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## ABOUT FREE PINT

FreePint is an online network of information searchers. Members receive this free newsletter twice a month: it is 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 a substantial archive of articles, reviews, jobs & events, with answers to research questions and networking at the FreePint Bar.

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

## EDITORIAL

FreePint is somewhat of an international community, with members in over 200 countries. Its global scope is akin to the Scouting movement of which I was a keen member many years ago.

I vividly remember recounting the Cub Scout Law, encouraging me to do my best, to think of others before myself and to do a good turn every day. These are great laws by which to live your life, and they translate well into the world of work: think of your customers' needs before your own and try to innovate every day for continued growth and success.

Customer service is one area where innovation can make a big difference. We're therefore asking you to tell us about such innovation by encouraging you to make nominations for the 2003:

### "Online Information/FreePint Award for Innovative Customer Service"

<<http://www.freepint.com/events/online-info-2003/>>

Whereas you contact organisations with questions for customer service, they tend to contact you when they want some money. To help with this we've just published a fantastic new report with practical tips on buying information products -- making the most of a limited budget and making sure that clauses in the contract are in your favour:

### "Practical Guide to Negotiating Licenses for Electronic Products"

<<http://www.freepint.com/shop/report/>>  
ISBN 1904769012

The report is by Paul Pedley and you can get a good feel for its contents by reading his top ten tips for contract negotiation in his article in today's FreePint. We also bring you the regular mix of reviews and news, with the latest from FreePint Jobs and the Bar.

We hope you enjoy today's newsletter and perhaps think of others and do a good turn by forwarding it on to your colleagues.

All the best  
William

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This week's selected listings are below. All new jobs are posted to the Bar and Bar Digest (circulation 11,000+) and matched against the 1000+ live job seeker profiles. Last week's Bar 'new jobs' listing is at <http://www.freepint.com/go/b25599> and this week's at <http://www.freepint.com/go/b25659>.

Here are some of the latest featured jobs:

**Research Guide**

<http://www.freepint.com/go/j2656>  
Annual scheme offering appropriately qualified disabled people opportunity to gain 16 weeks paid work placement within the BBC.  
Recruiter: BBC

**Information Researcher**

<http://www.freepint.com/go/j2667>  
Business Researcher with one years relevant experience for entirely new role with Business Services client. Excellent training opportunity.  
Recruiter: Glen Recruitment

**Assistant Information Manager**

<http://www.freepint.com/go/j2670>  
Creating and developing a central resource for our hard copy and electronic information.  
Recruiter: Energy Saving Trust

**Electronic Records Advisor**

<http://www.freepint.com/go/j2681>  
Use your knowledge of managing electronic records & email to advise this central government dept on their e-record policies. 6-18 mnths.  
Recruiter: Sue Hill Recruitment

**Information Scientists (1 perm - 1 x 12month mat cover)**

<http://www.freepint.com/go/j2688>  
Dealing with enquiries from the public, students, healthcare professionals and colleagues is just one aspect.  
Recruiter: Diabetes UK

**ONLINE INFORMATION CONFERENCE**

**Super Early Bird Discounts end on Friday 19th Sept!**

**2-4 December 2003, Olympia, London, UK**  
<http://www.online-information.co.uk/conferenceregistration.html?em-1809-1>

Hear international leaders share insight, experience and often controversial thinking on information management, content management, searching, collaboration, digital libraries & info architecture <http://www.online-information.co.uk/o103/conference.html?em-1809-2>

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**Practical Guide to Negotiating Licenses for Electronic Products**

ISBN 1904769012

Do you negotiate licenses for electronic products? Then you must check out this new report from FreePint. Tips on contract clauses, model license agreements and more.

<http://www.freepint.com/shop/report/>

**Free Pint Forthcoming Articles**

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## MY FAVOURITE TIPPLES from Steve van Dulken

- <<http://www.documentsonline.pro.gov.uk/>> - The National Archive's index to over 800,000 wills proven at Canterbury. A fascinating way to find people by occupation, place, name...
- <<http://www.abebooks.co.uk/>> - A massive index of books offered by numerous second-hand dealers. A great way to compare prices as well as finding out-of-print books.
- <<http://www.streetmap.co.uk/>> - An easy way to get Ordnance Survey or street plan coverage of places in Britain.
- <<http://inventors.about.com/>> - A wonderful source of information on "who invented what", often in great detail.
- <<http://www.howstuffworks.com/>> - This is the site if you want a detailed explanation of how things work: engines, automatic pinsetters or whatever.

