



The JAL Guide to the Professional Literature

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This guide provides the reader with the maximum amount of information with the minimum amount of reading. The aim is to bring important items from various sources to the attention of those responsible for the operation of academic libraries. We have expanded coverage to summarize journal articles both from library-related journals and those outside the library profession, particularly in higher education and information technology. We have expanded our coverage of international materials as well.

Book annotations allow the reader to decide quickly whether or not the book is worth reading; article annotations are designed to be informative, rather than descriptive. Items of special interest are indicated by shading and ** preceding the title of the source annotated.

Scope: Coverage is international, but includes only items published in English. ERIC reports and dissertations, in general, are excluded. Coverage is highly selective. Most emphasis is on issues of immediate relevance to academic libraries and higher education. Any reference books covered have implications for the operation of academic libraries.

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ABSTRACTING AND INDEXING

The Art of Abstracting, 2nd ed., by Edward T. Cremmins. Arlington, VA: Information Resources Press, 1996. \$34.95. ISBN 0-87815-066-8.

This revised edition provides a practical systematic approach to the abstracting and summarizing of literature in the biological, physical, engineering, behavioral and social sciences, as well as the humanities. It revises, expands upon, and refines the author's three-stage analytical reading method for preparing informative and indicative abstracts and summaries.

ACADEMIC LIBRARIES

ARL Statistics 1994-95: A Compilation of Statistics from the One Hundred and Nineteen Members of the Association of Research Libraries, by Martha Kyrillidou, Kimberly A. Maxwell and Kendon Stubbs. Washington, D.C.: Association of Research Libraries, 1996.

For the first time, a number of service measures, such as circulation, reference, library instruction and interlibrary loan are reported. The report also continues to update trends of serial and monograph costs. Since 1986, ARL libraries doubled expenditures for serials while buying 8% fewer serials.

The data are also available on the Internet at <http://arl.cni.org/stats/Statistics/stat.html>; at [gopher arl.cni.org](http://gopher.arl.cni.org) (select Statistics and Measurement); and at [ftp arl.cni.org](http://ftp.arl.cni.org) (log in as anonymous, change directory to stats).

Rethinking Science Library Services: A User Study at the University of California, Santa Cruz, by Wei Wei. *Science & Technology Libraries* 15, no. 3 (1995): 17-42.

Both questionnaires and focus groups were used to determine undergraduate, graduate student, and faculty views of the relative importance of various library functions. The two techniques were used independently, but conclusions were drawn from both, combining the statistical values of the former with the flexibility and synergy in focus group sessions. Among the major changes as a result of the studies were: improvement of photocopy service, improvement in the speed of ILL, e-mail reference service for faculty, and term paper workshops for undergraduates.

Academic Libraries: Their Rationale and Role in American Higher Education, by Gerard B. McCabe and Ruth J. Person. Westport, CT: Greenwood Press, 1995. \$55.00. ISBN 0-313-28597-7.

"Although each chapter is worth reading individually, the work suffers from the hazard of being an edited book, with the chapters being unequal in their presentation, their relevance, and their importance to the topic of academic librarianship.... Despite this, however, the book's broad-based discussion of academic librarianship will benefit most readers. Many of the chapters will spark debate, or at least provide a heightened awareness of the academic library on campus."

Reviewer: Gregory A. Crawford.
RQ 35, no. 3, Spring 1996, p. 436.

Academic Libraries: Their Rational and Role in American Higher Education, edited by Gerard B. McCage and Ruth J. Person. Westport, CT: Greenwood Press, 1995. \$55.00. ISBN 0-313-28597-7.

"Intended primarily for administrators in higher education but also for librarians, a dozen essays describe the present state of the academic library in the United States and the manner in which its traditional operations—selection, acquisition, organization, dissemination—and its position within higher education have been altered by the rush of automation.... The book concludes with a summary review of the literature concerning the current issues in academic librarianship and a very good annotated bibliography that mirrors the chapter headings."

Reviewer: Eva M. Sartori.

College & Research Libraries 57, no. 1, January 1996, p. 89.

Choosing Our Futures, by Carla J. Stoffle, Robert Renaud, and Jerilyn R. Veldof. *College & Research Libraries*, 57, no. 3 (May 1996): 213-225.

While most agree that academic libraries have to change in order to respond to the new realities of higher education, there is little agreement on what changes are needed. Probably the most important, and most difficult changes will occur at the upper management levels.

"The roles of the director, assistant directors, and department heads must change from managers, controllers, directors of activities, deciders, and evaluators to leaders, coaches, and facilitators. All these administrators must be willing to give up a great deal of decision-making authority and become much more comfortable with being challenged, having to explain, not having the last say, and living with ambiguity and uncertainty."

Librarian/Faculty Interaction at Nine New England Colleges, by Donald H. Dilmore. *College & Research Libraries*, 57, no. 3 (May 1996): 274-284.

This study explored several of the activities that librarians employed to build bridges to classroom faculty members and surveyed faculty members' perceptions of librarians efforts to provide service. One of the conclusions was that those faculty who had frequent conversations with librarians were the strongest supporters of the library.

ACQUISITIONS

****Library Acquisitions Formulae: The Monash Experience**, by Merran Evans. *Australian Academic and Research Libraries*, 27, no. 1 (March 1996): 47-57.

Monash University, the largest in Australia, recently adopted a new formula for the allocation of acquisitions funds for books and periodicals. As part of the process, a comprehensive review of 69 allocation formulae in academic library journals was undertaken. The outcome was a totally dynamic formula incorporating an index representing the total costs of monographs and serials available (rather than the average price per item of previous purchases) and different weightings on student demand to better reflect library usage. [Abstract]

Materials Budgets in the Electronic Age: A Survey of Academic Libraries, by Frank R. Allen. *College & Research Libraries*, 57, no. 2 (March 1996): 133-143.

A survey of 230 academic libraries (of which over 75% responded) found that in seven of 10 libraries it is natural for materials budgets to absorb certain technology costs. In addition, only 23% feel that materials budgets should be limited to materials in the traditional sense. Most librarians are presently spending the bulk of their materials budgets on traditional items, but also recognize that allocations will continue to shift toward other choices.

ARCHIVES

Archival Context as Archival Authority Record: the ISAAR (CPF), by Sharon Thibodeau. *Archivaria*, no. 40 (Fall 1995): 75-85.

The International Council on Archives is proposing a new standard regarding the description of the contextual original of the physical material being archived. That standard, the International Standard Archival Authority Record for Corporate Bodies, Persons and Families—ISAAR (CPF)—is the subject of this article.

Are We Collecting the "Right Stuff?" by Carolyn Heald. *Archivaria*, no. 40 (Fall 1995): 182-188.

Heald raises the question of why do archives exist? What or whose ends do they serve? "I fundamentally disagree with the notion that archives store information; we store artifacts in which information inheres. We are, if you like, a document museum, preserving formats of our documentary heritage. That our documentary heritage increasingly resides in computer bits and bytes makes no difference. We still must strive to comprehend the nature of the medium."

BIBLIOGRAPHIC INSTRUCTION

"LOEX" of the West: Teaching and Learning in a Climate of Constant Change, edited by Thomas W. Leonhardt. Greenwich, CT: JAI Press, Inc., 1996. \$73.25 (Foundations in Library and Information Science: vol. 34). ISBN 1-7623-0099-X.

