architecture' also, a close relation (some would say a sub-set) of usability.

DIY Usability and HTML Standards

Having cracked the jargon and got up to speed on what's happening in the industry you may feel its time to start improving your own site. The best way to do so is to use actual usability testing. In other words observe users interacting with your site and then incorporate their feedback into your design. However, this can be expensive and difficult for the inexperienced. A cheaper way is to evaluate the site yourself against a set of principles (culled from the sources above) and to test the HTML code against recognised standards.

HTML standards are an important branch of usability as they try to ensure consistency across the web. Just think of trying to drive a car with the accelerator and the brake transposed. The most important standards are probably those developed by the WorldWideWeb Consortium <http://www.w3.org> (founded by Tim Berners-Lee in 1994).

You may also see references to Section 508 standards. This is a US law that requires all United States Federal Agencies with websites to make them accessible to individuals with disabilities. Many US corporations have also applied them to at least part of their sites. There is also a strong ethical argument for not closing off sites to those with disabilities.

Tools to test HTML code are widely available on the web, they include:

W3Schools
<http://www.w3schools.com/site/site_validate.asp> A free HTML validator, it checks compliance with W3C standards.

Web Tools
<http://zing.ncsl.nist.gov/WebTools/index.html> These tools have been around for a while but there are a series of useful downloadable applications.

Usablenet <http://www.usablenet.com> Submit a URL and test up to 5 pages of your site free. The software automates some of the more technical aspects of usability, for example checking HTML code complies with W3C standards.

Bobby <http://www.cast.org/bobby> Another page checking utility.

Net Raker <http://www.netraker.com> Slightly different from the above in that the site provides online tools to support human usability testing, for example facilitating user feedback, (a sort of virtual usability lab).

Yale Web Style Guide
<http://www.med.yale.edu/caim/manual/index.html> A site from Yale University that offers detailed 'How To' guides to implementing easy to use web sites.

Get External Help

For those with larger sites and greater resources it may be worth bringing in an external professional. Two big names in this niche are:

Nielsen Norman Group <http://www.nngroup.com> Its three principles Bruce Tognazzini, Don Norman and Jakob Nielsen are all noted speakers in the field.

Adaptive Path <http://www.adaptivepath.com> Jeffrey Veen's consulting arm.

For those looking for less well known firms or individuals the following professional bodies may also be useful.

Usability Professionals Association
<http://www.upassoc.org>, the US/ global site for the association. It includes a consultant directory.

UPA UK
<http://www.lboro.ac.uk/research/husat/ukupa/index.html>, its UK arm.

Events & Education

To deepen your understanding of the subject there are a growing number of conferences and seminars and it is achieving greater prominence within web design courses. Links to event listings include:

Tomalak's Realm
<http://www.tomalak.org/conference.html> US plus a few international events here.

Usability News
<http://www.usabilitynews.com/default.asp?c=3> UK, US and European events.

British Human Computer Interaction (HCI) Group
<http://www.bcs-hci.org.uk> UK events are listed on the right of the home page.

Usability Professionals' Association
<http://www.lboro.ac.uk/research/husat/ukupa/diary.htm> Diary of events for the UK chapter of the UPA.

Anti-Usability

There is a section of the web design community that hates usability professionals. They feel that they prescribe too many rules leading to dull and uncreative sites (we're back to form versus function again). Here are three links that put the other side of the case in polemical fashion.
<http://www.youzit.com>
<http://www.alistapart.com/stories/bluegreen/bluegreen_1.html>
<http://www.alistapart.com/stories/sympathy/index.html>

Finally, maybe the easiest way to learn how to create highly usable web sites is to look at ones that aren't!

Web Pages That Suck
<http://www.webpagesthatsuck.com/home.html> Just hope your own site never makes it into the hall of fame.

I hope the above links make for stimulating clicking and a lively follow-up in the Free Pint Bar.