Steve van Dulken has worked in patents, designs and trade marks at the British Library since 1987. He is the author of several books.

Tell us about your favourite Web sites. Check out the guidelines at <<http://www.freepint.com/author.htm>>, then email <[penny@freepint.com](mailto:penny@freepint.com)>.

## EVENTS

### United Kingdom

- "Electronic Document and Records Management for Financial Services" - "Put a cost effective document/records strategy in place". 24th - 25th September <<http://www.freepint.com/go/e229>>.
- "Successful Consulting in the Public Sector" organised by Skillfair. On September 25th <<http://www.freepint.com/go/e232>>.
- "Wired Wessex Winchester Networking" - "keep abreast of changes in the law" on the 25th September <<http://www.freepint.com/go/e235>>.
- "STN Free training in Cambridge" <<http://www.freepint.com/go/e249>> 25 - 27 September - for anyone with experience of STN.
- "Thesauri and Taxonomies" - taxonomies, thesaurus construction, XML, MultiTes, MultiCGI, standards. Taking place in London on the 29th - 30th September <<http://www.freepint.com/go/e228>>.
- "AUKML/ICLG Open Day for Graduate Trainees and Students" - on October 7th in London <<http://www.freepint.com/go/e239>>.
- "Usable Search Tutorial" - "evaluating and improving web site and intranet search systems". 10th October in London <<http://www.freepint.com/go/e226>>.
- "New Skills for Old" - a workshop on personal and career development in Library & Information work in Surrey on October 14th <<http://www.freepint.com/go/e248>>.

### Australia and Territories

- "Power Searching With the Pros", with speakers: Chris Sherman, Mary Ellen Bates and Elizabeth Swan. In Perth and Brisbane in October <<http://www.freepint.com/go/e244>>.

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Penny <[penny@freepint.com](mailto:penny@freepint.com)>

## Factiva Expert Series 8<sup>th</sup> October

Are you using Web Conferencing to extend your reach to your clients and potential clients? Would you like to learn more about this innovative technology? Attend this free 1 hour Webinar, conducted by Factiva Learning Programs Experts Robert Farr and Anne Caputo and learn how to promote your events, encourage attendance, tips for effectively delivering your message and what to do when things don't work. Go to <<http://www.factiva.com/webinar/learning>> to register.

## FREE PINT BAR In Association with Factiva a Dow Jones & Reuters Company

Here in the Bar section of the FreePint Newsletter we try to highlight research questions which haven't been answered in the last couple of weeks. Problem is that you're all so helpful, and quick at being helpful, so it's tricky to find unanswered queries. Believe me: we're not complaining. Anyway, here is a mixed bag of items requiring help if you can provide it:

Have you used BT's new Mid-Band Service and how are you finding it <<http://www.freepint.com/go/b25506>>? Since digital cameras are now so prevalent, someone must be able to recommend some good software to catalogue digital images <<http://www.freepint.com/go/b25517>>.

FreePint's bread and butter is in recommending good Web sites, so can you help suggest a site which give titles of author sequels to help a library with "what's the next book called?" type questions <<http://www.freepint.com/go/b25589>>?

If you have to develop a staff handbook for a voluntary organisation then there have been lots of useful suggestions <<http://www.freepint.com/go/b25545>>. But can you help a consultant librarian to NGOs in Kenya who wants their own Dewey Decimal Classification Scheme <<http://www.freepint.com/go/b25623>>? What about market research on small consultancy firms - is there any <<http://www.freepint.com/go/b25676>>? What about online sharing of calendars, documents, etc. <<http://www.freepint.com/go/b25624>>?

Finally, we always value your feedback and questions about anything and everything we do. A current discussion raises some valuable questions about why some FreePint things work the way they do <<http://www.freepint.com/go/b25674>>. Don't be shy to add your own feedback (good or bad) at the FreePint Bar.

The FreePint Bar is where you can get help with your tricky research questions, for free! <[www.freepint.com/bar](http://www.freepint.com/bar)>

Help with study for information-related courses is available at the FreePint Student Bar <[www.freepint.com/student](http://www.freepint.com/student)>.

## TIPS ARTICLE

### "Tips on Negotiating Licences for Electronic Products"

By Paul Pedley

The digitisation of content is changing the way in which rights holders protect their intellectual property rights. Instead of relying primarily on copyright law, rights owners are looking to other areas such as the use of licences and contracts; and also to technological solutions in order to manage and protect their content.

