The JAL Guide to the Professional Literature

Ellen Altman and Allan Pratt, Guide Editors

This guide provides readers 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 ** preceeding 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.

ABSTRACTING & INDEXING

National Federation of Abstracting and Information Services Member Data Services, by Richard T. Kaser. *Publishing Research Quarterly,* 12, no. 2 (Summer 1996): 34-37.

The federation has collected data on the number of unique items covered in our members' printed publications and databases since 1957. In addition to indicating the productivity of NFAIS member organizations, these data, published annually by NFAIS, reveal trends in scientific communication including political, economic, and social factors. [Abstract] All told, NFAIS member databases now contain more than 157 million records.

ACADEMIC LIBRARIES

Publishing and the Productivity of R&D, by Albert Henderson. *Publishing Research Quarterly,* 12, no. 2 (Summer 1996): 3-8.

The federal government has systematically ignored the needs of academic libraries in its allocation of research funds. This has seriously damaged the quality of their collections. This damage has been compounded by the universities' own failure to allocate to libraries the share of grant funds which they promised to both the granting agencies and the libraries. Between 1972 and 1993, U.S. university library expenditures increased just 1.35 times. World research output, measured by production records of major discipline indexes, increased 2.51 times, providing further evidence of the extent of the deficit in U. S. research collections. "Sufficient financial support for research libraries is required to do the real, long-term work of dissemination with up-to-date and browsable comprehensive collections of reports and reviews together with ready access to the primary literature." (p. 6) This support is currently not being provided.

Library Anxiety: Characteristics of 'At-Risk' College Students, by Qun G. Jiao, Anthony J. Onwuegbuzie, and Art A. Lichtenstein. *Library & Information Science Research,* 18, no. 2 (Spring 1996): 151-163.

This study of 493 university students found that library anxiety was highest among freshmen, but that it declined after each succeeding year of study. "There is little doubt that library anxiety is prevalent among college students. ... It is important that all library staff are friendly and professional. In particular, since many students perceive asking for help as a failure, librarians should not only make themselves readily available to students, but also encourage students to ask reference questions." (p. 159) "Particular attention should be paid to students whose

native language is not English. The high levels of anxiety reported by these students may stem from cultural differences, communication difficulties and the inability to conceptualize and apply the English language system." (p. 158).

Collection Development: Is the Isolated University Library a Special Case?, by John Kennedy. *Australian Academic & Research Libraries,* 27, no. 2 (June 1996): 132-138.

Geographically isolated universities face some special difficulties, and have some special opportunities, but their distinctive collection development circumstances may owe as much to corollaries of isolation, such as relative newness, small size, and limited funding as to the actual fact of geographical isolation. Access via electronic means will offer benefits offsetting to some degree the isolation, but will not affect the other factors.

**The Library Director As Change Agent, by Thomas W. Shaughnessy. *Journal of Library Administration,* 22, no. 2/3 (1996): 43-56.

Since 1970 there have been a number important changes in university library administration. Four of these are: systems thinking, in contrast to earlier ad hoc methods; developing new models for dealing with change; library governance methods, such as the recent move toward staff empowerment; and accountability. This last issue has grown in importance as the level of trust has fallen between the general public and the university, and, for that matter, among colleagues in the university.

Decision Making for Automation: Hebrew and Arabic Script Materials in the Automated Library, by Elizabeth Vernon. Occasional Paper No. 205. Champaign, IL: University of Illinois. Graduate School of Library and Information Science. 1996. $10.00 (+ $3.00 S&H).

Most automated research libraries outside of the Middle East have online catalogs that provide access only in Romanized form to their Hebrew and Arabic materials. This paper surveys the automation options available to libraries with Hebrew and Arabic script collections and examines the automation decisions that different libraries worldwide have made, with consideration of how these choices relate to the priorities of these institutions.

ARCHIVES

Some Conservation Problems of Higher Degree Theses in Victorian University Libraries, by Nirmolini Flora. *Australian Academic & Research Libraries,* 27, no. 2 (June 1996): 107-123.

Universities in the Victoria province of Australia provide guidelines for graduate students regarding the preparation and submission of their the-

ses. However, though they prescribe general requirements, they do not specify anything regarding the archival quality of the paper and ink. Since the theses are unique, and available only at the institution where the work was done, that they are deteriorating represents a loss to the institution's intellectual history. Guidelines should explicitly specify the quality of paper used, and that additional requirements be included regarding color photographs and other materials subject to degradation over time.

CATALOGING

Changing Cataloging Rules in Relation to Changing Patterns of Publication, by J. H. Bowman. *Cataloging & Classification Quarterly,* 22, no. 2 (1996): 29-50.

Changes in cataloging rules have been made to accommodate changing patterns of publication. These patterns are apparent in an analysis of titles from 1841, 1891, 1941, and 1991. The general pattern has been a decrease in anonymous works and in works with personal authors, offset by a sharp increase in multiple authorship, edited works, and conference proceedings. "The cataloging rules have changed not for change's sake but in response to external forces. Some changes have been made because the rules have found to be unworkable, sometimes being based on unnecessary, or false distinctions which were impossible for the cataloger to interpret." (p. 48)

CUTT-x: An Expert System for Automatic Assignment of Cutter Numbers, by Dobrica Savic. *Cataloging & Classification Quarterly,* 22, no. 2 (1996): 71-87.

The author has developed an expert system for the automatic assignment of Cutter numbers, based on the cataloging record created at the time the item is cataloged. Two conclusions can be drawn from this work. First, that expert systems can be of use in some aspects of library work, and second, that systems such as this might be of great assistance in the classification process as well. It has worked very satisfactorily in a moderate-sized library, but would need to be made more comprehensive for a much larger one.