Tim Houghton is a director of Parallel54; a research firm that specialises in monitoring web site content and enhancing web site usability. He has been an avid, though sometimes frustrated web user since 1995. Tim is also currently developing educational material for a taught module on web usability.

Related Free Pint links:

- "Internet Webmaster" articles and resources in the Free Pint Portal <http://www.freepint.com/go/p183>

- Post a message to the author, Tim Houghton, or suggest further resources, at the Bar <http://www.freepint.com/bar>

- Read this article online, with activated hyperlinks <http://www.freepint.com/issues/130602.htm#tips>

- Access the entire archive of Free Pint articles and issues <http://www.freepint.com/portal/content/>

Feature Article
<http://www.freepint.com/issues/130602.htm#feature>

"War & Peace, Famine & Disaster - Finding Work in International Development"
By Darren Jones

A job in international development, working to resolve problems caused by poverty, inequality, conflict and natural disasters throughout the world, is attractive to many people. For some it is a career choice, offering a great deal of personal satisfaction although with no defined career path. Others may choose to volunteer their services as part of a career break, to gain valuable experience before starting more lucrative work, or just because they want to help. Work may be in the field, or from your home country. For careerists, volunteering may be necessary to gain the experience required to get onto the first rung. Volunteers may find themselves transported into a new career.

Whatever your motivation, and destination, there is a vast quantity of information on the Internet for anyone interested in this line of work. An article such as this cannot claim to be comprehensive, but hopes to give an overview of some major sources of advice and information available on the Web.

Getting Started

Read one, or all, of these to decide whether development work is for you and to give you a broad idea of the available options:

World Service Enquiry 2002 Guide
<http://www.wse.org.uk/Guidetext.htm> World Service Enquiry is the information and advice service of Christians Abroad. It produces an annual guide, which includes a directory of development agencies (both secular and religious). This web version does not include the directory, but does give a very good overview of how to get involved in development work. As such, it ranges from thinking about your own lifestyle, to volunteering and getting skilled/unskilled work overseas.

Thinking of Volunteering
<http://www.comhlamh.org/thinkvol/issueopt.html> Comhlamh is a voluntary organisation set up by returned Irish development workers. This is an excellent introduction to the various issues and options open to anyone wishing to work in international development. It is particularly good for general issues to consider, including the negative aspects of international interventions (aid work as the new colonialism, for example).

Working in International Development
<http://www.sussex.ac.uk/Units/CDU/intdev.html> Produced by the Career Development & Employment Centre at the University of Sussex, this is a great introduction to the variety of entry points into development work. It has particular relevance to current students/recent graduates, but can be used by anyone wishing to enter the field.

General Information

Having decided that development work is for you, it is essential to keep abreast of what's going on in the field:

AlertNet <http://www.alertnet.org> Produced by Reuters, this contains extensive news coverage, as well as country profiles and jobs information.

Eldis <http://www.eldis.org> Hosted by the Institute of Development Studies at the University of Sussex, this provides an excellent gateway to development information. There are country profiles, resource guides on specific topics and links to loads of job sites.

ReliefWeb <http://www.reliefweb.int> A project of the UN Office for the Co-ordination of Humanitarian Affairs, this site offers a directory of organisations and vacancy listings. There are also sections on natural disasters and complex emergencies.

Education

If you are looking for short-term, voluntary positions, then specific qualifications may well not be required. Some sort of training could even be provided by the placement organisation before your project begins. To establish a career in development, however, you will almost certainly need a professional qualification or relevant degree plus a number of years work experience.

A list of Development Studies courses in Britain is available at <http://www.ids.ac.uk/courses/cou_inst.html> for those who would like to gain an academic grounding in the issues involved. For some, though, it might be beneficial to train in your chosen profession first, and then get some experience, before undertaking more specialist study.