Information professionals have to negotiate licence agreements with suppliers on behalf of their organisations in order to set up access to electronic products such as databases, news feeds, e-books, reference materials, encyclopaedias, newspapers or electronic journals. These licence agreements are often written in technical language or "legalese" which it is not always easy for the layman to understand.

It is important to point out that a licence does not confer ownership rights. It merely specifies the conditions upon which databases and other copyright works can be used and exploited, and by whom. At the end of the subscription period they may well no longer have access to the materials. Indeed, it may even be a requirement of the contract that anything which has been downloaded from the electronic information product is deleted at the end of the contract term.

Typically the licences that information professionals negotiate are non-exclusive, granting the same rights to many different users.

Listed below are a number of practical tips to bear in mind when you negotiate licence agreements for electronic products:

#### 1. Make sure that the key definitions fit with your requirements.

Each licence will have its own set of key definitions, and they will differ based on factors such as the nature of the materials being licensed; the type of organisation purchasing the materials; and the supplier's own standard procedures. As far as information services are concerned, the most important definitions of all are ones relating to authorized users; authorized uses; and the definition of site.

#### 2. Look at the range of model licences available to see whether there are any which fit well with your type of organisation.

There have been a number of initiatives to produce model licence agreements, such as the ones from ECUP, JISC, or John Cox Associates. There are standard agreements available for a range of different institutional types such as for public libraries, national libraries, university libraries, and for company libraries. They contain the form of words that is necessary to express most of the variables that publishers and librarians are likely to meet when negotiating licence terms.

#### 3. Think about what would happen in the event of a dispute.

## Online Information/FreePint Award for Innovative Customer Service

Have you been pleasantly surprised by the innovative way an information-related organisation has provided you with customer service? If they're exhibiting at Online Information 2003 then nominate them for this annual award:

<<http://www.freepint.com/events/online-info-2003/>>

The very fact that you have a written contract means that there is less likelihood of a dispute arising, because both parties to the agreement will be aware of their obligations. But disputes can and do arise, and when you negotiate the licence, you need to ensure that the provisions for dealing with disputes are thought out carefully.

It is worth bearing in mind that relying on the courts to sort out a dispute between you and the other party would be an expensive way of doing things. Complex intellectual property disputes do not come cheap. In the High Court in London such cases are likely to cost well over GBP 100,000.

You would normally want the applicable law governing the contract to be the national law of where your organisation is situated. Otherwise, you could potentially find yourself having to travel to another country in order to plead your case.

#### 4. Bear in mind your administrative requirements with regard to issues such as invoicing, payment terms, and exchange rates.

There are a number of administrative details which at first sight may well appear to be insignificant, but which could nevertheless become areas for concern at a later date if they aren't sorted out to your satisfaction in the contract.

In the case of exchange rates, for example, the issue might arise where your organisation is multi-national; or where the supplier normally bills in another currency, but converts the amount into your currency at an exchange rate which is not advantageous to the customer.

#### 5. Are there any arrangements in place for perpetual access?

The use of information in electronic formats has led to a change in the ground rules over how that information can be used. In the hard-copy environment, if you bought a book or a journal you were the rightful owner of those materials; and were lawfully entitled to access the books and journals at your own convenience as often as you wanted, for as long as you wanted. With the electronic environment all of that changes. You do not have an automatic right to retain access to the materials once the subscription to the product comes to an end.

In many cases you will need to raise the issue

The full report "Practical Guide to Negotiating Licences for Electronic Products" ISBN 1904769012 is published by FreePint and is available online at:

<<http://www.freepint.com/shop/report/>>

Paul Pedley is Head of Research at the Economist Intelligence Unit, and has previously worked in the information departments of a law firm, property developer, and in a number of government departments. Paul is a Fellow of CILIP; represents Aslib on the Libraries and Archives Copyright Alliance; and is also on the steering group of the JISC Legal Information service. Paul is also Editor of KeepingLegal.com. The service covers legal issues affecting the information profession such as data protection, copyright and freedom of information. There is a regular newsletter which can be requested via the site. He regularly runs training courses on copyright, data protection and freedom of information; as well as on Internet topics such as the invisible Web, and business information on the Internet.