An Analysis of Eight RLIN-Members' Authority-Controlled Access Points for Purposes of Speeding Copy Cataloging Work Flow, by Evan Pappas. *Cataloging & Classification Quarterly,* 22, no. 1 (1966): 29-47.

This study at the New York Public Library examined the records of eight RLIN libraries to: (1) determine how closely they matched the LC name and subject authority files, (2) determine the types of errors found when the headings did not match, and (3) use the results to add to NYPL's list of preferred libraries. The results were: the average number of errors per record was 1.64. Just under half (49%) contained errors in authority-controlled fields, and a very high proportion of these were typographical.

Cataloging and Classification Standards and Rules, edited by John J. Riemer. Binghampton, NY: Haworth Press, 1996. $34.95. ISBN 1-56024-806-8. (Published simultaneously as *Cataloging & Classification Quarterly,* 21, nos. 3/4.)

Written by a group of cataloging experts, the book presents a survey of the history, continuing implementation, and future initiatives of bibliographic standards. Its 12 chapters range from IFLA and international standards, through development of the MARC format to networked information resources.

COMMUNITY COLLEGES

Is Teaching and Learning a Priority? Conduct and Audit and Find Out, by Terry O'Banion. *Journal of Staff, Program, & Organization Development,* 13, no. 4 (1995): 277-283.

Suggesting that a college's true values are embedded in the written policies and statements, practices, and related behaviors of the institution's stakeholders, the author poses a number of key questions as guidelines for an audit of a college's commitment to teaching and learning. These questions range from examining the school's mission statement to such details as requiring students to register before the first day of classes, attendance requirements, and the like. "If an institution could give highly positive responses to most of the questions framed here for an audit of teaching and learning, such a college would be a model of institutional effectiveness." (p. 282)

The Role of the Community College in the Age of the Internet, by Nigel Paine. *Community College Journal,* 67, no. 1 (August/September 1996): 33-37.

Community colleges can transform themselves into the learning environment for the 21st century if they so chose. A college builds an environment which consists of learning resources (human or otherwise); learning support and assessment to test the learning; and administration to keep the first two things together. Technology will cause all three of these to change dramatically. "If I can bring the best people in the world onto my desktop or TV screen when I choose, why would I wish to travel tens of miles to listen to someone who is patently not

the best in the world?" (p. 35) Among other things, the community colleges should: change their focus from a drive-in audience to a dial-in one; provide internal networks to all staff; make maximum use of the Web; and re-think the college's real mission.

Tribally Controlled Community College Libraries: A Paradigm for Survival, by Lotsee Patterson, and Rhonda Harris Taylor. *College & Research Libraries,* 57, no. 4 (July 1996): 316-329.

Librarians at 16 of the 24 tribally controlled community colleges in the U.S. responded to a survey establishing baseline data comparable to nontribal college libraries: Among the survey topics were: budget, personnel, population served, advisory committees, collections, facilities, services, networks, and computer utilization. These libraries are very similar to small colleges elsewhere in the country, but differ in that they combine the functions of an academic library with both public library service and elements of tribal culture.

Technology Research and Application: Challenges for Educational Leadership in Community and Technical Colleges, by Mary Ann Roe. *Community College Journal,* 67, no. 1 (August/September 1996): 15-19.

The advanced level of technologies in the U.S. requires an advanced level of worker, called a "techno-professional." These workers will need general skills in computer use, communication, critical thinking, teamwork, and technical writing. In addition, their technical skills will range over various subjects, such as electro-mechanical systems, meteorology, biotechnology, environmental systems, and the like. Community and technical colleges are well positioned to provide techno-professionals, and should accept the challenge of doing so.

Strangers in Their Own Land: Part-Time Faculty in American Community Colleges by John E. Roueche, Susanne D. Roueche, and Mark D. Milliron. Washington, DC: American Association of Community Colleges, 1995.

This study examines "the extent to which community colleges rely on part-timers and showcasing potentially useful approaches to hiring, orienting, evaluating, and developing these important educators.... The authors have done the great service of reminding community colleges that, for the sake of students, more can be done to make part-timers a viable educational resource." (p. 303)
Reviewer: James C. Palmer.
Journal of Staff, Program, & Organization Development, 13, no. 4, 1995-96, pp. 302-303.

COPYRIGHT & INTELLECTUAL PROPERTY RIGHTS

Copyright, Fair Use, and the Information Superhighway, by Chris Dalziel. *Community College Journal,* 67, no. 1 (August/September 1996): 23-26.

In September 1994, a Conference on Fair Use (CONFU) was convened. Participants representing all stakeholders were included. The guidelines resulting from the conference should be available by late 1996. These guidelines are necessary because the 1976 revision of the copyright act has been overtaken by technology. "Obtaining permission to use each piece of copyrighted material is extremely costly and time consuming, particularly when more than 2,000 pieces can easily be used in one multimedia production. Likewise, faculty, administrators, and students complain that it is often impossible to track down who owns the rights to a certain photograph or other piece of work" (p. 24). Distance educators argue that the material they transmit is educational in nature and is within the scope of fair use, while publishers feel that this rapid and uncontrolled distribution will cause them to lose control of their materials.

Copyright's Highway: The Law and Lore of Copyright from Gutenberg to the Celestial Jukebox, by Paul Goldstein. New York: Hill and Wang, 1994. $21.00. ISBN 0-8090-5318-0.

