

GLOSSARY

BOBBY	A web-based tool that analyses web pages for the accessibility to people with disabilities
CI	Community Information
CILs	Community Information Leaflet Service
CIPSC	Community Information & Protection Select Committee
CIS	Children's Information Service
CLS	Community Legal Services
CoEAST	Consortium of ten East of England Public Library Authorities
CRL	Central Resources Library
CSC	Customer Service Centre
CSDL	Community Services Development Librarian
CSF	Children, Schools & Families
CSL	Customer Services Librarian
DCMS	Department of Culture & Media Studies
DDA	Disability Discrimination Act
DfEE	Department of Education & Employment
DfES	Department of Education & Skills
DL	District Librarian
ECA	English County Average
ECDL	European Computer Driving Licence
EDI	Electronic Data Interchange
EIC	European Information Centre
ELISA	East of England Library and Information Services Development Agency
ESF	European Social Fund
HCC	Hertfordshire County Council
HLS	Hertfordshire Library Service
ICT	Information & Communications Technology
IEG	Implementing Electronic Government
IIP	Investors in People
IMU	Information Management Unit
ISP	Internet Service Provider
LASER	London & South East Region
LC	Learning Centre
LEA	Local Education Authority
LIF	Local Initiatives Fund
LISM	Library & Information Services Manager
LLL	Lifelong Learning
LoGIS	Local Government Information Service
LSC	Learning & Skills Council
LSP	Learning Schools Programme
LUPs	Library User Panels
MECSS	Multi-Ethnic Curriculum Support Service

MSM	Mobile Services Manager
NOF	New Opportunities Fund
NYR	National Year of Reading
OPAC	On-line Public Access Catalogue
PLS	Public Library Standards
POM	Property & Operations Manager
QPM	Quality & Performance Manager
QPU	Quality & Performance Unit
RD	Reader Development
SLS	Schools Library Service
SM	Stock Manager
SME	Small to Medium Sized Enterprises
SRB	Single Regeneration Budget
TCM	Total Collection Management
TEC	Training & Enterprise Council
Ufi	University for Industry
YPCSM	Young People's & Community Services Manager
YPSDL	Young People's Services Development Librarian