



The JAL Guide to the Professional Literature

Ellen Altman and Allan Pratt, Guide Editors

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.

Suggestions from readers regarding books and journals to be included are welcome. If you encounter an item which you feel should be brought to the attention of others, send a note to **Ellen Altman and Allan Pratt, the Belmont Group, 1700 E. Elliot Rd., #6-512, Tempe, AZ 85284** or an e-mail message to **BELMONT@PRIMENET.COM** giving the citation and your reason for suggesting it. If you write the annotation yourself, you will be given a byline.

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ACADEMIC LIBRARIES

Libraries and Student Assistants: Critical Links, edited by William K. Black. Binghampton, NY: Haworth Press, 1995. \$19.95 (Published simultaneously as *Journal of Library Administration* 21, nos. 3/4). ISBN 1-56024-755-X.

This work discusses the benefits, the challenges and major issues related to hiring, training, motivating and utilizing student workers in libraries. It examines the perspectives and expectations of both librarians and student assistants in order to improve relations and maximize student performance. Chapters include: student employment manuals, managing a diverse work force, and the changing role of student employees in team-base organizations.

The Library and Undergraduate Education, edited by T. C. McFadden and T. J. Hostetler. *Library Trends* 44, no. 2, (Fall 1995) \$18.50.

In the view of the editors and contributors to this volume, librarians need to return to the reference desk, the library needs to become a part of the undergraduate academic life, to become more than a quiet place to study. Topics covered by the essayists range from critical thinking, information literacy, the Internet, and user education to bibliometric instruction and electronic scholarship. Evan Ira Farber has a chapter entitled "Plus ca change..."

BIBLIOGRAPHIC INSTRUCTION

Library Instruction Revisited: Bibliographic Instruction Comes of Age, edited by Lynne M. Martin. Binghampton, NY: Haworth Press, 1995. \$59.95 (Published simultaneously as *The Reference Librarian* nos. 51/52). ISBN 1-56024-759-2.

The volume opens with a review of bibliographic instruction over the past 10-12 years. The following sections cover learning theory and pedagogy, collaboration and cooperation with faculty and other professionals, technology, and multicultural issues. It concludes with four cases studies and a summary.

Teaching Electronic Information Literacy: A How-To-Do-It Manual for Librarians, edited by Donald A. Barclay. New York: Neal-Schuman, 1995. \$39.95. ISBN 1-55570-186-8.

"The intended audience is working librarians, teachers, and trainers who are already somewhat familiar with accessing and using electronic information resources but who find themselves asking the hottest information ques-

tion of the 1990s—"How do I teach this stuff?..." It is the purpose of this book to guide those in the trenches so they can get on with the important business of teaching people to access and use electronic information." [Introduction]

Chapters include: Learning Theory and Electronic Literacy; Outreach to Potential Learners; Teaching Basic Electronic Searching Strategies; Introducing Learners to the internet; Teaching the basic Internet Tools; Putting Together an Electronic Literacy Workshop; Using the Internet to Teach the Internet; Equipment Requirements; and Administration.

Information Skills for New Entry Tertiary Students: Perceptions and Practice, by Merolyn Coombs and Jan Houghton. *Australian Academic and Research Libraries* 26, no. 4 (December 1995): 260-270.

A survey of incoming students at the University of Technology Sydney (UTS) revealed several interesting findings: (1) the students recognized a need for improved information skills; (2) they did not know how they might gain them; (3) the teaching of these skills probably only makes sense within a specific context in the students' programs.

Evaluating Library Instruction in Academic Libraries: A Critical Review of the Literature, by Christopher Bober, Sonia Poulin and Luigina Vileno. *The Reference Librarian*, no. 51/52 (1995): 53-71.

Four main issues are discussed: (1) the reasons why librarians are evaluating; (2) to what degree they are evaluating; (3) what specific aspects they are evaluating; and (4) which methodologies are being used. Results indicate that, despite a growing interest in the evaluation of bibliographic instruction, the same pattern of limited systematic evaluations identified in 1980 continues to exist. Barriers, which include lack of time and anxiety about evaluation, to the successful implementation of evaluation, as well as possible directions for the future are also presented.

Providing Off-Campus Bibliographic Instruction: When Off-Campus Means Someone Else's Campus, by Anita Whitehead and Maxine M. Long. *The Reference Librarian*, no. 51/52 (1995): 171-180.

This article focuses on the experiences of Genesee Community College (New York) students located on a satellite campus who receive their bibliographic instruction in the library of a near-by four-year college, the State University of New York College at Geneseo. Cooperation between librarians at both institutions ensures that the off-campus bibliographic instruction is consistent with that offered on the main campus. Communication between involved faculty and librarians assures that the sessions are directly related to course work. The popularity of this program, however, has led to a greater demand for it, causing some problems at the Geneseo campus.

Breaking out of the Basement: A Survey of Catalogers who Teach in State University of New York (SUNY) Libraries, by Lynne M. Martin. *The Reference Librarian*, nos. 51/52 (1995): 209-230.

A 1993 survey of cataloging librarians in the SUNY system revealed that slightly less than half of them provide any form of bibliographic instruction to users. It is not surprising to find that those who do not teach do not want to. They argue that they are already overworked and have no time to teach, or that they simply do not wish to interact with users. Similarly, those who do teach think it is a great idea and that more catalogers should do so.

****Point-of-Use Instruction: The Evolving Role of Stacks Support Staff and Student Assistants in an Academic Library**, by Loretta J. Rielly and Garry A. Browning. *The Reference Librarian*, nos. 51/52 (1995): 195-208.

Oregon State University's Kerr Library has begun training stack maintenance support staff and student assistants to provide point-of-use assistance and instruction to patrons. This was done in order to overcome one of the most common complaints of students in bibliographic instruction classes, "I can never find anything in the library."

"By showing the library user where an item is located by explaining the procedures the library uses to put it there, the stacks student or staff makes real the concepts taught in the classrooms." [Conclusion]

Preparing to Teach in Cyberspace: User Education in Real and Virtual Libraries, by Suzanne Byron. *The Reference Librarian*, nos. 51/52 (1995): 241-247.

This paper addresses practical concerns encountered at the University of North Texas Libraries in providing resources and empowering education for librarians and staff members who teach library instruction, as well as the adoption of computer-based education principles to create a flexible teaching and learning environment for real and virtual libraries. [Abstract] The library's Public Services Division created a User Education Department in 1991 to address these needs.

Branching Out: A Required Library Research Course Targets Disciplines and Programs, by Carla List. *The Reference Librarian*, no. 51/52 (1995): 385-398.

At State University of New York Plattsburg, the 20+ sections of a one-credit required course, Introduction to Library Research, have been customized into five major areas, Business, Education, Sciences/Mathematics, Humanities, and Social Sciences. The paper describes how and why these areas were selected, and discusses some of the successes (more choice for students, less wear and tear on the materials used) and difficulties encountered (lack of time, administrative complications) in teaching courses of this nature.

Evaluating Library Instruction: Sample Questions, Forms, and Strategies for Practical Use, edited by Donna Shonrock. Chicago: ALA, 1995. \$34.00 (\$28.80 to members). ISBN 0-8389-0665-6.