"He questions the protections allowed at this time to home copying of print and media. *The Celestial Jukebox*—capturing, disseminating, recording and collecting license and usage fees—is seen as the hope for authors, producers, and even consumers of the future. An often entertaining book, it is designed to stir controversy and discussion."
Reviewer: Thomas L. Bonn.
Publishing Research Quarterly, 12, no. 2, Summer 1996, pp. 72-73.

CUSTOMER SATISFACTION

A Model of Consumptive Emotions, Attitude, and Satisfaction for Services, by Raj Arora. *Journal of Customer Service in Marketing & Management,* 2, no. 3 (1996): 31-43.

Prior research has focused on cognitive measures of customer satisfaction, attributes which are specific and quantifiable. Recent research shows that emotions play an important part in customer satisfaction as well. This paper examines the influence of emotions on satisfaction, attitude, and intention to visit again.

DIGITAL LIBRARIES

Organizational Dimensions of Effective Digital Library Use: Closed Rational and Open Natural Systems Models, by Lisa Covi and Rob Kling. *Journal of the American Society of Information Science,* 47, no. 9 (September 1996): 672-679.

The authors examine what constitutes effective use of a Digital Library (DL), how faculty members use them, and how useful they find DLs to be. The study included two research universities and the disciplines of molecular biology and literary theory. They describe two schemas of faculty DL use, librarian DL infrastructure and computer specialist DL infrastructure, comparing the closed rational systems model with the open natural model. The former view offers less understanding of actual use. The study provides a theoretical model for understanding DL use in different social worlds, and suggests preliminary DL use patterns to pursue in a follow-on study.

DOCUMENT DELIVERY

Document Delivery Services: Issues and Answers, by Eleanor Mitchell and Shelia A. Walters. Learned Information, Inc., 1995. $42.50. ISBN 1-573870-03-X.

"Calling the 1994 draft of the National Interlibrary Loan Code 'radical' in its embrace of photocopy procurement as a substitute for collection development, the authors provide an extensive review of statistics sources and other documentation that reflects the abandonment of the Alexandrian standard of collection quality.... In terms of publishing research, the coverage by Mitchell and Walters is first rate insofar as it provides reliable references and the point of view of the library administrator involved with managing inter-library borrowing and document delivery. From the view of the library patron, much is missing, particularly in the area of cost-benefit analysis.... Recommended as a valuable review."
Reviewer: Albert Henderson.
Publishing Research Quarterly, 12, no. 2, Summer 1996, pp. 75-76.

ELECTRONIC JOURNALS

CICNet's Electronic Journal Collection, by Donnice Cochenour. *Serials Review,* 22, no. 1 (Spring 1996): 63-68.

The Committee on Institutional Cooperation (CIC) began developing an archive of electronic journals, the CICNet E-Serials Archive, in 1988.

As the number and complexity of e-journals has increased, the original scope of the project has likewise grown. The new version, known as the Electronic Journal Collection (EJC), "aims to be an authoritative source of electronic research and academic serial publications, incorporating all freely distributed scholarly electronic journals available online." (p. 64)

Old Wine in New Bottles?: Defining Electronic Serials, by Ellen Duranceau. *Serials Review,* 22, no. 1 (Spring 1996): 69-79.

Five authors experienced in both the Internet and serials work discuss the handling of e-journals from different perspectives. The consensus is that, as of now, the whole field is in such a state of ferment that no general consensus can be reached today. A period of experimentation and uncertainty is inevitable. It might be possible to re-define parts of MARC records to accommodate these new journals, however.

Electronic Journals in the MIT Libraries: Report of the 1995 E-Journal Subgroup, by Ellen Duranceau, Margaret Lippert, Marlene Manoff, and Carter Snowden. *Serials Review,* 22, no. 1 (Spring 1996): 47-61.

As e-journals have evolved from simple ASCII files to complex multi-media formats, the original plan of simply archiving them on-site at MIT has become unfeasible. The study group recommends that the library simply "point" to all relevant e-journals which are available over the Internet at a stable and well-supported site. Only MIT-produced materials would be archived locally.

If this policy is to prove feasible, other major research libraries and publication sites will need to join in a cooperative effort to ensure that the historical record is not lost.

The Directory of Electronic Journals, Newsletters and Academic Discussion Lists, edited by Dru W. Mogge, 6th ed. Washington, DC: Association of Research Libraries, 1996. $79.00. ($55.00 to ARL members.)

This is a compilation of entries for over 3,000 academic and professional discussion lists and 1,668 electronic journals, newsletters and newsletter-digests, representing a 257% increase in journals and a 26% increase in lists since the 1995 edition. A short description of each title is given, with a URL for over 90% of the journal and newsletter titles. An index provides access by keyword, title, and institutional affiliation. Web versions are available at: http://arl.cni.org/scomm/edir for journals and newsletters, and at http://www.n2h2.com/KOVACS for discussion lists.

User Acceptance of Electronic Journals: Interviews with Chemists at Cornell University, by Linda Stewart. *College & Research Libraries,* 57, no. 4 (July 1996): 339-349.

Some 39 users of electronic journals in the field of chemistry at Cornell University expressed their opinions regarding such journals in a series of open-ended interviews. They felt that the ability to print a copy of an article, and to browse both text and graphics were most important. They also felt that major improvements were needed in the areas of portability, comfort, convenient access, and permanence. They also felt that there was a loss of serendipity when using such publications.

A Model for Publishing a Hypertext Journal, by Anita Sundaram. *Serials Review,* 22, no. 1 (Spring 1996): 1-19.

