



Julia Jones BA, MBA, MCLIP

(previous surnames Wilkinson and Stocken)

Background

I think my whole career has been in information management, even though I've had different roles with different job titles.

I studied Librarianship at North London Polytechnic in the '70's and I remember that my tutor told me that the only technical skill I had as a librarian, which differentiated me from other professions, was an understanding of how to organise information for retrieval – indexing as it was known. The principles I learned there have been useful in every role I've had in my career, so I believe that he was right.

I've added other skills – budgeting, financial management, people management, strategic planning. But they are common to other functions.

Career

I've been fortunate in having very interesting and rewarding roles. I've moved jobs quite a bit – for the first few years I moved because my husband moved, but, I'm glad I did, because it made me grow and develop as I took on some difficult challenges. It was only with hindsight that I could see that the moves had been beneficial – at the time it was often stressful.

Details are on Linked in <http://uk.linkedin.com/pub/julia-jones/0/a34/a44>

I started out as librarian – Luton Public Library, King's and Emmanuel College Libraries in Cambridge, then West Lothian Public Libraries. Then I made the move into information management – I created a library from scratch at The Turing Institute in Glasgow, but, most importantly, designed a unique and comprehensive bibliographic database with abstracts for Artificial Intelligence which could be searched full-text. Access to that database became revenue-generating for the Institute.

I moved to an information management role in a large firm of architects – I set up libraries in its 8 UK offices, recruited the staff, designed the standards and processes which allowed the firm to achieve ISO2001.

The move to McKinsey & Co as Head of Research took me into the management of a large team of information retrieval specialists in a highly-demanding user environment. I decided to add to my skills by studying for an MBA part-time while working.

Recognising that I enjoyed change management, I moved to another form of management consultancy – executive search. This took me into records management (candidates' files) and into designing and deploying a CRM system, which supported knowledge management in a global firm. I designed the strategy for supporting the business, devised the roles and recruited, trained and managed the staff. I delivered on a project to digitise all candidates' files and to ensure that all information was captured in the CRM. I was also responsible for DPA. A global role was on offer to me – but I decided that my family commitments prevented my acceptance.

So, I went back to librarianship with a capital L and became Head of Science, Technology and Innovation at the British Library, for 2 years, where I led a major change programme.

After a brief stint as a pub landlady, I became an information architect on an EDRM project at a MoD research organisation and realised that file plans and metadata relate closely to cataloguing and classification.

Finally, I ended up as Head of Information Management and Practice at The National Archives where I have found that working in librarianship, information management, records management and knowledge management have all been relevant.

The future

We need to ensure that a technical understanding of how to organise information so it can be used is what we mean by information management. That has to be at the heart of our profession, and we have to show others how that skill makes us essential in supporting the use of information to support a business.

Facet analysis is needed for good web-sites, for good EDRM systems, for good ECM systems. It doesn't matter what form the information is in – published, unpublished,

records, web-pages. They need to be organised so people can use them effectively.

I'm enthusiastic about our profession and am pleased to see people choose it as a career and enjoying mentoring and supporting them.