This volume contains the papers presented at a bibliographic instruction conference held at Willamette University, Salem, Oregon, on June 9-10, 1994. The 15 presentations describe bibliographic instruction programs conducted at as many institutions, most of which focus on Internet instruction. Some papers discuss instruction for particular groups, such as faculty, undergraduates, or working adult students, while others focus on evaluation of Internet resources or on teaching methodologies.

Librarians, Faculty, and the Internet: Developing a New Information Partnership, by Pam A. Day and Kimberly L. Armstrong. *Computers in Libraries*, 16, no. 5 (May 1996): 56-58.

At Illinois State University in a series of both librarian-initiated and faculty-initiated projects, librarians worked with faculty to help them identify relevant resources in their disciplines. The authors describe how the librarians adapted to situations faced by the faculty, whose information needs did not always match their technical abilities.

BIBLIOGRAPHIC UTILITIES

Bibliography Programs Do Windows, by Sue Stigleman. *Database*, 19, no. 2 (April/May 1996): 57-66.

The author reviews three of the most popular bibliographic compilation programs, which are now available in Windows versions: EndNote Plus, Reference Manager, and ProCite. The three products, significantly different in earlier versions, are now so nearly identical in function and features that personal preferences now are the dominant deciding factor.

**** Denotes important and interesting item.**

CATALOGING AND CLASSIFICATION

Office of Research Studies Copy Cataloging Throughput Time for CIP Titles, by Chandra Prabba. *OCLC Newsletter*, no. 219 (January/February 1996): 13-14.

OCLC studied the time required for copy cataloging of 64 titles, all of which had a CIP record available created by LC or other national source. For those titles OCLC requested data on processing time from 131 libraries. The average time for copy cataloging of these titles was 17 days. Public libraries required, on average five weeks to catalog 80% of the titles, from the day the title arrived in the library, while other types required only three weeks to catalog that same 80%. No explanation for the difference was offered.

Classification, Present and Future, by Lois Mae Chan. *Cataloging & Classification Quarterly*, 21, no. 2 (1995): 5-17.

Recent developments have broadened and changed the nature and application of classification in library and information networks. Within this context, the expanding role of classification in information retrieval and management is examined in terms of how classification affects accessing, browsing, identifying, navigating, mapping and evaluating information and how it is and may be used in collection and database management, controlled vocabulary construction, and research. [Abstract]

The Future of Classification in Libraries and Networks, a Theoretical Point of View, by Ingetraut Dahlberg. *Cataloging & Classification Quarterly*, 21, no. 2 (1995): 23-35.

The author asserts that a classification system of some sort is necessary in the current information environment. After reviewing both the Dewey and LCC classification systems and finding them inadequate, she proposes that the approach used by the British Classification Research Group in the late 1960s be revived and applied to present problems.

Classification Access in the Online Catalog, by Elaine Broadbent. *Cataloging & Classification Quarterly*, 21, no. 2 (1995): 119-142.

With the development of the USMARC format for classification data, the potential for improving call number browsing in online catalogs has increased dramatically. Two types of possible indexes, a chain index and an index using LC subject headings as an index to the LC classification are discussed and examples given. These examples are only two of various forms an online index to classification numbers could take [Abstract].

COLLECTION MANAGEMENT

Collection Development Policies and Procedures, by Elizabeth Futas. Phoenix, AZ: Oryx Press, 1995. \$35.00. ISBN 0-89774-797-6.

"Good models are not easy to find. This book provides many of them, protecting the beginner from accepting a single statement without seeking a broader range of thought, while simultaneously offering the experienced librarian valuable lessons both from practice and theory. This book is highly recommended for practitioners, educators, and students of collection development and management."

Reviewer: Sheila S. Intner.
Library Quarterly 66, no. 2, April 1996, p. 210.

Brief Tests of Collection Strength: A Methodology for All Types of Libraries, by Howard D. White. Westport, CT: Greenwood Press, 1995. \$55.00. ISBN 0-313-29753-3.

The *Conspectus* as a means of describing and comparing academic library holdings has not lived up to its earlier billing. However, White is proposing a modification of the method which may be useful. "This book offers his solution: 'a new, relatively brief test to assign libraries a score for existing collection strength in a subject area.' Each brief test consists of forty titles, divided evenly among ten-item segments that correspond to the *Conspectus*' four collection levels.

White's clear, provocative, and convincing account breaks new ground in a number of areas. But, as the author argues, collection evaluations are political artifacts as well as object statements. In the final analysis the politics of collections cooperation will determine whether the brief test methodology resuscitates the *Conspectus* as a collaborative tool."

Reviewer: Dan Hazen.
College & Research Libraries 57, no. 3, May 1996, p. 305.

COMMUNITY COLLEGES

Accomplishments, by Daniel F. Moriarty. *Community College Journal*, 66, no. 5 (April/May 1996): 3-4.

There are now more than 1200 community colleges in the U.S., enrolling almost six million students. The most dramatic recent change has been the introduction of specific courses contracted with local businesses to meet their needs. Probably 90% of the colleges now are, to a greater or lesser extent, in the business of training workers for specific companies, rather than just teaching generic subject or trades.

Resources: Strengthening Financial Resources Is an Educational Priority, by Robert H. McCabe. *Community College Journal*, 66, no. 5 (April/May 1996): 24-26.

The continuing reduction in federal funding for community colleges is making the already difficult financial situation even worse. It is necessary that the colleges begin to mount a sustained campaign to demonstrate their relevance and worth to every community in which they exist. Once avoided, private fund-raising campaigns are becoming more and more important to the growth, and even the survival of these institutions.

Reflecting the National Face of Community Colleges, by Norma Kent. *Community College Journal*, 66, no. 5 (April/May 1996): 32-36.

The American Association of Community Colleges (AACC) has begun a national public awareness program. The AACC hopes to change the ways community colleges are perceived, raise their public profile and esteem, and mark a new era of cooperation among the colleges themselves. The aim of the campaign is to:

1. Improve the image and stature of community colleges;
2. Build greater national recognition for the real value, quality, and benefits of America's community colleges; and
3. Focus on the good work and many assets of community colleges.

Self-Assessing General Education Outcomes at a Community College, by Derick M. Kiger. *Community College Review*, 23, no. 4 (Spring 1996): 49-58.

Self-assessment by students of their general educational development is a relatively new tool by which colleges can evaluate their own performance. Kiger describes one such self-assessment undertaken at a Midwestern college of some 10,000 students. Results of the survey show that the students indicated great improvement in understanding the importance of education, the ability to think critically, and development of professional attitudes. However, much less improvement was noted in the areas of reading speed and library research skills.

CONSERVATION & PRESERVATION

Preservation Management: Policies and Practices in British Libraries, by John Feather, Graham Matthews and Paul Eden. Aldershot, England: Gower, 1996. \$67.95. ISBN 0-566-07622-5.

The authors present the results of a survey of about 500 British libraries regarding their pres-

ervation practices. Having put the research into historical context, they then move on to the findings about management attitudes and practice. Policy issues are covered, and policies of various professional organizations are compared with those of British libraries. The differences between the two sets of policies form the basis for suggestions for the development of new or revised preservation policies in libraries.

COPYRIGHT & INTELLECTUAL PROPERTY RIGHTS

The Copyright Primer for Librarians and Educators, by Janis H. Bruwelheide. Chicago: ALA, 1995. \$22.00. ISBN 0-8389-0642-7.

"There are no pat answers when it comes to gray areas of copyright. We must be knowledgeable about the rights and limits explicit in the Copyright Law. Each of us may reach a slightly different interpretation of the law and the limits of fair use. Janis Bruwelheide's excellent *Copyright Primer* should not only be in every library but in every librarian's office. The next time you have a copyright question, be sure this book is at your fingertips."