A hypertext journal differs from an electronic journal (e-journal) in that the latter typically consists only of the online equivalent of the printed text, while the former contains "hot-links" of the form now common in many items available via the World Wide Web. The author has created a demonstration of such a journal using two issues of *Library Trends* as the basis. The intent of the project is to demonstrate the feasibility of doing so without the need for high-level computing skills, so that it could be done by staff of a small scholarly journal.

ELVYN: The Delivery of an Electronic Version of a Journal from the Publisher to Libraries, by Fytton Rowland, Cliff Meadows, Jack McKnight, and Peter Such. *Journal of the American Society of Information Science,* 47, no. 9 (September 1996): 690-700.

In 1992 the Institute of Physics Publishing in Great Britain conducted a project with Loughborough University of Technology regarding the distribution of the Institute's journal *Modelling and Simulation in Materials Simulation and Engineering.* The journal was distributed to seven sites in addition to Loughborough. This final report of the project includes several conclusions. Among them were that users preferred browsing the tables of contents, rather than using the search mode; more training of library staff in computer skills was needed than originally believed, as the software was not as "user-friendly" as was initially thought. Some useful cost data were obtained for both library and publisher expenses. Much additional work will be needed before electronic journals become commonplace in UK libraries, most notably in training of both library staff and academic users in the use of such publications.

Reinventing Alexandria: Managing Change in the Electronic Library, by Arthur P. Young and Thomas A. Peters. *Journal of Library Administration,* 22, no. 2/3 (1996): 21-41.

The rapid increase of texts in electronic form is causing the breakdown of traditional notions of "the book" and its associated control mechanisms. New organizational structures will be needed, both within and between libraries and similar organizations. The possibility of massively shared access to electronic documents will perhaps allow the creation of a new, though virtual, form of the ancient Alexandrian library.

GOVERNMENT INFORMATION

Challenges to U.S. Government Access (Part 1), *Journal of Government Information,* 23, no. 3. (May-June 1996): 213-344.

Congress directed the GPO to undertake a study to identify measures for a successful transition to an electronic Federal Depository Library Program. This issue, the first of two special issues on this topic, presents differing views and opinions on this plan. Some argue that the changes are long overdue, others argue that change should be approached cautiously. Among topics covered are a new approach to access and dissemination of government information; statutory reform of the GPO; the role of NTIS; and an overview of how depository libraries actually function.

Challenges to U.S. Government Access (Part 2), *Journal of Government Information,* 23, no. 4. (July/August 1996): 365-520.

This is the second of two special issues devoted to this topic. Among the most important themes are the nature of the electronic access to be provided and the fundamental changes in the infrastructure of information dissemination. Papers cover, among other topics, a brief history of the depository library program; the effect of the Internet on depository libraries; the new approach to government data in use at UC San Diego; state and regional services; and problems of transition in moving to electronic services.

HIGHER EDUCATION

Faculty Evaluation: Number One Quality Control in TQM, by Hans A Andrews, John Erwin, and James Barr. *Journal of Staff, Program, & Organization Development,* 13, no. 4 (1995): 291-295.

Research regarding TQM has shown that most institutions have worked on improvements everywhere but in the classroom. An unsuccessful attempt at dismissing a poorly performing faculty member was made at Bay de Noc Community College, in Escanaba Michigan. It was unsuccessful because the steps leading up to the attempt were sporadic, inconsistent, and irrelevant to the problem. The institution then formed a group to study the faculty evaluation process and construct a defensible and fair means of notifying faculty that their performance was in need of improvement. This process was explained to the faculty and implemented. The result was that, once the new defensible and fair evaluation process was implemented, the poorly performing faculty member was dismissed.

The Relative Importance of Various College Characteristics to Students in Influencing Their Choice of a College, by Joseph R. Canale, Linda A. Dunlap, Michael Britt, and Thomas Donahue. *College Student Journal,* 30, no. 2 (June 1996): 214-216.

Over 500 high school seniors and juniors were asked to rank the relative importance of certain college characteristics in choosing a prospective one. They replied that teacher attributes, areas of study offered, costs, and academic reputation ranked highest among the 11 characteristics surveyed.

A Partnership Model for Improving Teaching and Learning—Step One: Building the Database, by Helen Carlson, Linda Hilsen, Maureen O'Brien, and Deborah Petersen-Permlan. *Journal of Staff, Program, & Organization Development,* 13, no. 4 (1995): 247-262.

This article describes a process of soliciting both student and faculty input to assess the teaching and learning environment. There is general agreement among faculty and students as to what is actually happening in the classroom. Additionally, both students and faculty agree that what is happening in the classroom is not necessarily what is desired for effective teaching and learning. Finally, there is some disagreement among students and faculty as to desired activities. [Abstract]

**Current Issues for Higher Education Information Resources Management, by CAUSE Current Issues Committee. *CAUSE/EFFECT* , 19, no. 2 (Summer 1996): 5-7.

The key issues in this area, as identified by the CAUSE committee are:

1. Information policy in a networked environment;

2. Support for distributed computing;

3. Integrating information resource and institutional planning;

4. Benchmarking of information technology efforts;

5. Development of digital libraries;

6. Integration of technology and teaching methods;

7. Expectations rising faster than budgets;

8. Diversity in the user population; and

9. Electronic data interchange (EDI).

Residence Retention: Reasons Students Choose to Return or Not to Return, by Shirley L. Cleave. *College Student Journal,* 30, no. 2 (June 1996): 187-199.

A survey of students found that convenience factors and social opportunities were the most important reasons for a student to re-apply for residence in the campus dormitories for the coming term. Unsatisfactory living conditions and cost factors were the most important reasons for not re-enrolling. There were some, though not major, differences based on gender,

year in college, expected grade point average, and lifestyles.