The Research Committee of the Library Instruction Round Table prepared this volume as a "recipe" book to simplify both the planning process and the making of library instruction evaluation instruments. It contains:

- Advice on pre-survey planning;
- Strategies and questions for evaluating classwork, instructors and instructional materials and equipment;
- Useable questions organized by topic;
- Glossary, bibliography and sample questionnaires; and
- Sample attitude and measurement scales.

Writing-Across-the-Curriculum and the Academic Library: A Guide for Librarians, Instructors, and Writing Program Directors, edited by Jean Sheridan. Westport, CT: Greenwood Press, 1995. \$69.50. ISBN 0313-29134-9.

Writing-Across-the-Curriculum (WAC) is an attempt on all educational levels to encourage writing in all subject areas studied in the curriculum, not solely in composition or literature classes. It implies a concern of all faculty, not only writing instructors. This volume provides practical information to librarians who wish to know more about Writing-Across-the-Curriculum and to instructors in writing-intensive courses who wish to know more about using library resources. A number of case studies of effective collaboration between librarians, instructors and writing programs are included.

CATALOGING

But Is It an Online Shelflist? Classification Access in Eight OPACs, by Dan L. Kniesner and Carrie Willman. *Cataloging & Classification Quarterly* 20, no. 4 (1995): 5-21.

This article compares the call number searching abilities of eight prominent, mature library systems: VTLS, Inlex, Innovative Interfaces, Data Research Associates (DRA), Geac Advance, Dynix, SIRSI and NOTIS. Using five criteria that are important to catalogers, the authors tested and rated each system for its suitability as an online shelflist. VTLS, Inlex, and III got A's; DRA, Geac, and Dynix, B's; SIRSI and NOTIS, C's. However, according to a footnote, version 7 of SIRSI is graded as an A.

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

****PromptCat: A Projected Service for Automatic Cataloging—Results of a Study at the Ohio State University Libraries**, by Mary M. Rider. *Cataloging & Classification Quarterly* 20, no. 4 (1995): 23-44.

OCLC's PromptCat service offers libraries the potential to obtain full catalog records for approval or firm order books at the same time the books are shipped by the vendor.

The results of this study at Ohio State University Libraries (OSUL) show a high degree of quality in terms of record selection and correct match to the bibliographic item. In virtually all cases where records met match criteria OSUL would have received the same record that was also selected by cataloging staff. For the majority of records OSUL did only minimal or no editing of records before accepting them for the local catalog.

Enhancing Subject and Keyword Access to Periodical Abstracts and Indexes: Possibilities and Problems, by Margo Warner Curl. *Cataloging & Classification Quarterly* 20, no. 4 (1995): 45-55.

Bibliographic records in an online catalog for periodical abstracts and indexes lack adequate subject and keyword access. Access can be improved by adding L.C. subject headings and by expanding the use of the contents note. However, no good methodology currently exists to provide optimum access given the constraints of the bibliographic record and of online catalogs. [Abstract]

CD-ROM PRODUCTS & SERVICES

Bibliographic Database Searching by Graduate Students in Language and Literature: Search Strategies, System Interfaces, and Reliance Judgments, by Debora Shaw. *Library & Information Science Research* 17, no. 4 (Fall 1995): 327-345.

A study of humanities graduate students, searching mainly in the *MLA International Bibliography*, brought out the following points, among others: this group of students is not at all reluctant to use computer based retrieval tools; is prepared to invest effort in reading on-screen instructions and help screens; is willing to work through a very large (> 100) group of citations to find relevant articles; has limited faith in the accuracy of the indexing terms used.

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

303 CD-ROMs to Use in Your Library: Descriptions, Evaluations, and Practical Advice, by Patrick R. Dewey. Chicago: ALA, 1995. \$30.00. (\$27.00 to ALA members). ISBN 0-8389-0666-4.

This directory is organized by subject: Art and Music; Business; Careers; Education; Health, Medicine & Nutrition; Literature; Maps; Newspaper & Periodical Indexes; and U.S. Government Statistical Data.

Entries include price (when available), platform and hardware requirements, network availability, content, searching features, and the level of user sophistication required.

CIRCULATION

Self-Service Charge Systems: Current Technological Applications and Their Implications for the Future Library, by Jackie Mardikian. *RSR: Reference Services Review* 23, no. 4 (1995): 19-38.

After a brief review of present self-service circulation systems, the author provides an annotated bibliography on their use. Most libraries which have installed such machines seem to find them satisfactory. Since self-service is a growing component of many other businesses, an additional annotated listing of articles relating to this topic in the service sector, (banking, postal services, and vending machines) is also included.

COLLECTION MANAGEMENT

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.

This volume describes and illustrates a relatively brief test to assign libraries a score for existing collection strength in a subject area. Drawing upon expert human judgement and holdings data available from OCLC, the test can assist librarians in setting and verifying collection levels on the RLG or WLN Conspectus scales. The brief test presented here is an economical alternative to the more typical labor-intensive approach to collection analysis.

Liaison with Teaching Faculty: Effective Strategies for Collaborative Collection Development, by Christine Wondolowski Gerstein. *Public & Access Services Quarterly* 1, no. 4 (1995): 85-90.

The author, a collection development librarian, describes several strategies used to further library/faculty cooperation.

1. Make sharing responsibility for selection as painless as possible for faculty.
2. Keep the faculty informed about budget and allocation issues.
3. Consult faculty about serials and standing order cancellations.
4. Sponsor library workshops on new materials and services.
5. Develop every opportunity to bring the library to the faculty's attention.
6. Notify requesting faculty members when a requested title arrives.
7. Acknowledge gifts from faculty.
8. Develop profiles of faculty interests.
9. Attend campus social events and contact as many people as possible.
10. Enroll in a class in one of the subject areas for which you are responsible.

COMMUNITY COLLEGES

A Learning College for the 21st Century, by Terry O'Banion. *Community College Journal* 66, no. 3 (December/January 1995-96): 18-23.

The author, executive director of the League for Innovation in the Community College, notes the heavy emphasis on "teaching" in community colleges generally, and points out that "learning" is what the institution supposedly should be all about. He argues that the institutional structure must be modified to put customers (students) first, and gives some examples of community colleges in which real changes in that direction have been made. He recommends evaluating rules and procedures on the basis of whether or not they promote learning and advocates establishing a research and development fund to support learning.

The Learning Paradigm, by George R. Boggs. *Community College Journal* 66, no. 3 (December/January 1995-96): 24-27.

Boggs argues that the current paradigm of community colleges, which is based on "offering courses", and the associated funding as a function of the number of students is obsolete. Instead the focus should be on the extent to which the student learns. Colleges have never developed ways in which to measure this learning, because doing so was irrelevant to their perceived missions. Now is the time to change mission statements and challenge staff to identify student outcomes.

New Technologies and New Skills: Two-Year Colleges at the Vanguard of Modernization, by Stuart A. Rosenfeld. Annapolis Junction, MD: Community College Press, 1995. \$22.00. ISBN 0-9636927-2-0.

"Rosenfeld's work is organized into two sections. The first begins with a general introduc-

tion to the concept of industrial modernization and its importance to the continued competitiveness of American small manufacturing enterprises. This description forms the basis for Rosenfeld's rationale for the involvement of community colleges working with those enterprises to bring new technologies to the shop floor."

Reviewer: Robert Pedersen.

Community College Journal 66, no.2, December/January 1995-1996, p. 44.