Reviewer: Kristine Brancolini.
RQ 35, no. 3, Spring 1996, p. 437.

DISTANCE EDUCATION

Library Services for Off-Campus and Distance Education: Second Annotated Bibliography, by Alexander L. Slade and Marie A. Kascus. Englewood, CO: Libraries Unlimited, 1996. \$65.00. ISBN 1-56308-465-1.

This work focuses on library services and how libraries can meet new demands and take advantage of opportunities resulting from the trend to off-campus and distance education. Chapters cover, among other topics, collection management, bibliographic instruction, document delivery, interlibrary cooperation, library surveys, user studies and library case studies.

Is Technology a Silver Bullet?, by Carol A. Twigg. *Educom Review*, 31, no. 2 (March/April 1996): 28-29.

The cost/benefit ratios of various forms of distance education have been argued many times, with different outcomes. The only clear conclusion seems to be that the more nearly the distance education plan attempts to replicate conventional instruction, the more it will cost. The development of these distance learning models is still at an early stage, and accurate cost comparisons are simply not available today.

Economics of Distance Education: Recent Experience, edited by G. Dhanarajan, P.K. Ip, K.S. Yuen and C. Swales. Hong Kong: Open Learning Institute Press, 1994. \$13.00.

This work is a selection of papers from the 1993 Conference of the Asian Association of Open Universities. The 20 papers detail the results of work in England, India, Korea, Japan, Canada, China, Hong Kong, West Indies, Thailand, Australia and New Zealand. Some cover the economics of specific institutions: the British Open University, the Korean Air Correspondence University, and others. "The articles provide the reader with a sense of the relative costs and funding strategies for distance education in many locales. They also suggest some areas of research appropriate for international collaboration."

Reviewer: Peter J. Dirr.
American Journal of Distance Education 10, no. 1, 1996, p. 75.

DOCUMENT DELIVERY

Evaluating Commercial Document Suppliers: Improving Access to Current Journal Literature, by Alice Duhon Mancini. *College & Research Libraries*, 57, no. 2 (March 1996): 123-131.

This study examined the cost, access mechanisms, services, availability and reliability of four commercial document suppliers: Faxon Finder, UMI, UnCover, and The Genuine Article. They were able to fill an average of 76.57% of the total requests placed. The authors conclude that while commercial suppliers cannot replace traditional ILL services, they can play an important role in an overall document delivery plan. [Abstract]

ELECTRONIC LIBRARIES

Extending Access and Delivery (Far) Beyond the Library Walls, by James Huesmann and Deb Downing. *Computers in Libraries*, 16, no. 5 (May 1996): 28-31.

The Linda Hall Library (LHL) in Kansas City has incorporated the contents of the former Engineering Societies Library in New York City. It also includes the Spencer Art Reference Library in Kansas City. The online catalog, LEONARDO, allows access to all these collections and lets the library meet its commitment to filling requests for documents in 24 hours. As the use of the Web becomes more widespread, it will increasingly be used as a delivery vehicle by LHL.

Future Libraries: Dreams, Madness & Reality, by Walt Crawford and Michael Gorman. Chicago: American Library Association, 1995. \$22.50. ISBN 0-8389-0647-8.

"For a number of years now, librarians and other information professionals have been living on a battlefield. The battle is over the future of libraries as we know them and there seems to be only two sides from which to choose.... Crawford and Gorman claim to have found a middle ground.... Unfortunately they miss the mark.... In order to be part of a meaningful dialog there must be a certain amount of mutual respect between participants. With a proliferation of terms like 'barbarians,' 'technolust,' 'technojunkies,' 'madness,' and 'nonsense' used to refer to those who believe an electronic library is a viable option for some collections, the authors do not appear to have this needed respect."

Reviewer: April Bohannon.
Library Quarterly 66, no. 2, April 1996, p. 216.

ELECTRONIC PUBLISHING

Preprint Servers: A New Model for Scholarly Publishing?, by Richard Lim. *Australian Academic and Research Libraries*, 27, no. 1 (March 1996): 21-30.

Lim puts forward the proposition that preprint servers, which were originally designed as an informal publishing mechanism for the distribution of preprints, contain many of the characteristics of traditional scholarly publishing, and could conceivably serve as a new model of scholarly publishing in the electronic environment. [Abstract]

Scholarly Publishing: Trash or Treasure?, by Shirley Sullivan. *Australian Academic and Research Libraries*, 27, no. 1 (March 1996): 40-46.

The general perception in academia is that the electronically published material is of varying quality, but is produced in such bulk that valuable matter is hidden beneath dross. A literature review, complemented by interviews with academics, investigated whether they would find acceptable some method beyond the conventional system to regulate academic promotion and tenure, and if so, what that method might be. The conclusion was that it is extremely unlikely that any other means of assessing academic worth will replace research output. [Abstract]

Electronic Scholarly Publishing and the World Wide Web, by Andrew Treloar. *Journal of Scholarly Publishing*, 27, no. 3 (April 1996): 135-150.

An overview of scholarly publishing in the Internet environment underscores similarities

and dissimilarities within the various means of electronic delivery, as well as with the print publishing process. Areas of review include production and formatting, notification, access, permanence, location, revision, durability of the medium, design, multi-media, references to source materials, copyright, and citations.

Networked Scholarly Publishing, edited by F. W. Lancaster. *Library Trends* 43, no. 4 (Spring 1995): 515-770.

"Publishers, libraries, and scholars are responding with a variety of models for the electronic journal; some have already proven to be dead ends, but other new models come along with regularity, driven by economic necessity. These efforts seek answers in three areas: the technical methods of preparing and delivering electronic journals to users; the structural and financial changes in journal publishing; and the acceptance of electronic journals by users, their willingness to use electronic formats and to make them a part of the system of scholarly communication and reward. All are covered in this issue, though the technical and social aspects get fuller and more varied treatment."

Reviewer: James Campbell.

College & Research Libraries 57, no. 2, March 1996, p. 195.

Library Texts in an Electronic Age: Scholarly Implications and Library Services, edited by Brett Sutton. Champaign, IL: University of Illinois Graduate School of Library and Information Science, 1995. \$25.00. ISBN 0-87845096-3.

"This book, which publishes the papers presented at the 1994 Clinic on Library Applications of Data Processing, focuses on fairly recent developments in the area of electronic texts. Its attempt to address the impact of these developments on both scholarly research and library services is not always successful. Although the eleven papers are appropriately wide-ranging, their quality is very uneven.... An in-depth and thorough examination of all these issues is needed. Some of the papers in *Literary Texts in an Electronic Age* are valuable starting points but the book as a whole fails to accomplish this goal."

Reviewer: Kurt De Belder.

College & Research Libraries 57, no. 1, January 1996, p. 93.

HIGHER EDUCATION

Wise Moves in Hard Times: Creating and Managing Resilient Colleges and Universities, by David W. Leslie and E. K. Fretwell Jr. San Francisco, CA: Jossey-Bass, 1996. \$32.95. ISBN 0-7879-0196-2.

The authors explore the causes and implications of the many sources of stress present at today's universities. They report on the ways institutions are transforming themselves as they adapt to stress through changes in mission, organization, teaching, and learning. They also describe the practices that help institutions become more resilient and explain how to recognize trends and identify areas of concern.

Places of Inquiry: Research and Advanced Education in Modern Universities, by Burton R. Clark. Berkeley, CA: University of California Press, 1995. \$40.00. ISBN 0-520-08762-3.