Total Quality in Higher Education, by Ralph G Lewis and Douglas H. Smith. Delray Beach, FL: St. Lucie Press, 1994. ISBN 0-9634030-7-9.

"At the rare higher education institution where the faculty is willing to challenge the status quo, this book is packed full of good examples, worksheets, and readings. Likewise, the higher education student and scholar who is interested in challenging their own thinking with new methods to improve productivity will find in this book a source of inspiration and insight."
Reviewer: Richard D. Sagor.
Journal of Staff, Program, & Organization Development, 13, no. 4, 1995-96, p. 297.

Motivating Unmotivated College Students: Applying Glasser's Quality School Teacher Techniques, by Jim McCluskey, and Thomas S. Parish. *College Student Journal,* 30, no. 2 (June 1996): 254-257.

Teaching students to do quality work isn't easy, but there are some basic tips covered in this paper that should facilitate this process. In essence, addressing students' intrinsic needs and wants, and providing them ways to improve through self-evaluation and repetition are a few of the suggestions highlighted in this article. Other ideas are also offered that will serve to foster both quality teaching and quality learning by all concerned. [Abstract] The authors strongly believe in "tip sheets" for each assignment, which provide guidelines for the requirements, evaluation criteria, the instructors expectations, and a general idea of what a quality project is for the assignment.

A Planning Process Addresses an Organizational and Support Crisis in Information Technology, by Keith R. Nelson and Richard W. Davenport. *CAUSE/EFFECT* , 19, no. 2 (Summer 1996): 26-32.

Central Michigan University (CMU) reached a level of technological growth, excitement, and frustration that required rapid and significant changes in its information technology infrastructure. The authors describe an institution-wide strategic planning effort at CMU, resulting in a matrix governance structure for information technology that acknowledges the value of both distributed support and strong central organization.[Abstract].

Electronics and the Dim Future of the University, by Eli M. Noam. *Bulletin of the American Society of Information Science,* 22, no. 5 (June/July 1996): 6-9.

The three primary functions of the university are: the creation of knowledge and evaluation of its validity; the preservation of information; and the transmission of this information to others. Information technology is changing the means by which these functions can be performed. This will lead to the growth of alterna-

tives ways to provide them, eroding the university's present almost exclusive hold on them. This suggests a change of emphasis. Education is based on mentoring, guidance, and socialization. The university's strength might lie less in pure information and more in college as a community.

Can Small Colleges Be Information Technology Leaders, by Martin D. Ringle and David L. Smallen. *CAUSE/EFFECT,* 19, no. 2 (Summer 1996): 18-25.

Since small colleges will lack the resources to *develop* major advances in technology, their best opportunity for leadership is to *apply* it innovatively. Doing so will improve the institutions chances for attracting outside funding, developing good vendor relationships, and improved recruiting. A checklist of Strategic Technology Issues for small colleges is included in the article, and is available at http://www.reed.edu/pcw.

Understanding Competing Values in a Culturally Diverse Society, by Susan Winchip. *College Student Journal,* 30, no. 2 (June 1996): 162-167.

For an organization to be effective it must simultaneously recognize the existence of opposing cultural values and learn to concurrently sustain oppositions. Robert Quinn proposed a theory of organizations in which there are four organizational models, each competing with each other; Human Relations, Open Systems, Internal Processes, and Rational Goals. Winchip uses this theory to demonstrate how academic institutions can apply this theory to help people adapt and appreciate diverse values.

INFORMATION LITERACY

E-Mail Etiquette: When and How to Communicate Electronically, by Joseph M. Saul. *CAUSE/EFFECT,* 19, no. 2 (Summer 1996): 50-51.

E-mail lacks the extra-verbal signals associated with other written messages. (You know that a note taped to your door does not have the same importance as a departmental memo even before you read it.) E-mail messages must therefore be extraordinarily clear and concise. Many angry exchanges ("flame wars") are the result of misinterpreted messages. The best way to avoid these is to give the sender the benefit of the doubt. If you are still uncertain, call, or speak in person to the sender. A list of do's and don'ts for e-mail users is appended to the article.

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

The Elements of Information Gathering: A Guide for Technical Communicators, Scientists, and Engineers, by Donald E. Zimmerman and Michael Lynn Mruaski. Phoenix, AZ: Oryx Press, 1995. $19.95. ISBN 0-89774-899-X.

"In terms of the intended audience—technical communicators, scientists, and engineers—the book will serve as a good introductory survey of alternatives for information gathering.... The book can be used most effectively in an introductory social research methods course, a course in technical or professional communications, or a course designed to develop information literacy skills."
Reviewer: Mark Oromaner.
Library & Information Science Research, 18, no. 1 ,Winter 1996, p. 95.

INFORMATION POLICY

Ireland and the Information Age, by Ruairi Quinn. *An Leabharlann. The Irish Library,* 12, no. 2/3 (1995): 57-60.

The author, Minister for Finance, Republic of Ireland, describes the initiatives the Irish government is taking. It plans to coordinate, by better use of information technology, the delivery of social services now fragmented across a number of departments. "Its aim is the provision of services in line with the best practice elsewhere in terms of both quality and value for money" (p. 60).

INFORMATION SCIENCE

Proceedings of the Fifth Biennial Conference of the International Society for Scientometrics and Informetrics, edited by Michael E. D. Koenig and Abraham Bookstein. Medford, NJ: Learned Information, Inc., 1995. $79.00. ISBN 1-57387-010-2.