Vocational and Technical Resources for Community College Libraries, edited by Mary Ann Laun. Chicago: Association of Research and College Libraries, 1995. \$85.00 (ACRL Members) \$95.00 others. ISBN 0-8989-7775-8.

"Comprised of annotated bibliographies, this publication presents a collection of print and non-print resources to support vocational and technical college curricula. . . . Considering the scarcity of review sources and absence of any up-to-date selection tools specifically for two-year programs, this work is a must-have for all libraries supporting vocational and technical studies."

Reviewer: Debra J. Oswald.

RQ 35, no. 2, Winter 1995, p.279.

CONSERVATION & PRESERVATION

New Tools for Preservation: Assessing Long-Term Environmental Effects on Library and Archive Collections, by James M. Reilly, Douglas W. Nishimura and Edward Zinn. Washington, DC: Commission on Preservation & Access, November 1995. \$10.00.

A new method for monitoring the effects of environmental conditions on archival materials promises to make it easier, and in some cases cheaper, for libraries and archives to maintain their collections. The Time Weighted Preservation Index provides a new way to measure and quantify how temperature and humidity changes affect the preservation quality of storage environments for paper, photographic and magnetic tape collections. The document illustrates the concept with examples and explains how relatively small changes in storage conditions can result in significant improvements in the useful life of materials.

Surveying Collections: the Importance of Condition Assessment for Preservation Management, by Graham Matthews. *Journal of Librarianship and Information Science* 27, no. 4 (December 1995): 227-236.

Matthews provides a general overview of the state of conservation and preservation matters in UK libraries, and suggests that a planned national sample survey, with representative regional and sectoral coverage

could be implemented to minimize costs and maximize usefulness.

COPYRIGHT & INTELLECTUAL PROPERTY RIGHTS

Copyright Theft, by John Gurnsey. Aldershot, Hampshire, England: Aslib Gower, 1995. \$48.95. ISBN 0-566-07631-1.

Systematic copyright theft forms part of a multi-billion dollar international industry, which is able to thrive partly because it is easy to overlook what is known to be theft when the original material remains intact. This book is not about copyright law, but about the abuse of it. It examines both conventional printing and electronic media in many different formats.

"From the start, we must accept that the law establishes that copyright law is a form of property law. As such, copyright may be sold or licensed, in part or in its entirety by the right's owner, something which many clearly find difficult to accept. It is nonetheless a legal fact, and while many stress the elusiveness and intangibility of the property aspect of creative works, that is really an irrelevance. If the law says copyright is a form of property which can be bought, sold or rented, then it is also a form which can be stolen or otherwise abused." (p.17)

****Coping with Copyright and Beyond: New Challenges as the Library Goes Digital**, by Karen Hersey. *Cause/Effect* 18, no. 4 (Winter 1995): 4-6

While speed, convenience and sheer volume of information made accessible by digital technology and delivery is a boon, market factors and the business enterprise are bringing digital information to libraries at a substantial cost, not just in dollars. This article examines the tension that results as these forces meet head-on, and identifies some issues for campus libraries to be aware of in the networked information world. [Abstract] One recent development is the increasing reliance by vendors on contract provisions, rather than the terms of the copyright law.

The author is Intellectual Property Counsel for MIT.

The Copyright Grab, by Pamela Samuelson. *Wired* 4, no. 1 (January 1996): 134-138, 188.

"If legislation recommended in [the Clinton administration's] white paper 'Intellectual Property and the National Information Infrastructure' is enacted, your traditional user rights to browse, share, or make private noncommercial copies of copyright works will be rescinded.... The white paper regards digital technology as so threatening to the future of the publishing industry that the public must be stripped of all the rights copyright law has long recognized—including the right to privacy."

DISTANCE EDUCATION

Delivery of Library Services to Distance Education Students: The BIBDEL Research Project at Dublin City University Library, by Monica Brinkley and Jack O'Farrell. *Electronic Librarian* 13, no. 6 (December 1995): 539-546.

The Dublin City University Library conducted two test programs in support of remote users. The first one involved a combination of dial-up access to the library's OPAC and e-mail, which allowed the remote users not only to search the catalog but to request that books or copies of periodical articles be sent to their postal addresses, and to negotiate reference questions with the library staff. The second test involved the transmission of scanned page images to remote users who had Windows-based PCs. Both tests demonstrated the technical feasibility of the procedures. The economic and management implications of making them widely available are under study.

Building Virtual—and Spatial—Libraries for Distance Learning, by Richard J. Bazillion and Connie L. Braun. *Cause/Effect* 18, no. 4 (Winter 1995): 51-54.

The authors argue that virtual libraries will not eliminate the need for library buildings. There are two reasons why this is so. First, books will not disappear, though periodicals and documents may. Second, space is required for the library's teaching function. Two kinds of space belong in new library buildings: (1) a large classroom equipped for the teaching of electronic research skills and (2) an information "arcade" area consisting of multimedia stations capable of accessing a variety of electronic sources.

DIVERSITY

Mapping Curricular Reform in Library/Information Studies Education: The American Mosaic, edited by Virgil L. P. Blake. Binghamton, NY: Haworth Press, 1995. \$12.95 (Published simultaneously as *Public & Access Services Quarterly* 1, No. 3). ISBN 1-56024-740-1.

The authors of the fourteen chapters in this work outline approaches for ensuring that students of library and information science are better prepared to serve a culturally and ethnically diverse public. The text emphasizes the special need to assure sensitivity to minorities on the part of all professionals dealing with the library's public.

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

Multiculturalism in Libraries, by Rosemary Du Mont, Lois Buttlar and William Caynon. Westport, CT: Greenwood Press, 1994. \$55.00. ISBN 0-313-28418-0.

"Overall, *Multiculturalism in Libraries* is a significant contribution to the profession. We are desperately in need of sources about multiculturalism, or cultural diversity, and this book helps meet the need.... [It] reveals that in the area of cultural diversity, libraries still do not have it right."

Reviewers: Michele Besant and Rhea Lawson. *Library & Information Science Research* 17, no. 4, Fall 1995, p. 410.

Shameful Admissions: The Losing Battle to Serve Everyone in Our Universities, by Angela Browne-Miller. San Francisco: Jossey-Bass, 1995. \$28.00. ISBN 0-7879-0182-2.

The author, with long experience as both a student and an instructor at UC Berkeley, describes the struggles of a prestigious public institution that has long grappled with the difficulties of diversity to explore the connections between quota-based admissions, the chaotic environment of the classroom, and turbulent socio-political currents. Based on a study that includes interviews with students, teachers and administrators, *Shameful Admissions* illuminates the competing agendas in contemporary education and presents provocative solutions to the problem of ensuring equal educational opportunity and high academic standards in a multicultural nation.

ELECTRONIC IMAGING

Electronic Document Management Systems: How to Select and Implement the Right Documentation Management System for Your Organization, by Robert Knowles. *Electronic Library* 13, no. 6 (December 1995): 527-531.

Electronic document management systems (EDMS) are becoming increasingly important as upper management begins to realize both the cost, and the value of the information in documents of all kinds. Knowles describes the process by which potential users determine the route to take in implementing such a system. The process should focus on benefits to all groups concerned. In the system design, cost is not as important as ensuring that the system meets all requirements.

ELECTRONIC LIBRARIES

The Precarious Position Between Content and Technology: Libraries Seeking Their Future, by Wouter Van Gils. *Electronic Library* 13, no. 6 (December 1995): 533-537.