This work is the second part of a two-volume study that compares the history and current status of research and advanced education in modern industrial nations. "Overall, faculty and administrators in higher education concerned with training advanced students, as well as those generally concerned with higher education policy, should find Clark's approach to the imperatives of teaching and research refreshing.... Clark proposes a model of modern education in which research, teaching and student learning are compatible and complementary."

Reviewer: M.G.C.

Harvard Educational Review 66, no. 1, Spring 1996, p. 147.

Over the Ivy Walls: The Educational Mobility of Low-Income Chicanos, by Patricia Gandara. Albany, NY: State University of New York Press, 1995. \$14.95. ISBN 0-7914-2609-2.

"Gandara finds that the Chicano students with the following attributes do best at school: they have light-colored skin and European (or 'ambiguous') looks; live next to white neighborhoods; attend predominantly white schools (approximately 75% of her interviewees did); are persistent; have supportive parents' have predominantly white peers; and leaned to appreciate schools' values, such as competitiveness, book literacy, tracking and standardized testing."

Reviewer: N. H.

Harvard Educational Review 66, no. 1, Spring 1996, p. 153.

Research Design: Qualitative and Quantitative Approaches, by John W. Creswell. Thousand Oaks, CA: Sage, 1994. \$19.50. ISBN 0-8039-5255-4.

"The book is intended for graduate students and faculty who seek assistance in preparing a plan for a scholarly journal article, a dissertation or a thesis. It focuses on major design decisions in the research process rather than on the explication of research methods. ...[This work] can be useful both as a reference for the individual researcher or graduate student seeking advice and as a text in research methods courses."

Reviewer: Jana Bradley.

Library Quarterly 66, no. 2, April 1966, p. 225.

INFORMATION MANAGEMENT

The Fourth Resource: Information and Its Management, edited by David P. Best. Aldershot, England: Gower, 1996. \$54.95. ISBN 0-566-07696-9.

Taking its place alongside the three resources of traditional economics, people, money and physical facilities, information is becoming recognized as of equal importance. The four parts of this work discuss: (1) the links between business process and information management; (2) the scope and applications of process modelling; (3) the achievements of effective information management; and (4) a view of information management as seen from a United States perspective.

INFORMATION POLICY

Information Policy Audit: A Case Study of an Organizational Analysis Tool, by Edwin M. Cortez and Edward J. Kaslauskas. *Special Libraries*, 87, no. 2 (Spring 1996): 88-97.

This case study of a medium-sized law firm was designed to evaluate a method of analyzing an organization's information needs and flows. The investigation revealed that any technique or approach to this problem needs to be multi-dimensional, flexible and comprehensive. A methodology for conducting this kind of information policy audit is described.

National Information Policies and Strategies: An Overview and Bibliographic Survey, by Michael W. Hill. London: Bowker-Saur, 1994. \$45.00. ISBN 1-85739-155-1.

"[This work] succeeds in extending beyond the predictable boundaries of information and information policy. The work makes an important contribution to the growing body of literature that recognizes the global nature of information policy and the need to look beyond individual country borders to understand the policies of other nations. The work is most valuable for those interested in comparative policy studies, but offers a solid foundation on which to build for others."

Reviewer: Liza R. Stimatz.

Journal of Government Information 23, no. 2 (March/April 1996), p. 191.

INFORMATION SCIENCE

From Writing to Computers, by Julian Warner. New York: Routledge, 1994. \$49.95. ISBN 0-415-09612-X.

"The book purports to take as its central theme 'the issue of a unifying intellectual principle to connect books and computers' ... I regret I cannot offer the reader a review that would place this work in its academic area, for despite the above statement, there is no clearly defined or persuasively presented thesis.... The reader will not see any 'unifying intellectual principle to connect books and computers' other than Warner's belief that because books and documents cannot be intelligent, computers relying on written programs likewise cannot be intelligent."

Reviewer: Gerry Benoit.

Library Quarterly 66, no. 2, April 1966, p. 213.

Measurement in Information Science, by Bert R. Boyce, Charles T. Meadow, and Donald H. Kraft. San Deigo, CA: Academic Press, 1994. \$59.95. ISBN 0-12-121450-8.

This work "consists of five sections, the first of which provides an introduction to the concepts of measurement. The second reviews the mathematical statistical apparatus necessary to understand the process of measurement." The third section "covers issues of specific importance for the information field, considering measures of language and text, of bibliometrics, and of library collections." Section four "reviews models and related measures specific to information storage and retrieval systems, the databases on which they operate and the users that they serve." The final section considers "information systems as a whole and the services they provide." Highly recommended.

Reviewer: Robert M. Hayes.

Library Quarterly 66, no. 2, April 1966, p. 222.

Measuring Information: An Information Services Perspective, by Jean Tague-Suitcliffe. San Diego, CA: Academic Press, 1994. \$59.95. ISBN 0-12-682660-9.

"The contexts covered in this book include measurement of collections of materials, of the surrogates used for access to them (such as catalogs and indexes), of the processes and results of retrieval and (of exceptional importance) of the forms in which results are presented. Models are presented in more descriptive form, with analyses provided on which implementation can be based. The central model is presented in chapter 4. It measures the informativeness of records, providing formalized means for analyzing user preference judgements. The later chapters then build upon it, applying it to evaluation of retrieval operations, services and collections." Highly recommended.

Reviewer: Robert M. Hayes.

Library Quarterly 66, no. 2, April 1966, p. 223.

INFORMATION SERVICES

The Economics of Information; A Guide to Economic and Cost-Benefit Analysis for Information Professionals, by Bruce R. Kingma. Englewood, CO: Libraries Unlimited, 1996. \$55.00. ISBN 1-56308-303-5.

This work offers library managers and policy-makers a way to better understand information markets and economic research on information topics. The author presents the fundamentals of economic analysis and the concept of market failure, in which the information market fails to operate efficiently. Kingma focuses on information goods and services and the application of economics to information markets, explaining basic economic concepts—demand, supply, benefits and cost—illustrating each with examples.

Positioning Strategic Information: Partnering for the Information Advantage, by Mary Lee Kennedy. *Special Libraries*, 87, no. 2 (Spring 1996): 120-131.

Success for the information professional in a large organization, whether public or private, depends on understanding how strategic and tactical information flows within the organization and establishing a framework for maximizing its benefit to the users. This paper discusses the opportunity for the information professional, and suggests some strategies for success.

INFORMATION SOCIETY

Being Digital, by Nicholas Negroponte. New York: Knopf, 1995. \$23.00. ISBN 0-679-43919-6.

"According to Negroponte, we are entering a postinformation age in which services are personalized and made to order.... 'Being digital' implies that the individual can specify and control what is received on the basis of personal and idiosyncratic requirements..."

We have not quite reached the postinformation age that Negroponte describes (which is one excuse he offers for issuing a book in conventional form) but we are close to it. I share his belief in his vision of the future although not necessarily his enthusiasm for it."

Reviewer: F. W. Lancaster.

Library Quarterly 66, no. 2, April 1966, p. 208.

Tendencies and Tensions of the Information Age: The Production and Distribution of Information in the United States, by Jorge Reina Schement and Terry Curtis. New Brunswick, NJ: Transaction Publishers, 1995. \$39.95. ISBN 1-56000-166-6.