"The review of this compendium has been written from the perspective of an outsider, not unfamiliar with the field, who wishes to know what are the current hot spots, and what topic areas attract most effort from researchers. The task has not been easy, as the volume has been produced with a minimum of editorial intervention: alphabetical sorting by author name.... The brief preface announces the abandoning of the term bibliometrics as inappropriate 'in this age of electronic information delivery' and the incorporation of the International Society for Scientometrics and Informetrics (ISSI). The first volume produced under this new rubric can hardly be described as exemplary, lacking, as it does, even an index."
Reviewer: Elizabeth Davenport.
Library & Information Science Research, 18, no. 1, Winter 1996, p. 90.

INFORMATION STORAGE & RETRIEVAL

Progress and Problems in Information Retrieval, by David Ellis. London: Library Association Publishing, 1996. $75.00. ISBN 1-85604-123-9.

This is a revised and expanded version of the author's 1990 *New Horizons in Information Retrieval,* a textbook providing an introduction to information retrieval research. This revision gives more emphasis to cognitive research methods, rather than the statistical and probabilistic methods first used in information retrieval studies.... The first chapter provides an historical background; the second reviews automatic indexing and classification; the third, cognitive systems. Expert systems and artificial intelligence are treated in the next two, followed by a discussion of hypertext methods. The final chapter reviews progress and problems in the topic.

INFORMATION TECHNOLOGY

Setting up and Exploiting Humanities Research Resources on the World Wide Web, by Michael Greenhalgh. *Australian Academic & Research Libraries,* 27, no. 2 (June 1996): 95-106.

The paper attempts to separate the hysteria and hype from the facts about what computers can really do for research in the humanities, including their ability to handle various media. Comments are offered on the issue of whether libraries are the correct place to manage and organize the ownership of intellectual property in digital learning materials. The paper ends with predictions, many of them gloomy, for the consequences of the penetration of electronic learning materials in the higher education arena.

Entertainment Technology and Tomorrow's Information Services, by Tom Kinney. Medford, NJ: Information Today, Inc., 1996. $34.95. ISBN 1-57387-006-4.

The notion of mixing information services and entertainment technology conjures up a vision of a psycho dwarf-king librarian popping up in the middle of *Return to Zork*.... But for someone wanting a quick and informative read about future information delivery mechanisms, this fills the bill. Kinney explores a number of technologies: videotelephones, PCs as multimedia game systems, digital film and video production, concert shows, and digitally based art to name a few."
Reviewer: Judith A. Copler.
Database, 19, no 4, August/September 1996. p.102.

Libraries in an Environment of Change: Changing Roles, Responsibilities, and Perception in the Information Age, by Laura K. Probst. *Journal of Library Administration,* 22, no. 2/3 (1996): 7-20.

The pace and the nature of contemporary changes reveals that many assumptions based on past experience are no longer valid, and that organizations once thought to have a monopoly, including libraries, are now finding competitors. The dramatic changes caused by information technology are only just beginning to be felt in higher education and in scholarly communication.

**What Is a Document? Rethinking the Concept in Uneasy Times, by Linda Schamber. *Journal of the American Society of Information Science,* 47, no. 9 (September 1996): 669-671.

Electronic formats require a re-thinking of the concept of a document. Do linked portions of several documents constitute a single document. Is a thread of e-mail messages a single document? Who owns the intellectual content of a set of hyperlinked documents? These questions, as well as considerations of bibliographic control, are still open to debate. If the electronic information environment is to be understood and used, they will have to be addressed.

LAWS & LIBRARIANSHIP

The Library Bill of Rights, edited by Wayne E. Wiegand. *Library Trends,* 45. no. 1 (Summer 1996): 1-127.

This thematic issue contains six major papers and a selective bibliography. A legal scholar opens the issue with a critique, pointing out that the Library Bill of Rights promises more than it can deliver, and in many instances does not follow existing First Amendment doctrine. Subsequent papers discuss the Bill's history in the 1950s and 1960s, its relationship to school library programs, and the problem of holocaust denial works. Another paper proposes to separate the Bill into two parts; one conforming to legal views of the First Amendment and a second describing professional beliefs and aspirations.

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

LIBRARIANSHIP

What Do People Need of Libraries, and How Can We Find Out?, by Maurice B. Line. *Australian Academic & Research Libraries, 27,* no. 2 (June 1996): 77-86.

"I define librarianship as *managing information resources for people*.... If my definition is taken seriously, it means that our thinking about libraries needs to be changed; we should see them not as places full of books, but systems, not necessarily closely identified with buildings, dedicated to the supply of information to people." [From the opening paragraph]

LIBRARIANSHIP AS A PROFESSION

The End-User Revolution: CD-ROM, Internet and the Changing Role of the Information Professional, edited by Richard Biddiscombe. London: Library Association Publishing, 1996. $75.00. ISBN 1-85604-173-5.

Eleven chapters discuss the various ways in which end-user searching and retrieval of references has influenced both the specific tasks of the library staff, and the organizational structure of the library itself. Both public and special libraries are discussed, though most of the emphasis is on academic ones. The authors all encourage librarians to view their occupation as that of "information professional" and to re-think what their tasks are. These changes will naturally have considerable impact on the nature of professional education as well.

LIBRARY ASSOCIATIONS

The Library Association Yearbook 1996, compiled by Kathryn Bereft and Rob Palmer. London: 1996. $75.00. ISBN 1-85604-164-6.

In addition to the usual list of members, the new edition includes details regarding the association on the Internet, publications available from it, a list of medals, grants and awards which it sponsors, and the joint committees and other organizations with which it is associated. Part II includes the Royal Charter establishing the association, regulations for various classes of membership, and the code of professional conduct, including a code of practice for consultancy and research.