The library of the Royal Netherlands Academy of Arts and Sciences is undergoing a complete restructuring to accomplish the transition from a paper to a digital library. Van Gils describes the changes being made, and in particular, the organizational shifts from specialized departments in the library to integrated teams wholly responsible for particular services or products. "In such teams, knowledge of traditional library tasks such as acquisition and cataloging should be completely integrated with new aspects such as information technology and marketing."

Digital Library Projects: Where They Are Now—Part One, by Ben Jeapes. *Electronic Library* 13, no. 6 (December 1995): 551-554.

A year ago, six digital library projects were funded in the U.S., to explore ways in which digital information could be collected, stored, organized and made available for searching over a network. Jeapes here reports on the original proposals, and the progress made thus far, at three of the six; the University of California, Berkeley, the University of California, Santa Barbara, and the University of Michigan. The others will be covered in a later article. More information is available at their web sites, which are: <http://elib.cs.berkeley.edu>, <http://alexandria.sdc.ucsb.edu>, and <http://http2.sils.umich.edu/MUDL/HomePage.html>

Networking and the Future of Libraries 2: Managing the Intellectual Record, by Lorcan Dempsey, Derek Law and Ian Mowat. London: Library Association Publishing. (Available from UNIPUB, Lanham, MD), 1995. \$75.00. ISBN 1-85604-158-1.

These papers from a conference held in Bath, England in April 1995 discuss the title theme from a number of perspectives. The fifteen papers are divided into four sections, "Transforming the Organization," "Creating the Intellectual Record," "Accessing the Intellectual Record: A Distributed Resource," and "Preserving the Intellectual Record." Key themes were the need for information policies at the local and national level and an emphasis on training, both of and by librarians.

Future Libraries; Dreams, Madness & Reality, by Walt Crawford and Michael Gorman. Chicago: ALA, 1995. \$25.00 (\$22.50 to ALA members). ISBN 0-8389-0647-8.

"In their promotional materials, ALA implies that this book provides practical guidance to library managers for moving their institutions into the future ... I cannot agree with this and, indeed, believe that managers would be ill-advised to accept its myopic message."

Reviewer: F. W. Lancaster
Library & Information Science Research 17, no. 4, Fall 1995, p. 407.

ELECTRONIC PUBLISHING

Scholarly Publishing: The Electronic Frontier, by Robin P. Peek and Gregory B. Newby. Cambridge, MA: MIT Press, 1995. \$35.00. ISBN 0-262-14060-8.

This book examines the critical issues facing universities, academics, libraries and scholarly presses as publishing moves from a print to an electronic paradigm. The essays consider both ends of the continuum and everything in between—from how the current publishing structure might be completely overhauled, to a gradual retrenchment in which much about the current situation remains, but paper is no longer the communication medium. The contributors' wide and varied experience in computer technology, publishing, and librarianship add weight to the significance of this book.

Electronic Information Delivery: Ensuring Quality and Value, edited by Reva Basch. Aldershot, England: Gower Publishing, 1995. \$79.95. ISBN 0-566-07567-9.

This volume contains papers by a group of experts from the UK and the US each of whom has working knowledge of a sector of the electronic information industry and who believe that quality management is an essential function. They present a variety of perspectives on quality issues such as standardization, consistency, and accuracy as they apply to the production, dissemination and use of electronic information products. The emphasis is on practical applications, observations and interpretations drawn from experience.

Multimedia Document Delivery--The Birth of a New Industry, by Philip Barden. *Online & CD ROM* 19, no. 6 (December 1995): 321-323.

The rapid evolution of electronic technologies can permit a radical reorganization of the delivery mechanisms for scientific, technical and medical (STM) information. The nature of the STM article is already changing, and will continue to do so. Some publishers are planning "journals" into which video and audio elements will be inserted. These changes can be expected to cause massive restructuring of the present forms of doing business in this area.

ELECTRONIC TEXTS

The Full Text Ideal, by John Marcus. *Database* 18, no. 6 (December 1995): 83-85.

The number of full text titles on-line has increased 12 percent from July 1994 to July 1995, from about 4,900 to 5,500. Newspapers, foreign publications and trade journals represent most of the new titles.

In terms of desirable new developments, a cross-vendor standardized interface is high on the list, as is the ability to conduct multiple concurrent sessions with different vendors, most likely via Internet.

FUND RAISING

Library Fundraising: Models for Success, edited by Dwight Burlingame. Chicago: American Library Association, 1995. \$25.00. ISBN 0-8389-0657-5.

This is a collection of a half dozen case studies of successful fundraising in both academic and public libraries. These methods include special events, capital campaigns, annual programs, matching grants and a number of other techniques. All the studies were written by the individuals involved in the events, and reveal what worked, what didn't and what could have worked better.

Celebrating Anniversaries, by Wendy Fisher. *Fund Raising Management* 26, no. 11 (January 1996): 20-25.

Using the centennial celebration of the New York Public Library as a focus, the author advises on the elements of a successful celebration:

- Strong leadership with the discipline to put the anniversary in perspective with the institution's on-going operations.
- Events that can be enhanced for the anniversary celebration rather than creating new and unique ones.
- Keep the anniversary in perspective--no undue financial strain and remember the on-going objectives of the institution.

Non-Profits in Cyberspace: The Fund Raiser's Guide, by James P. Clark. *Fund Raising Management* 26, no. 10 (October 1995): 28-32.

Worthwhile information about fund raising online is presented in this article. The addresses for a number of listservs related to development are presented, such as the Civic Involvement System and the nonprofit Marketplace, as well as those provided through the commercial online vendors.

HIGHER EDUCATION

Calculating the Direct Economic Impact of Higher Education Spending: A Two-Year Case Study Example, by D. Stanley Carpenter, Sandra K. Creech and Ed J. Davis. *Journal of Marketing for Higher Education* 6, no. 2 (1995): 1-13.

An input-output analysis conducted by the authors using consistent, reliable and easily available data for the state of Texas found that every dollar of expenditure on higher education resulted in \$1.13 in return, as compared to less than \$1.00 for two alternative ways of expending the money. They suggest that similar analyses would be useful in other states to help justify budgets for higher education to state legislators.

Using Academic Program Review, edited by Robert J. Barak and Lisa A. Mets. San Francisco: Jossey-Bass, 1995. \$48.00. (New Directions for Institutional Research, no. 86). ISBN 0-7879-9920-2.

The purpose of this volume is to provide planners and institutional researchers with information on the uses of program review results in colleges and universities. Chapter one presents the results of a national study of the uses of program review in different types of institutions for postsecondary education. Subsequent chapters cover departmental responses to review recommendations, examine the way in which review may impact institutions, and provide a view of how program reviews work in multi-campus institutions.

Student Tracking: New Techniques, New Demands, edited by Peter T. Ewell. San Francisco: Jossey-Bass, 1995. \$48.00. (New Directions for Institutional Research, no 87). ISBN 0-7879-9943-1.

Longitudinal student tracking systems, originally intended to support research on academic retention rates, are now necessary for many purposes. The eight papers in this volume cover, among other things, the evolution of tracking systems, specific experience at both four- and two-year institutions, multi-institutional students, electronic transcripts, and linkages to employers. Student tracking is poised to be incorporated into systems of evaluating higher education.