"The idea behind this book was an excellent one: to attempt a serious theory about the

socioeconomic structures underlying and accounting for the surface phenomena of the information society. Of course, such large-scale theorizing is dreadfully difficult to make convincing, and this is at best a partial success, marred by conceptual underdevelopment, loose argument, too much casual impressionism, too many loose ends. But it was worth trying, and it would be worth trying again. There is a great deal more to be said."

Reviewer: Patrick C. Wilson.

Library Quarterly 66, no. 2, April 1966, p. 228.

LIBRARIANSHIP

The Big Picture: Reflections of the Future of Libraries and Librarians, by Eric Wainwright. *Australian Academic and Research Libraries*, 27, no. 1 (March 1996): 1-14.

The author, deputy Director-General of the National Library of Australia, examines the probable impact of technological and social development between now and 2010. All organizations will be subject to radical changes, with libraries facing more challenges than most. Librarians will have to unlearn some of their present attitudes and to realize that they are in the "information understanding business," rather than in the business of supplying information, and be generally more flexible and adaptable. [Abstract]

Information for a New Age: Redefining the Librarian, by Library Instruction Round Table of the American Library Association. Englewood, CO: Libraries Unlimited, 1995. \$26.50. ISBN 1-56308-278-0.

"[T]he authors have not redefined the librarian. They have quite thoroughly and eloquently reminded us of who we are. We are teachers, not technicians. We are critical evaluators, not just explorers of the information wilderness. If we merely concentrate on locating material without offering our users the skills for knowing what to do with it once they get it, we are adding to the confusion. We can be part of the problem or we can offer solutions. The choice is ours."

Reviewer: Joan R. Kaplowitz.

Library Quarterly 66, no. 2, April 1966, p. 220.

A Citation Analysis Study of Library Science: Who Cites Librarians?, by Terry Meyer and John Spencer. *College & Research Libraries*, 57, no. 1 (January 1996): 23-33.

The authors analyzed 24 library science journals over a 20-year period, and identified the non-library science fields or disciplines that cited articles published in the library journals covered by this study. *Scientometrics* and the *Journal of the American Society for Information Science* together accounted for nearly 45% of the citations from other fields. Although citations from other fields are higher than previous studies

indicate, comparison with other fields in the social sciences shows that library science is not being cited at the level of the other social science disciplines.

LIBRARIANSHIP AS A PROFESSION

Still a Man's World: Men Who Do "Women's Work", by Christine L. Williams. Berkeley, CA: University of California Press, 1995. \$15.00. ISBN 0-520-08787-9.

"If there is an overriding theme, it is that men's participation in female-intensive occupations is not based on a rejection of traditional male roles and identities and thus does not represent a challenge to the prevailing gender order. Indeed, men in librarianship and other female-intensive fields, Williams argues, benefit from their privileged gender position; they ride what she calls the glass escalator into managerial and administrative authority, or into the better-paying precincts of high technology."

Reviewer: Michael F. Winter.

Library Quarterly 66, no. 2, April 1966, p. 206.

At the Crossroads: Librarians on the Information Superhighway, by Herbert S. White. Englewood, CO: Libraries Unlimited, 1995. \$55.00. ISBN 1-56308-165-2.

"Fifty-seven essays gleaned from White's speeches and writings between 1982 and 1995 are collected here. They might be called, not completely unfairly, the master's collected pep talks.... the dominant tenor of the books is not educational, but exhortative." He does not advocate libraries. "White is much more a librarians' advocate and their grassroots organizer, who sees no hope for the profession unless it asserts itself with the same singlemindedness as the American Association of Retired Persons, the tobacco industry, or the National Rifle Association—examples he explicitly invokes as models.

It is a cold, cruel world out there indeed, and White's brand of librarian militancy seems overtaken by events and strangely out of synch with the times. Maybe if we had listened to him years ago it would not have come to this."

Reviewer: Jeffrey Garrett.

College & Research Libraries 57, no. 2, March 1996, p. 194.

Redefining the Status of the Librarian in Higher Education, by Bill Crowley. *College & Research Libraries*, 57, no. 2 (March 1996): 113-121.

Crowley describes in considerable detail the differences between the academic system, as it applies generally to faculty, and the library sub-system.

"It is a sociological and communications truism that subjective perceptions have real consequences. What is believed to be real is often

more important than reality itself. Regardless of what academic librarians know about their actual value to faculty and administrators, the literature of higher education consistently portrays librarians as ancillary to the academic enterprise.... Without a recognized claim to peer status and comparable treatment when resources are allocated, librarians will increasingly find life on the academic periphery to be no life at all as the hard decisions on funding and personnel are made."

Earnings Determinants of Library Faculty of the University System of Georgia, by W. Ken Farr and R. Neil Scott. *College & Research Libraries* 57, no. 1 (January 1996): 77-87.

This paper reports on a study of the earnings of library faculty with MLS degrees at the University System of Georgia. Unsurprisingly, earnings increase with experience, promotion, and higher academic rank. Surprisingly, intellectual contributions (i.e., publications), and additional graduate education are not rewarded with significant increases in earnings. Equally surprising is the discovery that changing jobs frequently results in reduced earnings for the person changing.

Faculty Status for Library Professionals: Its Effect on Job Turnover and Job Satisfaction among University Research Library Directors, by Michael Koenig, Ronald Morrison and Linda Roberts. *College & Research Libraries*, 57, no. 3 (May 1996): 295-300.

The results of this study indicate, interestingly, that the library director's job satisfaction was higher if the staff at the institution had release time to pursue scholarly endeavors. "Hollow faculty status", in which the staff were not provided with release time, led to less job satisfaction on the part of the directors.

LIBRARY EDUCATION

The Closing of American Library Schools: Problems and Opportunities, by Larry J. Ostler, Therrin C. Dahlin, and J. D. Willardson. Westport, CT: Greenwood Press, 1995. \$49.95. ISBN 0-313-24861-X.

"The title of this book will get the attention of those especially concerned with education for the profession—and not only our profession—but the content will not hold it for long.... The discussion in the first half is not rewarding enough to justify the cost of the book.... [H]owever, given the tone of the rest of the discussion, it is a real surprise to find that these authors are prepared to give up the title 'librarian' and the institution of the graduate library school."

Reviewer: Patrick Wilson.

College & Research Libraries 57, no. 2, March 1996, p. 197.

LIBRARY FACILITIES

****Development of a Policy for Refurbishment and Replacement of Furnishings in Public Areas of the James Cook University Library**, by Richard Sayers. *Australian Academic and Research Libraries*, 27, no. 1 (March 1996): 15-20.

An attempt to systematize the handling of furnishings in the James Cook University Library revealed that (1) very little professional attention has been paid to the matter and (2) this library, like nearly all others, had neglected the issue, and had no reasonable records of purchase, use and repair on which to base future decisions. In order to make sensible and economically sound decisions, it is necessary to treat the matter with more care and attention than is usually the case.

Designing Better Libraries: Selecting and Working with Building Professionals, by Richard C. McCarthy. Fort Atkinson, WI: Highsmith, 1995. \$15.00. ISBN 0-917846-36-2.

"The distinguishing feature of this work is the author's perspective. He is both an architect and a library trustee. This book emphasizes the respective roles of each of these parties—the architect and the trustee—principally as they work together in a public library setting.... The presentation is clear and well organized. The language is direct. The examples readily illustrate the points the author seeks to make. McCarthy does not paper over or shy away from issues and potential conflicts during the building process that can lead to fractious litigation.... This description of the roles and responsibilities of the architect and the board will clarify what to expect during building project for many library trustees."

Reviewer: Anders C. Dahlgren.

RQ 35, no. 3, Spring 1996, p. 438.