**Related Free Pint links:**

- "Practical Guide to Negotiating Licences for Electronic Products" ISBN 1904769012 " full report available at: <<http://www.freepint.com/shop/report/>>
- 'Information and Libraries' articles in the FreePint Portal <<http://www.freepint.com/go/p69>>
- Post a message to the author, Paul Pedley, or suggest further resources at the FreePint Bar <<http://www.freepint.com/bar>>
- Read this article online, with activated hyperlinks <<http://www.freepint.com/issues/180903.htm#feature>>
- Access the entire archive of FreePint content <http://www.freepint.com/portal/content/>

of perpetual access in your contract negotiations, because it is certainly not automatically covered in all suppliers licences.

**6. There is usually a force majeure clause. Does this contain a provision in case the information centre closes down?**

A "force majeure" clause in a contract is an "Acts of God" clause which excuses a party from liability if some unforeseen event which is beyond the control of that party prevents it from being able to perform its obligations under the contract. The licensee who signs a contract for an electronic product needs to consider what would happen in the event of the information centre being closed down.

**7. Check that the "Term and Termination" clause is clear and that you are happy with it.**

The "term" of the licence agreement is the period during which the licensor must provide the licensee with access to the service, and the licensee must pay for that period the amount that is specified by the clause on fees.

The termination clause sets out the conditions under which the contract can be terminated by either the licensor or the licensee. You need to look carefully at the section of the licence which deals with the question of termination. Is there, for example, a provision stating that the contract automatically renews unless you give 3 months notice?

**8. Do the warranties and indemnities protect both the licensor and the licensee?**

Warranties are, in effect, promises which - if broken - can lead to an action for damages for breach of contract. The key warranty that you need to have is one which confirms that the licensor has the legal right to licence use of the copyright material; and that this does not infringe the intellectual property rights of any third party. This should be backed up by an "indemnity" where the other party to the licence agrees to insure or compensate you against losses and expenses resulting from a failure to perform the contract.

**9. Don't sign up to an agreement where the terminology used is unclear.**

If there is anything that you don't fully understand, it is imperative that you seek clarification before signing the contract. For example, what exactly do phrases like "reasonable effort" or "best effort" really mean. It is no defence to say that the contract is invalid because you didn't understand a particular clause.

**10. Ensure that the contract cannot be assigned without your permission.**

Decisions to take out a contract are likely to be based on price, customer service, functionality, but probably above all content. If a vendor merges or changes ownership, they may well want to have the freedom to assign the contract. But they may genuinely be unable to provide the same mix of content or the same level of customer service. You should ensure that the contract cannot be assigned without the written

permission of the customer.

These areas are explored in much greater detail in the report "A practical guide to negotiating licences electronic products" which is available from FreePint. The report also includes information about the licences from the Copyright Licensing Agency and the Newspaper Licensing Agency, and the extent to which they cover digitised content; an exploration of the relationship between copyright law and the law of contract; a checklist of key points to be considered; plus additional resources including further reading; examples of provider contracts; hyperlinks to model licence agreements; and details of relevant discussion lists.

**GOLD**

In FreePint No.121 Helen Baxter's tips article discussed the problems of copying, e.g. music and movies. Anne Ku took a look at your legal rights in terms of redundancy or dismissal.

- FreePint No.121 19th September 2002. "Copyleft, Collaboration & Clusters" and "Resignation or redundancy: understanding your legal rights" <http://www.freepint.com/issues/190902.htm>

Issue 96 looked at Welsh language, news and government sites. Ailsa Bates covered 'gender positive' resources.

- FreePint No.96, 20th September 2001. "Wales: Business, Economic and Government Sources" and "Women In Business" <http://www.freepint.com/issues/200901.htm>

Three years ago Steve D'Arcy wrote an article on KM and Colin Duguid shared his problem of finding cashflow resources on the Web.

- FreePint No.71, 21st September 2000. "Routes into Knowledge Management" and "The Net Snags Cash Flow - Business Information and Cash Flow on the Internet" <http://www.freepint.com/issues/210900.htm>

Four years ago Adrian Tribe reminded us that if we are dealing with personal data on our Web sites we need to make sure that we are legal. Crystal Sharp interviewed Gerry McGovern, CEO of NUA.

- FreePint No.46, 23rd September 1999. "The UK 1998 Data Protection Act and your Web site" and "About NUA: A discussion with Gerry McGovern, CEO NUA" <http://www.freepint.com/issues/230999.htm>

Find other sites like the ones you love - William Hann told us how in 1998, whilst Martin White explained how to search for relevant sites on electronic commerce.