Using your skills/qualifications

Practical, on-the-job work experience is highly valued by development agencies, and may count for more on particular projects where specific skills are required. Free Pinters might like to know that information managers/librarians may be needed by any number of organisations. Approach the ones that interest you most (for geographical or ethical reasons), or try an agency:

Voluntary Service Overseas (VSO)
<http://www.vso.org.uk> A search on its database produced details of the following recent positions: a librarian at Kandy General Hospital in Sri Lanka; a Research Assistant for the Department of State for Education in the Gambia; and an Open Learning Network Co-ordinator for the Community Library Services of Namibia.

Peace Corps <http://www.peacecorps.gov> For US citizens only, it provided opportunities for the founding members of the World Library Partnership. Offers two-year assignments.

World Library Partnership <http://www.worldlibraries.org> An American non-profit that supports sustainable, community-based libraries in developing countries. It offers a one-month volunteer programme in South Africa and Honduras that is not restricted to US citizens.

In addition, both the VSO and Peace Corps offer opportunities for business, health, IT, teaching and environment specialists. Other such organisations with possible openings for people with professional qualifications include:

RedR <http://www.redr.org> With bases in Australia, England, New Zealand and Canada, it selects and trains personnel for relief agencies. The emphasis is on engineering and technical specialists and you can apply to

join its relief register.

APSO <http://www.apso.ie> Irish government agency. Operates a Rapid Response Register for people who are available at short notice. Must be an EU National.

Skillshare International <http://www.skillshare.org> Working with partner organisations in Africa and Asia, it provides them with professionals to satisfy specific needs. Current positions include architect, financial advisor, business manager and English teacher.

Mango <http://www.mango.org.uk> A UK charity that provides management accounting for NGOs. Accountants (and other finance professionals) can register to work on short-term assignments overseas.

Non-Governmental Organisations (NGOs)

NGOs are the non-profit, volunteer groups that operate in much of the developing world. They are often formed around specific issues, and may perform humanitarian aid, monitoring and advocacy roles. Many now receive significant funding from their own national governments, and are a major employer of development workers/volunteers.

Skills and experience will again be paramount, as many NGOs will not be able to offer a great deal of training. However, a number now offer internships (often unpaid) which allow less experienced entrants to gain the know-how they require to establish a career path in development work. These may well be in your home country, or another western country, and are often advertised on the NGO's own website. Search for suitable organisations on the following sites:

BOND <http://www.bond.org.uk> Network of more than 260 UK based voluntary organisations working in international development. Includes a database of members and NGO networks.

OneWorld Internet community of over 1000 international organisations working for human rights and sustainable development worldwide. Huge site that contains a directory of members, extensive news coverage and jobs.

Directory of Development Organisations <http://www.devdir.org> Searchable directory (by geographical region) of over 25,000 Organisations (including NGOs, research bodies, governments and private institutions).

United Nations, Intergovernmental Organisations and Government

The United Nations <http://www.un.org> is somewhat of a holy grail for many people looking for a long-term career in development work. Entry is extremely competitive, with postgraduate study and work experience being almost a prerequisite for all vacancy, internship and volunteer opportunities. In addition, there are a number of intergovernmental organisations (such as the World Bank and World Health Organisation). These are autonomous bodies, but are linked to the UN through co- operative agreements. Most offer internships on a competitive basis. Individual governments may also offer opportunities for graduates to cut their teeth in development work. Here are some key websites to look at:

United Nations Volunteers <http://www.unv.org> Strictly for professionals with at least five years' experience, there are now over 5000 people each year operating in the

developing world. Search for vacancies on the website.

Junior Professional Officer Scheme <http://www.jposc.org> For young professionals (generally under 32), sponsored by their respective participating governments. The site also contains a very useful guide for postgraduate students, recent graduates and young professionals hoping to make a career in the UN. It's a 78 page pdf file and is available at <http://www.jposc.org/documents/Guide_to_a_UN_career.pdf>.