Building Libraries for the Information Age, edited by Sue Taylor. York, England: University of York, Institute of Advanced Architectural Studies, 1995. £20.00. ISBN 0-904761-49-5.

"The core of this publication is 11 studies of library building projects, all but one recently completed or in progress.... The papers in this volume are inevitably a rather varied mixture, illustrating the many different approaches and emphases that can be taken to planning a new library building—almost as much between different librarians and different architects as between the two groups. But the volume provides a useful quarry for the librarian or architect setting out to design a new building and seeking a description and commentary on current trends."

Reviewer: Ian Winkworth.

Journal of Librarianship and Information Science 28, no. 1, March 1996, p. 58.

**** Denotes important and interesting item.**

LIBRARY FINANCE

Managing Change in the Non-Profit Sector, by Jed I. Bergman. San Francisco: Jossey-Bass, 1996. \$34.95. ISBN 0-7879-0138-5.

"Sponsored by the Mellon Foundation, this study is something of a landmark. For the first time to my knowledge we have historical financial profiles of five key independent research libraries: the Huntington, Folger, Morgan, Newberry, and American Antiquarian Society.... Rather than simply continuing to funnel resources to hard-pressed institutions, Mellon decided it was time for some much-needed diagnostic work to help libraries and museums better manage their fates. This is an important and sobering work. It's subtitle might well have been: 'Why Institutions Succeed and Why They Don't.'"

Reviewer: Michael Ryan.

College & Research Libraries 57, no. 3, May 1996, p. 303.

LIBRARY HISTORY

Women's Work: Vision and Change in Librarianship, by Laurel A. Grotzinger, James V. Carmichael, Jr., and Mary Niles Maack. Champaign, IL: University of Illinois Graduate School of Library and Information Science, 1994. Occasional Papers no. 196/197. \$15.00.

"The authors of the three articles are library historians with a deep knowledge of the history and literature of librarianship in America.... These studies give texture and color to an age (actually more than one generation) when women librarians were a powerful, driving force in an unstoppable social movement.... It is particularly gratifying to see library history move from hagiography toward social history, where it can make a real contribution to understanding the Progressive Era."

Reviewer: Jean Alexander.

College & Research Libraries 57, no. 2, March 1996, p. 198.

MANAGEMENT

Focused Quality: Managing for Results, by Harvey K. Brelin, Kimberly S. Davenport, Lyell P. Jennings, and Paul F. Murphy. New York: Wiley, 1995. \$18.95. ISBN 0-471-13288-8.

The authors present a philosophy and a concrete methodology for producing results from TQM (Total Quality Management) which they call focused quality management, with the emphasis on the last word. If upper management does not drive the TQM effort, the results

are disappointing at best. "Quality management can be either a winner or a waste."

Teams and Technology: Fulfilling the Promise of the New Organization, by Don Mankin, Susan G. Cohen, and Tora K. Bikkson. Cambridge, MA: Harvard Business School Press, 1996. \$29.95. ISBN 0-87584-399-9.

This work discusses the advantages of integrating information technology with teams, and provides managers with a framework for doing so. It describes how to build teams that take advantage of a company's technological support, how to develop new information systems that support teams, and how to create an organization which encourages both teams and technology.

Staff Management in Library and Information Work, 3rd ed., by Peter Jordan and Noragh Jones. Aldershot, England: Gower, 1996. \$68.95. ISBN 0-566-07581-4.

This work discusses all aspects of management in a library/information services context, primarily from the British perspective. Topics covered, among others, are the working environment, motivation and job satisfactions, job description and personnel specification, recruitment, appraisal, staff training, and staff supervision.

****The Procedures Manual Goes Online: Creating an Online Manual Using a Word Processor**, by Tamara Roundy and Kalyani Parthasarathy. *Computers in Libraries* 16, no. 5 (May 1996): 32-36.

Procedures manuals, while desirable, are tedious and difficult to update. The authors describe a way of creating an online manual using WordPerfect 6.0 for Windows. The program includes a built-in means of creating hyperlinks from one place in the text to another. It is possible to link not only to a specific place in a text, but to another text altogether, thus allowing easy access to a variety of previously prepared documents.

Leadership, by Zelma M. Harris, John E. Roueche, Carolyn Desjardins, Michael Saez, and Belle S. Wheelan. *Community College Journal*, 66, no. 5 (April/May 1996): 10-17.

The authors of this multi-part article address the qualities of leadership, on the ways in which it is exhibited by people at various levels in the organization, and its moral implications for those who would become leaders.

****Organizational Design: Is There AN Answer?**, by Clifford H. Haka. *Library Administration & Management*, 10, no. 2 (Spring 1996): 74-76.

Many current efforts at reorganization will end in failure because there is no clear understanding by anybody as to the goal to be attained. "It

will be useful to keep the following concepts in mind:

1. Organizational design is not simplistic. You cannot just latch onto a uni-dimensional concept such as 'flatter is better' and magically come up with a superior structure;
2. Organizational design is a matter of compromises and trade-offs. For the greater degree of employee satisfaction and creativity typically achieved by a flatter organization there is normally an accompanying diminishment of control and accountability. This means that the real question becomes finding a reasonable balance; and
3. The design of an organization should flow from the end product that is desired.

Adjusting the Horizontal Hold: Flattening the Organization, by Joseph A. Boissé. *Library Administration & Management*, 10, no. 2 (Spring 1996): 77-81.

While a flattened organizational structure can help libraries meet some of the challenges, it also brings up new issues. Among these are: career considerations, appraisal systems, accountability, communication, turf wars, old/new conflicts, education of staff, and letting go of control from the top. (This last being the most difficult.)

Building an Effectiveness Pyramid for Leading Successful Organizational Transformation, by Jerry D. Campbell. *Library Administration & Management*, 10, no. 2 (Spring 1996): 82-86.

Campbell presents a three-level model for successful change. First, the individual attitudes of the staff must change. He recognizes that asking staff to make this change means that they will be taking substantial risks. The second level is the provision of skills and tools by the management to the staff. The third is the changing of the organizational structure so as to allow the greatest possible flexibility in funding and in staff assignments.

Continued Organizational Transformation: The Harvard College Library's Experience, by Susan Lee and Mary Elizabeth Clack. *Library Administration & Management*, 10, no. 2 (Spring 1996): 98-104.

The authors describe the ongoing changes at their library, examining the change process and some specific strategies employed, from the perspective of organizational development and the facilitation of change. They touch upon some of the very sensitive issues of changing what had been a long-accepted set of beliefs and assumptions about how the library should be operated.

**** Denotes important and interesting item.**

****Outsourcing: A New Management Tool or Just a Fad?**, by Irmgard Fischli. *Bulletin of the American Society for Information Science*, (April/May 1996): 20-21.

Fischli makes a number of important points in this brief article, which should be read by anyone considering outsourcing.

"Successful outsourcing partnerships are very different from traditional customer-supplier relationships. In an outsourcing relationship the partners must share identical objectives. Experience shows that establishing such partnerships can take a year or more and involves considerable management effort on both sides to ensure that the relationship endures.

On one side, outsourcing implies risks and should never be applied just to beat the costs. On the other side, it can help corporate efforts to restructure management and give rise to greater competitiveness and flexibility within the company."

MULTIMEDIA

Networking Multimedia—A Supporter's Nightmare, by Anne M. Mumford. *Information Services & Use*, 16, no. 1 (1996): 43-50.

Mumford discusses the support in place for multimedia in the UK higher education environment. She discusses video conferencing, the World Wide Web, imaging, network solutions, and file formats.