- FreePint No.22, 17th September 1998. "Reverse Psychology - How to find more sites like the ones you love" and "Electronic commerce" <http://www.freepint.com/issues/170998.htm>

Penny <[penny@freepint.com](mailto:penny@freepint.com)>



Jela Webb is a freelance consultant, lecturer and trainer in information and knowledge management. She has implemented KM programmes in FTSE 100 companies and in collaboration, developed 'The Integrated Learning Model' combining traditional training with online learning and knowledge management.

Jela presents at national and international conferences, participates in research and facilitates discussion forums on KM and e-leadership.

Jela is the author of the Ashridge Business School Learning Guide to Knowledge Management, a visiting lecturer at the University of Brighton and has been invited to evaluate KM projects for the European Commission.

#### Related links:

- Read customer comments and buy this book at Amazon.co.uk <<http://www.amazon.co.uk/exec/obidos/ASIN/184112320X/freepint0c>> or Amazon.com <<http://www.amazon.com/exec/obidos/ASIN/184112320X/freepint00>>
- "The Knowledge Activist's Handbook" ISBN 184112320X, published by Capstone Publishing Limited, Written by Victor Newman.

## FREE PINT BOOKSHELF

<<http://www.freepint.com/bookshelf>>

**" The Knowledge Activist's Handbook - Adventures from the Knowledge Trenches "**  
**Written by Victor Newman.**  
**Reviewed by Jela Webb**

Those of you who subscribe to KM journals might be familiar with Victor Newman's writings; he is a regular contributor to a column in 'Knowledge Management' magazine and this book is a collection of articles each up to 1500 words in length, divided into five themes:

(1) Developing Personal Knowledge (2) Developing Knowledge Leadership (3) Working with Knowledge (4) The Organisation vs. Knowledge Management (5) Creative Approaches and Tools.

The articles draw upon his experience as a consultant, academic and KM practitioner, and the style of writing makes it easily accessible. The book is not an academic tome but rather is aimed at those who want a quick 'dip in' to the subject of knowledge management. Each article concludes with 3-5 'implications' for the reader commenting upon the key aspects they need to remember or do, for themselves.

Newman deliberately sets out to be controversial and challenges many mainstream ideas in KM - I don't think that he is a paid-up member of the 'awkward squad' but genuinely wishes to widen the debate and provoke discussions. I like his approach and found the book an entertaining read because it challenges some of my own thoughts and beliefs about how best to approach knowledge management. He encourages the reader to question their own ideas - an example, for instance, is the commonly held view that 'knowledge is power'. Newman takes this a step further by advocating that one should attempt to examine and understand the kind of power involved. He says that knowledge is a power, not power itself, and that there are other variables to consider such as ability to apply knowledge, the knowledge context and the marketing mix.

## FREE PINT

### Contributors to this issue:

William Hann (FreePint Managing Editor), Penny (FreePint Administrator), Annabel Colley (FreePint Relations), Alison D'Urso, Paul Pedley, Steve van Dulken, Jela Webb, Plain Text <<http://www.plain-text.co.uk/>> (proofreading).

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## KeepingLegal.com

For news about the copyright directive, spam, employee monitoring, music piracy, the evidential value of email and other legal issues affecting information professionals; and to register for a free newsletter.

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

Newman believes that a Knowledge Activist (his use of the term activist is based upon Honey and Mumford's 'Learning Styles Inventory') should be counter-cultural and creative and he certainly sets out to practice what he preaches. Many of the articles contain personal anecdotes from his consulting experiences but because of the length of each piece it is not possible for him to go into great depth. I would have welcomed more detail of the projects he draws upon to illustrate his thinking - perhaps this is an area that he could expand upon as a subject for his next book?

Those readers who are naturally inquisitive and enjoy seeing ideas turned on their head will find this book a useful reference tool. I can also imagine that some of the ideas would work well in an organisation open to having its own KM initiative challenged.

Should you wish to examine his ideas in more depth, Newman is running an interactive masterclass on 2nd October in London during which he will explore the application of pragmatic knowledge techniques - for details see <<http://www.ark-group.com>>.