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

LIBRARY INSTRUCTION

Burnout among Bibliographic Instruction Librarians, by Mary Ann Affleck. *Library & Information Science Research, 18,* no. 2 (Spring 1996): 165-183.

The author administered the Maslach Burnout Inventory and a role questionnaire to bibliographic instruction librarians in colleges in New England. The Inventory measured three factors; Emotional Exhaustion, Depersonalization and Lack of Personal Accomplishment. Over 50% reported high burnout in at least one of the factors, 8.5% reported it in all three, the highest value being in Emotional Exhaustion.

LIBRARY RESEARCH

Editorial: "Wash and Wear" Research: Unrealistic Expectations, by Peter Hernon and Candy Schwartz. *Library & Information Science Research, 18,* no. 1 (Winter 1996): 1-2.

"Wash and wear" research involves the use of pre-existing data collection forms that can be used without adaptation, which are easy to administer, do not involve time-consuming data collection and analysis, and are easy to interpret and apply to a particular setting.

However, these "wash and wear" projects do not provide much insight into library problems. They contribute to neither a broader understanding of librarianship nor to the expansion of its theories and research base.

MULTIMEDIA

Computer Animation in an Instructional Environment, by Andrew Large. *Library & Information Science Research, 18,* no. 1 (Winter 1996): 3-23.

"Evidence is now accumulating about how animation might best be employed so as to maximize its instructional potential.... Certain design criteria are emerging. The animation must complement the text by presenting the same semantic content in two media... Children respond more positively than adults to animation." [Conclusions]

NETWORKS

Global Networks: Computers and International Communication, edited by Linda M. Harasim. Cambridge, MA: The MIT Press, 1993. $16.95. ISBN 0-262-58137-X.

"*Global Networks* discusses social aspects of the Internet: issues such as cross-cultural considerations of communicating on-line, educational uses of the Internet, security and legal issues.... Authors communicated, for the most part, by way of the Internet ... the book addresses the nontechnical issues faced in book publishing, as well as other endeavors, on the Information Superhighway."
Reviewer: Gretchen V. Douglas.
Publishing Research Quarterly, 12, no. 2, Summer 1996, p. 80-81.

Budget Stringency As a Stimulus to Innovation: The Cases of Louisiana and Ohio, by Jill B. Fatzer. *Journal of Library Administration, 22,* no. 2/3 (1996): 57-77.

Both Ohio and Louisiana institutions of higher education were faced with funding crises early in the current decade. Though widely different in many ways, both states formulated and installed electronic networks linking the institutions (OhioLink and LOUIS respectively). The basic thrust of both programs is to create a state-wide virtual collection. Despite the various differences in funding, governance, and design, both states have dealt with budget difficulties in innovative ways.

ONLINE INFORMATION SYSTEMS

The Electric Library, by Mary Ellen Bates. *Database, 19,* no. 4 (August/September 1996): 104.

The Electric Library is a new for-fee database available on the Net (http://www. elibrary.com) for people who need access to a variety of general-interest information sources at a minimal cost. For $9.95 per month, one can search local and special interest newspapers, magazines, books (including Compton's Encyclopedia), and other sources. [This service, under the name of Homework Helper on the Prodigy service, was promoted as a way to let kids do research without having to go to the local library.].

GALILEO: Georgia's Emerging Statewide Electronic Library, by William Gray Potter, Merryll Penson, George Gaumond, Jayne Williams, and Ralph Russell. *Southern Librarian, 46,* no. 1 (Spring 1996): 8-12.

The GALILEO system is a state-wide network, initially serving the state's universities, but will be available to public, school, and technical libraries. It offers a range of electronic resources, ranging from full text of many journals, census data on the state, to an encyclopedia. It is apparently very popular. After only a few weeks of operation, it was delivering over 25,000 full-text articles each week.

ONLINE PUBLIC ACCESS CATALOGS

Bibliographic Management: A New Approach Using the Manifestations Concept and the Bradford OPAC, by R. F. H. Ayres, L. P. S. Nielsen, and M. J. Ridley. *Cataloging & Classification Quarterly,* 22, no. 1 (1966): 3-28.

Researchers at the University of Bradford (UK) have developed an experimental OPAC which, rather than displaying the traditional main entry for each separate edition ("manifestation') of a work existing in many versions or multiple parts, brings them all together in a simple, searchable set. It also enables the user to call up a floor map of the library indicating where the item can be found on the shelves. The feasibility study has demonstrated the viability of the manifestations concept as a basis for bibliographic control and the organization of bibliographic data. Its features include:

- A single "intuitive" search form;
- Keeping the original search visible while searching;
- Full free text search across records;
- Ability to sort;
- Ability to scroll easily;
- Clustering of results into meaningful sets;
- Abolition of truncated titles and abbreviated displays; and
- Easily understood display of circulation and location information.

Enhancing a New Design for Subject Access to Online Catalogs, by Karen M. Drabenstott. Ann Arbor, MI: School of Information and Library Studies, University of Michigan, 1994. $10.00. (Also available via ftp at host sils.umich.edu; directory path: /pub/papers/ENHANCE.)

"The report is useful to researchers in information retrieval. The level of detail in presentation and the reporting of numerous results and search trees will enable others to build easily on this work.... As a summary recommendation then, the value of this report will be to researchers in information retrieval rather than to a larger, less specialized audience."
Reviewer: Carol A. Hert.
Library & Information Science Research, 18, no. 1, Winter 1996, p. 87.