ONLINE INFORMATION SYSTEMS

Survey of CD-ROM Utilization in Libraries: An Analytical Study, by David Liu. *Library Hi Tech News*, no. 130 (March 1996): 1-7.

This extensive survey of various types of libraries found that more than half (54.3%) had at least one CD-ROM installation, and of these 40.5% are network accessible. The author concludes that libraries have the technological base and experience to thrive in the digital world, and that it is unlikely that libraries will atrophy, with patrons turning to commercial brokers.

ONLINE PUBLIC ACCESS CATALOGS

DIALOG on the Net: KR ScienceBase, by John Lescher. *Online*, 30, no. 3 (May/June 1996): 38-50.

KR ScienceBase for the World Wide Web (WWW) is the first of Knight-Ritter's new line of search tools. It allows end-users to search and retrieve from selected DIALOG databases using Netscape Navigator, which is already familiar to a number of users because of their prior WWW experience. Searching is much simpler, but also much less powerful, than in the original DIALOG system.

Student Use of Online Catalogs and Other Information Channels, by Ingrid Hsieh-Yee. *College & Research Libraries*, 57, no. 2 (March 1996): 161-175.

A survey of juniors at two universities found online catalogs to be the most commonly used information channel. Students identified convenience and quality of data as the top two factors in their choice of information channel. Few accessed the online catalog remotely. Most conducted subject and keyword searches, but few seemed to understand the differences between them.

PERSONNEL & STAFF DEVELOPMENT

Training for Change, by Anne Lawes. *Library Management*, 17, no. 3 (1996): 29-31.

Lawes identifies the major changes in information services as downsizing, outsourcing, organizational development, empowerment, technology, and the move toward end-user emphasis. These factors have important implications for determining the appropriate priorities in training and development of information managers.

****Transfer of Training in Libraries**, by Robert Burgin and Duncan Smith. *Journal of Library Administration*, 22, no. 1 (1995): 51-66.

This survey examined the extent to which both professional and non-professionals in a number of libraries were offered the opportunity for further training, and the ways in which this was done. Other studies have shown that there is often little permanent benefit to such training. Results of this study suggest that while the pre-training steps, such as arranging the distribution of one's workload, are generally taken, the post-training steps, such as sharing of what was learned, are frequently neglected.

A Study of Job Factors Affecting Current Public Library Employees' Desire to Remain with or Leave their Employer, by Richard Rubin. *Journal of Library Administration*, 22, no. 1 (1995): 85-111.

This survey of employees in Ohio public libraries found that nearly 50% of them considered leaving their present employer during the past 12 months. As those thinking of leaving become

more convinced that they should do so, it becomes more difficult for the employer to retain them. Factors which encourage employees to stay involve job security, benefits, and family responsibilities. This is especially important for non-professional staff. Full-time and part-time workers, however, respond to different incentives, and should not be viewed the same. Full-time workers place a greater emphasis on factors of growth and development within the organization. They are more interested in power relationships, such as those with the director; part-timers are more likely to focus on aspects that make the workplace pleasant such as relations with co-workers and patrons.

Considerations in the Application of Semi-autonomous Teams to the Small College Library, by Dan Kearns, Anne Floyd and Peter Smith. *Australian Academic and Research Libraries*, 27, no. 1 (March 1996): 58-66.

The authors discuss their findings of a study of small college libraries, exploring the development of autonomous group teams in relation to the level of job satisfaction, well-being, and roles within the library. It found no significant correlation between team autonomy, satisfaction or well-being, but there was a high level of dissatisfaction with the use of one's skills, talents and opportunities for career development. [Abstract]

You Developed It: Can Your Training Programs Survive the Reality Test?, by Edward W. Jones. Amherst, MA: HRD Press, \$24.95. ISBN 0-87425-252-0.

"Jones' book is a gentle kick in the butt for folks who think that the organization's problems will be solved by a training class. It doesn't matter how good the program is if the learner doesn't perceive that the organization will reward use of the skills learned in training.... Jones' theories are really common sense: they're just not common practice. He has written a comprehensive plan for turning theory into practice and he's done it without sounding pedantic, chastising or pompous."

Reviewer: Lin Standke.
Training 33, no. 4, April 1996, p. 106.

Performance Appraisal: Can We 'Manage' Away the Curse, by Chris Lee. *Training*, 33, no. 5 (May 1996): 44-59.

There is universal dislike, not to say hatred, of the conventional annual employee performance appraisal ritual. A number of writers contend that it should be completely abolished. Some firms are trying a system involving more continual and frequent interactions between management and staff in an attempt to both manage and mentor employees during the course of a year rather than attempting to make changes in an annual one-hour or less interview.

**** Denotes important and interesting item.**

****Are We Smart Enough for Our Jobs?**, by David Stamps. *Training*, 33, no. 4 (April 1996): 44-50.

The issue, of course, is not "IQ smarts" but adaptability. A number of large firms are exploring various ways in which employees, both managerial and non-managerial, can learn to be more flexible and adaptable to change. Those who cannot or will not learn the new abilities are among the first to be unemployed.

"There's a growing imbalance between the supply of smart people and the demands of the workplace, a workplace where problem-solving skills and the sort of fluid intelligence that has traditionally translated into high IQ and SAT scores will be desperately needed to meet challenges at work and to figure out new ways of doing things."

PLANNING

Alternative User Survey and Group Process Methods: Nominal Group Technique Applied to U. S. Depository Libraries, by Elizabeth Richmond and Michele T. McKneely. *Journal of Government Information*, 23, no. 2 (March/April 1996): 137-149.

The authors point out that much of the standard survey data needed by libraries to understand their user population is available from published sources, a fact often overlooked. However, their main emphasis is on the use of the "Nominal Group Technique." This brings together a number of people, presents them with a specific question such as "What are this library's most important problems or weaknesses?" The participants then write their answers, which are posted for all to see. The aim is not to reach consensus, but to insure that all ideas are heard and ranked.

REFERENCE SERVICES

****The E-mail Reference Interview**, by Eileen G. Abels. *RQ*, 35, no. 3 (Spring 1996): 345-358.

This paper, which focuses on the e-mail reference interview, discusses differences between them and those conducted using other media, presents a taxonomy of approaches to e-mail reference interviews, and introduces a model e-mail reference interview. The results suggest that reference interview can be conducted via e-mail for some complex questions. [Abstract]

**** Denotes important and interesting item.**

Electronic Mail Reference Service: A Study, by Lara Bushallow-Wilbur, Gemma DeVinney and Fritz Whitcomb. *RQ*, 35, no. 3 (Spring 1996): 359-371.

This study examines the use of electronic mail reference service in three library units at the State University of New York at Buffalo. Two conclusions were surprising. First, contrary to the common belief that the e-mail service would be most heavily used during hours the library was closed, the opposite was true. Most requests came in when the library was open. Second, though librarians worry about accurately understanding the patrons' queries, the patrons themselves perceive the e-mail answers as more accurate than the traditional service.

Reference Communication: Commonalities in the Worlds of Medicine and Librarianship, by Rachael Naismith. *College & Research Libraries*, 57, no. 1 (January 1996): 44-57.

Reference and medical interviews constitute an effort on the part of the professional to both assess an individual's needs and explain a system that may seem complex and new to that individual. This paper presents a series of communication issues and outcomes, describing each as it applies to the physician's office and the reference desk. Avenues for improving communication are suggested, the simplest of which is the avoidance of library jargon.