Evaluating and Responding to College Guidebooks and Rankings, edited by R. Dan Walleri and Marsha K. Moss. San Francisco: Jossey-Bass, 1995. \$48.00. (New Directions for Institutional Research, no. 88). ISBN 0-7879-9944-X.

This volume explores some of the major facets of and issues surrounding college guidebooks and ratings and those appearing in the general press, such as *U.S. News & World Report* and *Money Magazine*. The background and development of these publications are traced, followed by a discussion of major issues and perspectives—consumer use of the publications, validity of ratings, and the institutional burden of supplying the information. Views from both the institutions and the publishers are presented.

INFORMATION POLICY

Planning Global Information Infrastructure, edited by Ching-chih Chen. Norwood, NJ: Ablex, 1995. \$ ISBN 0-56750-201-6.

This volume contains papers from the 7th International Conference on New Information Technology, NIT '94, held in Alexandria VA. It contains reports from nine panel and discussion groups, ranging from U.S. federal activities through international library activity to meeting the needs of people in specific countries or situations.

Realizing the Information Future: The Internet and Beyond, by NRENAISSANCE Committee of the National Research Council. Washington, DC: National Academy Press, 1994. \$24.95. ISBN 0-309-05044-8.

"Overall, the report is pragmatic, analytic, and rational. It does not attempt to hide or equivocate on issues. Balanced, based on serious studies of the past and present, the report nonetheless presents a clear vision for the future. It is highly loaded; every paragraph counts. We may not agree with all the arguments or recommendations the Committee makes, many of which require further study and elaboration, but we can't afford to ignore them. Reviewer: Jian Liu.

Library & Information Science Research 17, no. 4, Fall 1995, p. 419.

INFORMATION TECHNOLOGY

Information Technology and Academic Productivity, by William Massy and Robert Zemsky. *Educom Review*, 31, no. 1 (January/February, 1996): 12-14.

"Across American higher education the lure of the new information technologies remains as uncertain as it is unsettling. While few doubt that information technology has the potential to enhance teaching and learning, there is no agreement on how that technology should be used to boost academic productivity—or whether such an increase is in itself a valid goal if its enhancement means substituting technology for the more traditional labor-intensive rhythms of higher education." [Abstract] The authors concludes by noting that if colleges and universities fail to adapt, other institutions will surely take up the challenge.

Engines for Change: A Look to the Future, by Roger Schank and Chip Cleary. *Educom Review*, 31, no. 1 (January/February 1996): 50-55.

In an excerpt from his newest book, *Engines for Education*, Roger Schank, director of Northwestern University's Institute for Learning Sciences, describes how computing technology will make profound changes in the way that we obtain information and how traditional books could be replaced with something even better.

Information Technology in the Service Society: A Twenty-First Century Lever, by National Research Council. Washington, DC: National Academy Press, \$29.00. ISBN 0-309-04876-1.

"The essence of the report is a crisp 23 page summary of the investigative methods and findings. . . Indeed the NRC ought to consider publishing a slightly edited version of this section as a separate for widespread distribution (via the Internet). It is an excellent definition and a synthesis of the major issues, and deserves public attention."

Reviewer: Blaise Cronin.

Library & Information Science Research, 17, no. 4, Fall 1995, p. 419.

ProCite in Libraries: Applications in Bibliographic Database Management, edited by Deb Renee Biggs. Medford, NJ: Learned Information, 1995. \$39.50. ISBN 0-938734-90-3.

Eighteen chapters in this volume describe a wide range of uses for the ProCite bibliographic data base program produced by Personal Bibliographic Software in Ann Arbor MI. Some examples are: a software holdings database; a women's studies database; an index for a journal of local history; an indexing tool for health archives; a scholarly activity file; a thesaurus, and a number of others.

****The Digital Economy: Promise and Peril in the Age of Networked Intelligence**, by Don Tapscott. New York: McGraw-Hill, 1996. \$24.95. ISBN 0-07-062200-0.

"A new medium of human communication is emerging, one which may prove to surpass all previous revolutions—the printing press, telephone, television, computer—in its impact on our economic and social life. Interactive multimedia and the so-called information highway, and its exemplar, the Internet, are enabling a new economy based on the networking of human intelligence." [Preface]

The author discusses how the new technology is changing business strategies, product and service design and marketing, and the dynamics of competition and business success.

INTERLIBRARY LOAN

ILL Staffing: A Survey of Michigan Academic Libraries, by Janice L. Kimmel. *RQ* 35, no. 2 (Winter 1995): 205-216.

While ILL transaction volumes increased nearly 40% from 1990/91 to 1993/94 at the surveyed

libraries, staffing levels either remained constant or decreased. This additional pressure has caused a deterioration in the quality and speed of services provided by ILL departments. Unless administrators recognize that the increased access to citations caused by CD-ROMs and expanded networks also cause increased demand at the ILL desk, service will become even more inadequate.

The Future of Resource Sharing, edited by Shirley K. Baker and Mary E. Jackson. Binghampton, NY: Haworth Press, 1995. \$34.95. ISBN 1-56024-773-8. (Published simultaneously as *Journal of Library Administration* 21, nos. 2/3).

"The fourteen chapters explore resource sharing in several contexts. Cooperative collection development, consortial arrangements, copyright issues, and a possible national program to revamp the entire interlibrary loan and document delivery systems are considered. [Preface]

Interlibrary Loans and Collection Failure at La Trobe University Library: Report on a Research Project, by John Horacek and Julie Marchall. *Australian Academic and Research Libraries* 26, no. 4 (December 1995): 248-259.

Analysis of interlibrary loan requests at this university library shows that, despite its relative newness (1965), the collection does a reasonably good job of meeting its user demands in terms of local access. Even in hindsight, the vast majority of items requested via ILL were outside the scope of the library's collection parameters.

INTERNET

The Library and Information Professional's Guide to the Internet, by Gwyneth Tseng, Alan Poulter and Debra Hiom. London: Library Association Publishing, 1995. \$30.00 (Available through UNIPUB, Lanham MD). ISBN 1-85604-151-4.

This volume is intended for information professionals in the UK. After an introductory chapter on the Internet and such UK-specific networks as JANET, subsequent sections describe internet resources and effective use of the various tools such as email, FTP, Telnet, Gopher and WWW. The last part of the book is a guide to accessing listservs, electronic journals, vendors, and professional associations.

Oregon Online: Automated Document Management of an Infobase, by Ernest Perez. *Database* 18, no. 6 (December 1995): 32-40.

Perez describes development of the Gopher server for Oregon which provides access to documents from a number of state agencies. One of the system's main features is the "behind-the-scenes" automated maintenance system which allows the system to be supported with a

total of only two or three hours of work per week. As has been the case with many other cross-departmental projects, the most time-consuming part of the project was getting agreement from all the parties involved.

The Internet Initiative: Libraries Providing Internet Services and How They Plan, Pay, and Manage, by Nancy R. John and Edward J. Valauskas. Chicago: ALA, 1995. (\$22.50 ALA members) \$25.00 others. ISBN 0-8389-0668-0.

This work details organization, governance, and use of Internet services in all types and sizes of libraries and library agencies. Examples range from Stanford University's immense electronic matrix to one-telephone libraries in rural New York State. Reports include coverage of hardware, software and connectivity data as well as managerial, financial, social, legal, and personnel issues.