UN Personnel Officers <http://accsubs.unsystem.org/ccaqper/general/contactinfo.htm> Making personal contact is often the best approach to take when looking for internships. In such a Byzantine organisation as the UN, however, knowing with whom to get in touch is extremely difficult. This site might enable you to create your own employment opportunities.

Internship & Traineeship links to International Organisations <http://missions.itu.int/~italy/vacancies/internsmain.htm> Provided by the Permanent Mission of Italy to International Organisations in Geneva. Ignore the page design, this is a great site for finding UN and Intergovernmental internships in one place.

DFID <http://www.dfid.gov.uk> UK Government Department for International Development. Operates an Associate Professional Officer Scheme (APOS) for recent graduates, of whom about 40 are taken on each year. Find out more at <http://www.dfid.gov.uk/Recruitment/files/APOS.pdf>

USAID <http://www.usaid.gov> United States Agency for International Development with a New Entry Professional Program for US citizens. More information at <http://www.usaid.gov/about/employment/nepbro.htm>

Development Jobs sites

Vacancies are advertised in a number of ways, including websites already mentioned, but here are some specialist sites worth bookmarking:

Idealist.org <http://www.idealist.org> Action Without Borders website that has jobs, volunteer opportunities and internships in 153 countries. Search for library/resource centre positions in each category. Excellent site that also includes a careers advice section.

DevNetJobs.org <http://www.devnetjobs.org> Hundreds of jobs advertised each month. Register for free email service.

Devjobs <http://www.devjobsmail.com> Reaches over 22,000 people worldwide. Join the mailing list for regular updates.

Dev-Zone Development Jobs <http://www.drc.org.nz/jobs/> Jobs are organised by specialism, and there is a section for Information Services. Register for weekly employment email updates.

Opportunities Abroad <http://www.wse.org.uk/vacsearch.htm> Published monthly by the World Service Enquiry, you can now search by job category or country.

Conflict Resolution

This is becoming an increasingly popular area to get into,

particularly following September 11th and recent developments in the Middle East. If you want to look for jobs and organisations working in this area, here are some sites to get you started:

Conflict Resolution Information Source <http://www.crinfo.org> From the University of Colorado, this is a really comprehensive site. Covering news, tools for practitioners, directories of organisations, education and jobs/careers, it's a great starting point.

Coexistence Initiative <http://www.co-net.org> The Resource Center is particularly good on this US site, with great career links.

INCORE <http://www.incore.ulst.ac.uk> Institute for Conflict Resolution at the University of Ulster. The site has some excellent country and thematic guides, as well as a list of worldwide academic programs in conflict and peace studies. They also offer Internship possibilities.

Saferworld <http://www.saferworld.org.uk> UK think tank for the prevention of armed conflict. Offers unpaid internships in research, media and government relations.

International Alert <http://www.international-alert.org> London-based NGO dedicated to the peaceful transformation of violent conflict. Has internships and volunteering opportunities.

ConflictJobs Listserv <http://groups.yahoo.com/group/conflictjobs/> Daily job postings for international positions in conflict and development. Subscribe online.

Check out your conflict resolution skills at <http://www.softpower.org>. It's a role-play game where you work with communities to protect the rights of children.

Remember, 2001 to 2010 is UNESCO's International Decade for the Culture of Peace. Find details about organisations involved, and events organised at <http://www.unesco.org/cp>. Well, there's still eight years to go...

Darren Jones is a Careers Information Officer at the University of Sussex Career Development & Employment Centre. He is a qualified librarian, and the most under-developed place he has worked in is Worthing. Contact him at <d.m.jones@sussex.ac.uk> or visit the CDEC website at <http://www.sussex.ac.uk/cdec>.

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Many thanks for reading today's Free Pint. I hope you'll join us in raising a virtual toast to our 50,000th member and looking forward to welcoming 50,000 more Free Pinters.

See you in two weeks!

William Hann, Founder and Managing Editor <william@freepint.com>

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