The Reference Assessment Manual, by Reference and Adult Services Division of ALA Evaluation of Reference and Adult Services Committee. Ann Arbor, MI: Pierian Press, 1995. \$35.00. ISBN 0-87650-344-X.

"The thrust of this work is to support systematic and complementary assessment across libraries rather than leave the field to the current piecemeal approach. According to the preface, theirs is a two-part goal: (1) to provide one place for those in the field (practicing librarians, reference managers, researchers) to find all the instruments that have been developed for assessing reference activity, and (2) to encourage library administrators to support and promote evaluation of these services... This volume should become the place to start any reference assessment and the basis for sorting through possible tools and methodology."

Reviewer: Margo Crist.
College & Research Libraries 57, no. 3, May 1996, p. 307.

SCHOLARLY COMMUNICATION

Library Circulation of University Press Publications, by E. Stewart Saunders. *Journal of Scholarly Publishing*, 27, no. 3 (April 1996): 167-170.

This comparison of the circulation of university press titles as compared to those of commercial publishers revealed that, though the former circulated on average fewer times than the latter, the difference were not great. University titles had an average of 5.1 circulations, the others, 6.4. On the other hand, 13 percent of the university press titles never circulated once in the thirteen years covered by the study, while only 5.5 percent of the commercial titles went uncirculated.

SECURITY & DISASTER PREPAREDNESS

Disaster Management in Libraries, by Paul Eden and Graham Matthews. *Library Management*, 17, no. 3 (1966): 5-12.

The authors visited a number of organizations both within and outside the library profession and analyzed a number of disaster control plans. They urge that the plans be managed and supported by risk assessments and regular inspections, the use of expert advice, staff training programs, and contingency planning for temporary services, accommodation and storage.

SERIALS

Serials to the Tenth Power: Tradition, Technology and Transformation, edited by Mary Ann Sheble and Beth Holley. Binghamton, NY: Haworth Press, 1996. \$40.00 (Published simultaneously as *The Serials Librarian*, 28, nos. 1/2/3/4). ISBN 1-56024-840-8.

These proceedings of the 10th anniversary conference of the North American Serials Interest Group cover how electronic publishing impacts the dissemination of knowledge in general, and serials in particular. Topics include Gophers and Webs, copyright and fair use, electronic publishing projects, and cataloging of electronic serials.

SERVICE QUALITY

Managing Quality in Information Services, by Jennifer Rowley. *Information Services & Use*, 16, no. 1 (1966): 51-61.

This article explores some of the issues associated with the implementation of Total Quality Management (TQM) in the service environment, as they might apply to information services. The SERVQUAL instrument has been widely used as a means of measuring service

quality. The article reviews briefly the literature concerned with measuring service quality as a forum in which to explore the concept of service quality. [Abstract]

STATISTICS

Simple Statistics for Librarians and Information Professionals, by Peter Stephen and Susan Hornby. London: Library Association Publishing, 1995. £26.00. ISBN 1-85604129-8.

"Simple Statistics by two LIS lecturers, is unashamedly a text book, with its origins in lectures and lecture notes plain to see.... The topic is dealt with in a very practical way, starting with sample problems and then showing how to solve them.

How does it compare with general textbooks on statistics? Would librarians derive special benefit from this book? I am afraid the answer must be 'no'. There is nothing special to distinguish it other than the use of library examples. ...

In brief, this is a good textbook, but it has nothing to persuade me to recommend it over other good textbooks on the subject."

Reviewer: Maurice B. Line.

Journal of Librarianship and Information Science 28, no. 1, (March 1996), p. 57.

STUDENTS

The Reading and Television Viewing Habits of a Sample of Pre-Service Education Majors, by Deborah Sardo-Brown and Dena Beeghly. *College Student Journal*, 30, no. 1 (March 1996): 37-44.

The reading and television viewing habits of 238 pre-service education majors were surveyed. Only 38% of the sample cited a life-changing book they had read. 35% of them took a course in the preceding semester which required them to read any book other than the textbook. Overall, the respondents spent 4.1 hours in leisure reading per week, as compared to 9.3 hours of television viewing.

Students: Preparing the Next Generation of Students for the Civil Society, by Jeremy Rifkin. *Community College Journal*, 66, no. 5 (April/May 1996): 20-22.

Rifkin well known for his position on social issues and author of *The End of Work*, first notes the declining employment opportunities in both the manufacturing and service industries, and points out that the "information industry" cannot provide replacement opportunities. He suggests that the non-profit sector of the economy, what Peter Drucker calls the "Third Sector", may be the place in which new

opportunities will arise. But if this is so, he maintains, then both attitudes about work, and beliefs about appropriate education, will have to change.

TECHNICAL SERVICES

The Changing Nature of Jobs: A Paraprofessional Time Series, by Carol P. Johnson. *College & Research Libraries*, 57, no. 1 (January 1996): 59-67.

This study attempts to determine if paraprofessional jobs have changed significantly as a result of automation. Three raters reviewed job descriptions dated 1975, 1981, and 1990 from the technical services department of a small academic library. The results showed that there was no significant change in the jobs. They also show that the change in jobs is more idiosyncratic than expected, and may also illustrate the de-skilling effect of computers on library jobs. "Technology, often viewed as a way to upgrade the status of library positions, does not seem to have raised the job level.... Increasing levels of required education do not make a difference."

WOMEN AND MINORITIES

Women, Information, and the Future: Collecting and Sharing Resources Worldwide, edited by Eva Steiner Moseley. Fort Atkinson, WI: Highsmith, 1995. \$20.00. ISBN 0-917846-67-2.

"These forty-six papers, mostly documentary and descriptive, only dimly reflect the enthusiasm that must have reigned at the conference itself, whose delegates were gearing up for the 1995 Beijing conference on women. Although tedious to read at one stretch, the book is highly recommended as a reference for specific information on women's resource centers."

Reviewer: Jean Alexander.

College & Research Libraries 57, no. 2, March 1996, p. 198.

WORLD WIDE WEB

Advanced Web Searching: Tricks of the Trade, by Peggy Zorn, Mary Emanoil, Lucy Marshall, and Mary Panek. *Online*, 20, no. 3 (May/June 1996): 14-28.

The authors run sample searches and compare the various results and capabilities of several Web search engines. Alta Vista, InfoSeek, Lycos, and Open Text are compared regarding

the quality of documentation, duplicate detection, field searching, indexing, Boolean capabilities, proximity searching, relevancy ranking and truncation.

Cool Tools for Web Searching: An Update, by Martin P. Courlois. *Online*, 20, no. 3 (May/June 1996): 29-36.

This update of an article in the November 1995 issue of *Online* examines trends in Web searching, new services, and changes in major WWW search services. The services described are Excite, Magellan, Point, Inktomi, Alta Vista, InfoSeek, Lycos, Open Text Index, Web-Crawler, and Yahoo.

The Virtual Pathfinder: A World Wide Web Guide to Library Research, by Steve Sloan. *Computers in Libraries*, 16, no. 4 (April 1996): 53-54.

The University of New Brunswick library, like many others, has long used printed Pathfinders to guide students to sources of information on a given topic. Rejecting the idea of simply transferring these to the WWW, Sloan has developed a pathfinder system that uses the strengths of the WWW to update automatically references, link to other resources on the Web, and to point to other non-Web resources. The system operates by creating a Web-searching script into which the user's terms of interest are incorporated. Thus, a pathfinder does not actually exist until the user requests one. Reaction to the Virtual Pathfinder has been very favorable. Students seem to use it frequently.

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