The Internet and Library and Information Services: A Review, Analysis, and Annotated Bibliography, by Lewis-Guodo Liu. Champaign, IL: Graduate School of Library and Information Science, University of Illinois at Urbana-Champaign, 1995. \$8.00 + \$3.00 shipping & handling. (Occasional Paper no. 202).

This work reviews and annotates the literature of the internet and provides a comprehensive annotated bibliography of 446 items. The items are classified into various topical categories. The most recent citation is dated 1994. The author notes that most of the literature is descriptive, and argues that more analytical research should be conducted.

LIBRARIANSHIP AS A PROFESSION

Your Professional Image: How to Measure and Manage It (Applied to the Legal Profession), by Gene W. Murdock. *Journal of Customer Service in Marketing & Management*, 1, no. 4 (1995): 95-104.

Mass media campaigns to alter the public's view of a profession (its "image") are unlikely to accomplish much, since such campaigns are usually ignored or disbelieved by the general public. Four principles are presented:

1. Images much be changed slowly and incrementally if they are to be changed at all.
2. Attributes about which consumers do not have strongly held beliefs are more susceptible to change.

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

- Actual testimonials from satisfied customers are the best way to change images.
- Both mass media and individual image management must be coordinated and consistent.

LIBRARIES ABROAD

Russian-American Seminar on Critical Thinking and the Library, edited by Cerise Oberman and Dennis Kimmage. Champaign, IL: Graduate School of Library and Information Science, University of Illinois at Urbana-Champaign, 1995. \$15.00 + \$3.00 shipping & handling. (Occasional Paper no. 200/201).

This volume contains the papers from a seminar, held in Moscow in June of 1992. There are two major groupings. The first focuses on critical thinking in the broad context of learning theories and the role of the library. The second has a more narrow and practical focus, with special attention to the relationship between critical thinking and bibliographic instruction. Among the American contributors are Thomas G. Kirk, Constance Mellon, and Raymond G. McInnis.

LIBRARY AUTOMATION

Computer-related Technologies in Library Operations, by Kieth C. Wright. Aldershot, Hampshire, England: Cower Publishing, 1995. \$54.95. ISBN 0-566-07630-6.

Intended as a general introduction to the use of all computer related technologies, this book is aimed at the staff of smaller libraries, who have had little or no experience with such systems. Wright covers circulation and cataloging systems, acquisitions and serials control, reference systems, and management information systems. He concludes with chapters on vendor selection, site preparation, and a look at the future.

Mining Automated Systems for Collection Management, by Stephen Atkins. *Library Administration & Management* 10, no. 1 (Winter 1996): 16-19.

Data extracted from the NOTIS automation system at the Evans Library of Texas A&M University has provided new insights into various facets of collection growth there. Atkins provides three examples of data extraction which have proved valuable. One was in serials cancellation. The second came from participation in the 1993 the North American National Title Count. The NOTIS data allowed the library to analyze both the rate of growth of the collection and the strengths of certain collections. The data are now compiled annually to give a consistent picture of the collection. As a result "title counts became more important for collection analysis

than volume counts. Title increases show growth in subject areas without the built-in-bias of the annual serial volumes."

Using Transaction Log Analysis for Library Management Information, by Thomas Peters. *Library Administration & Management* 10, no. 1 (Winter 1996): 20-25.

Transaction log analysis (TLA), is the analysis for some management purpose of data (the transaction log) collected unobtrusively at the time a patron is actually using a computer catalog or some similar device. This analysis can result in determining such things as the location's busiest terminals, the need for more user aids and instruction, and queuing problems.

"Transaction log analysis has a bright future as a management tool. . .if the economics of conducting an analysis of the data. . . become as attractive as the economics of collecting it. . . The results of TLA often challenge management's mental model of how the automated library system does or should work."

Technology and Library Organizational Structures, by Johnette J. Williams. *Community & Junior College Libraries* 8, no. 1 (1995): 93-101.

This survey of directors of community college libraries and learning resource centers revealed a consensus that while technology was having a strong impact on their workloads and staffing, there was no general agreement on how, if at all, organizational structures should be changed. For the most part, the traditional technical services/public services distinctions have been kept.

Wasting Money, by Paul Rux. *Fund Raising Management* 26, no. 11 (January 1996): 40-41.

Rux, president of a consulting service specializing in information technology uses an example of how the public, academic and school libraries in a region of southwest Wisconsin "refuse to create a social structure which could pool 'scarce dollars' for development of library-based information technology." He characterizes the result as "duplication of effort, failure to maximize 'sunk costs' of present inventories through sharing and too many communities needlessly going without information technology."

****The Challenge of Electronic Services Librarianship**, by Peter Wei He and Michael Knee. *RSR: Reference Services Review* 23, no. 4, (1995): 7-12.

The position of "electronic services librarian" is as yet ill-defined. That job, under a variety of different titles, is now being advertised in the professional journals. In this paper, the authors describe what the skills and responsibilities of such a librarian should be.

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

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 0-313-28461-X.

" . . . this book is anything but a conceptual piece. It is an atheoretical and amateurishly crafted potpourri of speculations, some of which are plausible, few (if any) of which are new. The text is clichéd . . . and replete with pop nostrums."

Reviewer: Blaise Cronin.

RQ 35, no. 2, Winter 1995, p.279.

Preparing Librarians for the Twenty-First Century—Assuring That They Will Measure Up, by W. David Penniman. *Public & Access Services Quarterly* 1, no. 3 (1995): 85-95.

Penniman, former President of the Council on Library Resources, argues that "schools of library/information science need to be restructured. One model would be to offer courses (and a Bachelor's degree) that would emphasize methods. Further education, with an emphasis on administration and scholarship, would be the place for the graduate degrees. The vulnerability of schools of library/information studies are listed. Finally, an evaluation of these schools is outlined." [Abstract]

LIBRARY FACILITIES

Interiors and Furniture: Questions and Answers, by Carol Brown. *Community & Junior College Libraries* 8, no. 1 (1995): 19-25.

Brown, a consultant on planning and interior design services for libraries, discusses the changes which automation and the increased use of electronic resources have brought to libraries. Among her observations are: workstation space requirements have increased and circulation and reference desks also need more space than formerly. She strongly recommends that a library buy only chairs which have a record of standing up to heavy use.

LIBRARY FINANCE

ARL Annual Salary Survey, 1995-96, compiled by Martha Kyriolidou and Kimberly A. Maxwell. Washington, DC: Association of Research Libraries, 1995. \$65.00. (\$35.00 to ARL members).

Survey results show the median salary for academic librarians as \$41,901 in 1995-96; the

median beginning professional salary is \$27,000. The publication also includes tables on gender and minority status and sections on Canadian, Medical and Law libraries. Tables display average, median, and beginning professional salaries. Average salaries are also displayed by position, experience, sex, race, geographic region, and size of library.

MANAGEMENT

America's Competitive Secret: Utilizing Women as a Management Strategy, by Judy B. Rosener. New York: Oxford University Press, 1995. \$25.00. ISBN 1-19-508-079-3

[Rosener] "has written a mostly well written and readable examination of the economic costs of not fully using half the human assets of a corporation. ...[She] has written an argument designed to persuade organizations and the mostly male executives who head them that their failure to make the most of the available talent pool is costing them money. That's the kind of argument they're likely to hear."

Reviewer: Chris Lee.