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## FEATURE ARTICLE

### "Real Estate Sources on the Web"

By Alison D'Urso



Alison D'Urso is a senior researcher at the Financial Times Research Centre, the commercial research service at the FT. She has worked at the FTRC for almost two years where she undertakes research on 'anything and everything' depending on the requests made by clients. Prior to moving to the FT she worked in the Information Centre of one of the big chartered surveying firms for seven years.

The Commercial Real Estate sector covers many property types, from retail to office to industrial to residential, and many aspects of dealing in property as a commodity. Whilst there are several property-specific databases with the usual price tag attached there is also a lot of relevant, free information available on the web.

Categorising the information presents a challenge (especially to someone who hasn't done any classification since her Masters in 1998) so the headings used are those that make most sense to me but aren't necessarily the most logical. The coverage is by no means exhaustive.

#### Rental and Sales Values

Values have an important role to play when assessing the market and are most often used as comparables when it comes to putting a rental or sale value on a property, to value an investment property portfolio and also to evaluate the strength or weakness of a market.

Residential house prices are available from two main sources - Halifax Bank of Scotland and The Land Registry. The Halifax Bank of Scotland website

<<http://www.hbosplc.com/view/housepriceindex/housepriceindex.asp>> provides a spreadsheet of historical data back to 1983 as well as the current monthly and quarterly publications. The data is provided for a variety of criteria such as first time buyers, dwelling type (new or existing stock) and region of the country. Land Registry information is perceived to be more reliable as it covers all residential transactions whereas HBOS is based on properties on which the company has made a mortgage offer. The Land Registry information

<<http://www.landreg.gov.uk/publications/default.asp?fl=1&pubtype=0>> is presented as PDF documents for each quarter back to 1995 which give volume and value at county or unitary authority level for detached, semi-detached etc. properties.

Commercial property rental values are covered by a variety of sources of which reports by the large surveying firms are the easiest to access. Jones Lang LaSalle produces the '50 Centres' reports which cover rental values for retail, industrial and office properties in 50 centres across the UK. The reports can be downloaded from the UK Market Monitoring section of their UK website

<<http://www.research.joneslanglasalle.com/default.asp?CountryID=63&LanguageID=1>>.

Reports are also available on the London and Glasgow office markets and the whole of the Edinburgh market.

Other firms offering free access to their research reports will be covered in the section on Research but the CB Richard Ellis Rent & Yield Monitor is worth noting.

#### Investment

Investment into property is most often undertaken by pension funds and insurance

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companies when it forms the long term part of their investment portfolios. Information on this aspect of the property market can be gleaned from several sources.

The Office for National Statistics publishes a quarterly report (the MQ5) on Pension Fund and Insurance Company investment which covers property investment. The report can be downloaded from the National Statistics website <<http://www.statistics.gov.uk/statbase/Product.asp?vlnk=502>> and gives figures on the amount invested each quarter and the total amount invested.

Property is usually benchmarked against equities and gilts as an asset class and benchmarking information can again be found on the Jones Lang LaSalle site in their Property Index publication (follow the link given in the previous section). More extensive information is compiled by a company called IPD (Investment Property Databank). Most of their information has a price attached but they do make some of the information available free on their site <[http://www.ipdindex.co.uk/results/main\\_frame.html](http://www.ipdindex.co.uk/results/main_frame.html)>. IPD has global coverage so the site is well worth a visit.

#### Research

As mentioned in the previous two sections several of the large chartered surveying firms produce regular research reports on a variety of topics. Some of my (free) favourites are:

Knight Frank - strong on residential and global coverage <<http://www.knightfrankglobal.com/research/default.asp>>, Jones Lang LaSalle - produce a good 'hot topics' series also worth looking at their other websites for reports (e.g. Jones Lang LaSalle Hotels)

<<http://www.research.joneslanglasalle.com/default.asp?CountryID=63&LanguageID=1>>,

Insignia Richard Ellis

<<http://www.richardellis.co.uk>>, CB Richard Ellis

<<http://www.cbre.com/International/Sites/UK/Research/UK+Research+/UK+Research.htm?pageid=12>>, GVA Grimley - good on retail

<<http://www.gvagrimley.co.uk/x920.xml>>, FPD Savills - good on residential

<<http://www.fpd Savills.co.uk/research.asp>>.

Academic research papers can be found on the websites of Universities with Land or Estate Management departments. The Department of Real Estate and Planning at Reading University has some good papers including 'Who Owns the City [of London] 2001'

<<http://www.reading.ac.uk/LM/LM/newp.html>>.