Training 32, no. 12, December 1995, p.69.

The Manager's Tool Kit: Practical Tips for Tackling 100 On-the-Job Problems, by Cy Charney. New York: AMACOM, 1995. \$17.95. ISBN 0-8144-7881-6

"The title of this book is apt: Readers can quickly find exactly what they need to know—no more and no less—about managerial issues such as project management, team-building, meetings, presentations, and customer service. Topics are alphabetized for easy access, peppered with checklists for convenience and covered in two or three pages each.... a surprisingly useful and user-friendly guidebook for new managers."

Reviewer: Lin Standke.

Training 32, no. 12, December 1995, p.69.

How to Get the Most Out of 360 Degree Feedback, by Gary Yukl and Richard Lepsinger. *Training* 32, no. 12 (December 1995): 45-50.

Feedback from multiple sources, commonly called "360 degree feedback" is currently very popular among training professionals. While it can be very useful in improving management skills, it can also be of negligible value if used improperly or inadequately. The authors describe the potential problems involved in the method, and suggest ways to overcome them.

Library and IT Collaboration Projects: Nine Challenges, by Marilyn Sharrow. *Cause/Effect* 18, no. 4 (Winter 1995): 55-56

Drawing on her experience as University Librarian at the University of California Davis, Sharrow presents nine primary challenges to library/IT cooperation:

1. Priority setting,
2. Funding,
3. Staffing,
4. Areas of responsibility,
5. Awareness of effort,
6. Levels of authority,
7. Communication,
8. Personalities, trust, and respect, and
9. Campus climate and politics.

The Fourth Dimension: The Next Level of Personal and Organizational Achievement, by Craig Hickman, Craig Bott, Marlon Berrett and Bret Angus. New York: Wiley, 1996. \$24.95. ISBN 0-471-13280-2.

The fourth dimension details the MetaWork system, an innovative method of implementing cooperative strategies and techniques that help assure organizational and individual success.

The authors identify three fundamental dimensions of work: Doing, or PowerWork—the actions that enable jobs to be done faster, better and cheaper; Developing, or NetWork—sharpening skills and building relationships to integrate individual and collective efforts; and Discovering, or ValueWork—finding new knowledge that creates greater value for customers and society.

Combining the power of these three dimensions takes them to a new level of achievement which the authors call MetaWork, or the Fourth Dimension.

ONLINE INFORMATION SYSTEMS

Providing Wide-Area Database Access to a College Campus Using the Internet, by Sherry A. O'Brien. *Computers in Libraries* 16, no. 1 (January 1996): 57-59.

O'Brien reports her experience as a beta-tester for the SilverPlatter's Electronic Reference Library (ERL) database services over the Internet. Her institution, Wheaton College in Norton, MA, is a Macintosh user. The institution's experience with the system has been generally favorable, and it is definitely more cost effective than other options.

ONLINE PUBLIC ACCESS CATALOGS

Evaluating Patron Use of an Online Catalog, by Marilyn Rosenthal and Barbara Shupe. *Community & Junior College Libraries* 8, no. 1 (1995): 75-83.

This survey of users at Nassau Community College (NY) found that:

- Average search time was 9.6 minutes; the median, 7 minutes;
- Patrons used on-screen instructions rather than printed guides;
- Subject searching was by far the most popular technique;
- Patrons use the default "normal" display;
- Patrons rarely use advanced searching options, and
- Ninety-two percent of users claimed satisfaction with their results.

Subject Searching in Two Online Catalogs: Authority Control Vs. Non-Authority Control, by Adeline Wilkes and Antoinette Nelson. *Cataloging & Classification Quarterly* 20, no. 4 (1995): 57-79.

Transaction logs from Library A (no authority control) were analyzed to identify searching patterns of users; 885 searches were attempted, 351 (39.7%) by subject. One hundred forty two (40.6%) of these subject searches were unsuccessful. Identical searches were performed in a comparable library that had authority control, Library B. Terms identified in "see" references in Library B were searched in Library A. One hundred five (73.9%) of the searches that appeared to fail would have retrieved at least one, and usually many, records if a link had been provided between the term chosen by the user and the term used by the system. [Abstract]

PERSONNEL & STAFF DEVELOPMENT

Reducing Stressful Aspects of Information Technology in Public Services, by Brian Quinn. *Public & Access Services Quarterly* 1, no. 4 (1995): 1-34.

This study identifies a number of sources of technological stress, which include everything from poor typing skills to poor interface design. It also proposes several ways to reduce it, such as implementing a system gradually, communicating with staff about what to expect, providing adequate training for librarians, creating proper documentation, choosing ergonomically sound hardware and software, selecting a well designed interface, and involving staff and patrons in system design.

The Role of Empathetic Concern and Communication on Job Tension and Job Satisfaction of Customer Service Employees, by Kenneth E. Clow and Jerry D. Rogers. *Journal of Customer Service in Marketing & Management* 1, no. 4 (1995): 21-42.

"In laymen terms, customer service employees need to be 'people persons.' They like people,

they care about people, and most of all, they communicate these feelings of empathy to the customer. These types of individuals would experience less job tension and greater job satisfaction which should reduce absenteeism and turnover.... Once hired and trained, employees must be empowered to put the customer first, to do whatever it takes to ensure that every customer who walks out the door was satisfied with the service they received."

REFERENCE SERVICES

Indicators of Assumptions and Orientations which Underpin the Reference Process, by Harry Bruce and Ross Todd. *Australian Academic and Research Libraries* 26, no. 4 (December 1995): 217-228.

The authors surveyed a small sample of academic librarians to determine their views of "system-centered" vs. "user-centered" reference service and compared those views to their actual behavior at the reference desk. While user-oriented views were supported by the majority, system-oriented actions were more common when actually performing reference work. There does, however, seem to be a noticeable trend away from system-orientation to a more user-friendly view.

Improving the Quality of Telephone Reference Service, by Brian Quinn. *RSR: Reference Services Review* 23, no. 4 (1995): 39-50.

"The current state of telephone reference service can be characterized as one of neglect and underutilization.... it is seen as secondary in importance to service provided to on-site patrons. A similar neglect can be said to characterize training for telephone reference." [Conclusion]

One use of the telephone that is particularly overlooked is its function to help librarians in finding answers to reference questions. Using the phone to ask for information is a skill seldom taught to reference librarians.

SCHOLARLY COMMUNICATION

The University Press in the 21st Century, by Nick Walker. *Journal of Scholarly Publishing* 27, no. 1 (October 1995): 37-42.

In the midst of the enormous growth in computerized information and electronic publication, scholarly presses must continue to assert their role as disseminators of knowledge by maintaining high standards of quality in editing and production. Presses can capitalize on their expertise in marketing and product development to pursue new initiatives in electronic

publication. However, sponsoring institutions need to recognize the benefits of this potent capability to the scholarly community and invest the necessary resources. [Abstract]

Electronic Journal Forum. Project Muse: A Partnership of Interest, by Donnice Cochenour. *Serials Review* 21, no. 3 (1995): 75-81.

Journals from the Johns Hopkins University Press are available via the World Wide Web by subscription, not pay-per-use, to libraries. The electronic versions are considerably more flexible and 10% cheaper than their paper counterparts. This project represents one of the first serious efforts to recapture at the local institutional level, rights which authors have previously been giving to commercial publishers.

SECURITY & DISASTER PREPAREDNESS

Theft and Damage in an Academic Library: the Student Experience, by Kick Gregson and Allison Hocking. *Journal of Librarianship and Information Science* 27, no. 4 (December 1995): 191-197.

A survey of students at a large university library in England found that they were concerned about theft and mutilation, and that they favored penalties for those caught. They were, however, opposed to the use of surveillance cameras in the library. The author suggests that the problem can be reduced by involving students in a partnership basis in running the library and making the library a more positive place to work.

SERIALS

Advances in Serials Management, Vol. 5, 1995, edited by Marcia Tuttle and Karen D. Darling. Greenwich, CT: JAI Press, 1995. \$73.25. ISBN 1-55938-511-1.

Seven chapters by various authors in this volume cover:

Scholarly Publishing: Today and Tomorrow;
A Prehistory of Electronic Journals: The EIES and BLEND Projects;

Serial Linking Notes and MARC 760-787 Fields in OPAC Displays;

Government Publications as Serials; Serials as Government Publications;

Integrating Depository Documents Serials into Regular Serials Receiving and Cataloging Routines at the University of Oregon Library;

Publisher/Vendor Relations; and

LISTSERVS Within the Pantheon of Written Materials.

Serials Management: A Practical Guide, by Chiou-sen Dora Chen. Chicago: ALA, 1995. \$30.00 (\$27.00 to members) *Frontiers of Access to Library Materials*, no. 3. ISBN 0-8389-0658-3.

"The intended audiences for this book are serials librarians, nonprofessional serials supervisors, and library school students who are interested in serials management.... This book places major emphasis on serial acquisition because that is the unique function in serials management. ... This book is designed to teach practical knowledge and skills to a working serials manager." [Preface]

****Electronic Data Interchange: Dartmouth + Faxon + Innopac + SISAC + X12 = Serials Claims Pilot Project**, by Joan Griffith. *Serials Review* 21, no. 3 (1995): 33-45.

This paper describes a pilot serials claims project which incorporates new technology into an existing integrated library system. Dartmouth College Library, Innovative Interfaces, Inc. and the Faxon Company collaborated to develop electronic serials claiming that changed the claims process of Dartmouth's system from paper to an electronic format, thereby improving systems capabilities and revolutionizing the way business is done between libraries, subscription agents, and eventually, publishers. [Abstract]

SERVICE QUALITY

****Service Quality in Academic Libraries**, by Peter Herson and Ellen Altman. Norwood, NJ: Ablex, 1996. \$52.50. ISBN 1-56750-209-1, \$24.50 (pap.) 1-56750-210-5.

This book examines service quality, identifies its essential elements (including electronic service delivery), and discusses ways in which service quality can be assessed quantitatively and qualitatively. Based on a two-year research study, it encourages every manager to consider the impact of accountability on the library's role within the larger organization. It identifies simple and practical methods by which to implement measures representing service quality and narrow the gap between library services and customer expectations. [Preface]

Service Quality in Academic Libraries, by Peter Herson and Ellen Altman. Norwood, NJ: Ablex, 1996. \$52.50. ISBN 1-56750-209-1, \$24.50 (pap.) 1-56750-210-5.

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

"What makes this book different from other works on the measurement and evaluation of academic library services is its focus on the customer.... In this approach, such considerations as comparative collection size, credentials of librarians and bibliographic instruction (which students do not demand) recede in importance. What do matter are such factors as whether the materials are shelved correctly, the computers and other pieces of equipment work, the staff members are friendly and helpful, and the information provided is accurate. ... all academic librarians should give this book some thought."

Reviewer: Thomas F. O'Connor.

Library Journal, February 1, 1996, p. 106.

TECHNICAL SERVICES

Technical Services Management, 1965-1990: A Quarter Century of Change and A Look to the Future: Festschrift for Kathryn Luther Henderson, edited by Linda C. Smith and Ruth C. Carter. Binghamton, NY: Haworth Press, 1995. \$39.95. ISBN 1-56024-960-9.

Twenty chapters survey technical services from 1965 to 1990. Most are historical, combined with the present and a glimpse of the future. They are combined into nine parts, ranging from acquisitions, through catalogs and cataloging, subject access, indexing and preservation to a look at the impact of electronic media on the profession.

A Library Manager's Guide to the Physical Processing of Nonprint Material, by Karen C. Driessen and Shelia A. Smyth. Westport, CT: Greenwood Press, 1995. \$59.95. ISBN 0-313-27930-6.

"The authors state that the book has two purposes: (1) to provide a basis for decision making; and (2) to demonstrate how decision move

from theory to practice. In this reviewer's opinion, the authors achieve both purposes. . . . Ultimately the book achieves the final goal the authors wished to obtain 'to serve as a basis from which to build local processing manuals in individual libraries.'"

Reviewer: Kay. M. Dunker.

RQ 35, no. 2, Winter 1995, p.280.

WORLD WIDE WEB

Library Web Implementation: A Tale of Two Sites, by Ann Koopman. *Cause/Effect* 18, no. 4 (Winter 1995): 15-21.

The author, formerly at Indiana University/Purdue University Indianapolis (IUPUI), and now at Thomas Jefferson University gives a detailed look at the two very different ways in which the libraries at each institution developed their user interfaces and WWW pages for their patrons. The organizational structures and the historical backgrounds of the two schools are very different, leading to differences in how their interfaces are designed, but both are successful.

Spanning the Globe: Inter-governmental Organization (IGO) information on the Internet, by Bruce Harley. *Database* 18, no. 6 (December 1995): 52-57.

Many Internet sites provide information from various inter-governmental organization, so many that it is infeasible for one to maintain one's own list. This article provides addresses for the major "gateway" sites such as the UN, which in addition to providing information about their own organization, also provide pointers to other IGOs.

Yahoo! Profile of a Web Database, by Dan Lester. *Database* 18, no. 6 (December 1995): 46-50.

Yahoo is the most popular of the various subject-search engines available on the World Wide Web. Lester describes its structure (hierarchical), and the way in which Internet locations are identified and added to the indexing scheme.

[See *Newsweek*, Dec 25, 1995/Jan 1, 1996, p.42 for information on Srinija Srinivasan, which the magazine identifies as one of the 50 people who matter most on the Internet. "She may be the best-kept secret at Yahoo! . . . Trained in library science, Srinivasan is the one who decides how the thousands of Web pages submitted to Yahoo! should be categorized and classified, making it as intuitive, expandable and maintainable as possible." However, correspondence with her reveals that *Newsweek* was in error. Her degree is in cognitive science, though some on her staff are librarians.]

HyperText MARCup: A Conceptualization for Encoding, De-Constructing, Searching, Retrieving, and Using Traditional Knowledge Tools, by C. Edward Wall, Timothy W. Cole and Michelle M. Kazmer. *RSR: Reference Services Review* 23, no. 4 (1995): 13-18.

The authors, working at Pierian Press, are working toward combining MARC format information with Internet access methods. SGML (Standard Generalized Markup Language), and more recently, HTML (Hypertext Markup Language) can be used in conjunction with MARC tags to provide many of the advantages of the MARC structure within a Web Page. Some sample documents have been created to demonstrate the feasibility of doing this, and are available for examination. One of these *The Gift of Life* can be found at <http://www.grainger.uiuc.edu/pierian/gift.htm>.

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