**Related Free Pint links:**

- 'Housing and Property' articles in the FreePint Portal <<http://www.freepint.com/go/p67>>
- Post a message to the author, Alison D'Urso, or suggest further resources at the FreePint Bar <<http://www.freepint.com/bar>>
- Read this article online, with activated hyperlinks <<http://www.freepint.com/issues/180903.htm#feature>>
- Access the entire archive of FreePint content <http://www.freepint.com/portal/content/>

The College of Estate Management also offers papers on topics from urban regeneration to ebusiness <<http://www.cem.ac.uk/res-rep.shtml>>.

The RICS Foundation <<http://www.rics-foundation.org>> is an arm of the Royal Institution of Chartered Surveyors and exists specifically to undertake research into land, property, construction and development with a focus on sustainable development. The website has a host of research on global topics.

**Market Overviews**

Again the chartered surveying firms research is worth a look to get a picture of markets although these will tend to be the larger cities or particular markets such as the M25 office market.

The two main UK Property journals - Property Week and Estates Gazette - both do weekly surveys, usually on a region (for details on their websites see the section on journals) which will cover different aspects of a market and include statistics and outlooks.

It is also worth trying some of the regional development/inward investment bodies. Locate in Kent, for example, produces an annual Property Market Report <<http://www.kentpropertymarket.co.uk/>>.

**Trade Bodies, Associations and Organisations**

The main body of the profession is the Royal Institution of Chartered Surveyors. The website <<http://www.rics.org.uk/>> is very comprehensive and is a useful resource for checking current issues affecting the profession. The institution also has a research programme, covering everything from salary surveys to regeneration, and makes reports available on the website.

The Royal Institute of British Architects is worth a mention as it has an online catalogue for its library <[http://www.architecture.com/go/Architecture/Reference/Library\\_897.html](http://www.architecture.com/go/Architecture/Reference/Library_897.html)> which is very useful if searching for references on particular landmark buildings or developments.

The British Council for Offices <<http://www.bco.org.uk>> has details of its reports on tall buildings in London, office leases and sustainable development (reports are available to buy in hard copy). The BCO also produces the industry standard on office specification which has its own website <<http://www.bco-officefocus.com/>>.

Other sites worth bookmarking are:

The British Institute of Facilities Management <<http://www.bifm.org.uk/>> The Royal Town Planning Institute <<http://www.rtpi.org.uk>> The Town & Country Planning Association <<http://www.tcpa.org.uk>>

**Residential**

Although the focus of this report is commercial

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real estate, residential property is worth mentioning as the demand for housing in the UK is increasing and investment in residential development is growing. Therefore I have decided to include a few sources on housing and housing stock.

The Office of the Deputy Prime Minister is the first stop for statistics, publications and guidance on housing <[http://www.odpm.gov.uk/stellent/groups/odpm\\_m\\_housing/documents/sectionhomepage/odpm\\_housing\\_page.hcsp](http://www.odpm.gov.uk/stellent/groups/odpm_m_housing/documents/sectionhomepage/odpm_housing_page.hcsp)> Information is available on household projections, council house sales, housing stock, rental and price levels to name but a few.

The Centre for Housing Policy at the University of York is particularly concerned with social housing and housing policy <<http://www.york.ac.uk/inst/chp>>. Details of publications and research are available on the website. The centre used to produce a rental index but have ceased publication, although details of how to obtain back copies are available on the site.

The European Mortgage Federation is a trade association for mortgage lenders across the EU and Norway. The Federation collates data on the mortgage and home owning market and whilst much of the information has to be purchased there is a small amount of free information on the website which is a good starting point when looking at the market for mortgages and home ownership across Europe <<http://www.hypo.org>>.

**Journals**

The two main property journals in the UK, as already mentioned, are Property Week and Estates Gazette.

Property Week has a website <<http://www.propertyweek.co.uk>> which requires registration but is then free. There is an archive of articles back to 1999 as well as information being arranged under sector profile and regional survey headings. Coverage does extend outside of the UK. Make use of it whilst it's still free!!

The other journal is Estates Gazette which has an extremely good website in the form of Estate Gazette Interactive (EGi) <<http://www.egi.co.uk>> and as it's so good, it obviously isn't free. However, you can sign up for a free trial which is worth doing to see the added value information. The site not only contains archive material from the journal but has additional databases such as the London Office database and the deals database of property transactions, a legal section, daily news and a news alert service amongst other services.