PERFORMANCE EVALUATION

New Zealand University Libraries Effectiveness Project: Dimensions and Concepts of Organizational Effectiveness, by Rowena Cullen, and Philip Calvert. *Library & Informa-*

tion Science Research, 18, no. 2 (Spring 1996): 99-119.

This study aimed to identify dimensions of effectiveness in New Zealand university libraries, and to examine parallels with dimensions of effectiveness revealed in a similar study of New Zealand public libraries. All library staff in all New Zealand university libraries were asked to rate their library's performance against 99 indicators of effectiveness. They rated performance highest in areas where staff performance was under question, lowest where resource inputs and organizational support affected performance. These indicators were used to derived 13 measures of performance, six of which closely paralleled dimensions found in the public library study.

Managing Technological Change by Changing Performance Appraisal to Performance Evaluation, by Steve Marquardt. *Journal of Library Administration,* 22, no. 2/3 (1996): 101-110.

Traditionally, library staff have been measured by annual appraisals. This is no longer adequate, first because annually is not frequent enough to be effective and second because it is always "backwards looking." Performance planning, which looks ahead, not backwards, is needed to both encourage employees to grow in their jobs and to ensure that the library will be prepared for the inevitable changes over the next year.

Making the Most of Appraisal: Career and Professional Development Planning for Lecturers, by Graham Webb. London: Kogan Page, Ltd., 1994.

In this work "Graham Webb offers a practical step-by-step method for academics to use in transforming the inevitable performance appraisal into a tool for professional development. This well-organized volume is very easy to read and is of great potential use as a professional development plan, for veteran academics as well as those just starting their careers.
Reviewers: Margaret L. Durham & Albert B. Smith.
Journal of Staff, Program, & Organization Development, 13, no. 4, 1995-96, p. 300.

PERSONNEL & STAFF DEVELOPMENT

Concurrent Engineering: A Team by Any Other Name?, by Bob Filipczak. *Training* (August 1996): 55-59.

Concurrent engineering is now a popular concept in new-product development organizations. It is related to the notion of cross-functional teams, or work groups. However because engineers, typically used to working on their own, are required to be team members,

difficulties arise which must be dealt with if the concept is to succeed. Several organizations, most notably Boeing in developing its new 777 passenger jet, have used the method successfully.

Hiring Right, by Susan J. Herman. Thousand Oaks, CA: Sage Publications, 1994. $42.00. ISBN 0-8039-4758-5.

"'Hiring right' is a time-consuming process, but, as the author points out, will save the institutions or organization a lot of money in the long run in lost wages and productivity, orientation and training costs, advertising, relocation and travel expenses, potential legal costs, severance pay, and employee morale. This book should be required reading for all persons involved in the hiring process."
Reviewer: Katrin Spinetta.
Journal of Staff, Program, & Organization Development, 13, no. 4, 1995-96, p. 299.

Managing Changing Roles: Professional and Paraprofessional Staff in Libraries, by Peggy Johnson. *Journal of Library Administration,* 22, no. 2/3 (1996): 79-99.

Management of the changing roles of professionals and paraprofessionals first requires the recognition of changes which have taken place in their respective functions because of the advent of technology. It next requires that these changes be accepted and integrated into new job descriptions and new assignments of responsibilities. These distinctions should be made clearly, not seen as simply points on a continuum.

Developing Faculty Developers: Some Issues When Recruiting New Faculty Developers and Ensuring the Professional Growth of Current Faculty Developers, by Chris Kapp, Madelyn Healy, Carla Nellisen, Bogomir Mihevec, Chris de Winter Hebron, and Helen Watt. *Journal of Staff, Program, & Organization Development,* 13, no. 4 (1995): 229-239.

Those individuals being considered for the relatively new position of faculty development need several personal attributes. Among them are enthusiasm, respect for individuality, an open mind, empathy, dynamism, and flexibility. Those who are already at work in the field need, after the first five years or so, to maintain their vitality at work, develop institutional support to fund faculty release time, and identify with faculty development as a profession.

Changing Roles for Reference Librarians, by Julia Kelly and Kathryn Robbins. *Journal of Library Administration,* 22, no. 2/3 (1996): 111-121.

A number of authors have written about radical reorganization of the reference function, some feeling that librarians should no longer be staffing it. In addition, librarians are increasingly seeing the need for better understanding of their patrons' needs. When more users are

given the opportunity to access library resources remotely, getting information to them about what the library has to offer is becoming a different challenge. As these trends continue, reorganization and redefinition of librarians' responsibilities will continue as well.

Ending the Workplace Diversity Wars, by Stephen M. Paskoff. *Training* (August 1996): 43-47.

"Many of today's diversity programs are not only a waste of valuable time that could be more productively spent, they actually exacerbate the very problems they are meant to address." (p. 43) Try teaching plain old civil behavior instead. To manage diversity, a company should:

* Communicate a commitment to fair treatment;
* Focus on what people have in common;
* Identify unacceptable conduct and prohibit it;
* Teach rules of civil behavior;
* Use one course, not many; and
* Define the issue as one of business risk management.

"Companies that focus on teaching rules of civil behavior have found that their managers and employees accept this sort of training far more readily than they do with typical diversity programs." (p. 47)

An Interview with Labor Secretary Robert Reich, by Robert Reich. *Training* (August 1996): 37-41.

Secretary Reich has been a strong critic of the slash-and-burn strategies of major corporations in the U.S. He is beginning to see a slow turnaround in this process, but it is still going on. "The new social compact is on in which employees have a responsibility to make companies as profitable as possible but companies simultaneously have a responsibility to make employees as valuable as possible. Out of that new compact comes a win/win bargain."

Hidden Champions: Lessons from 500 of the World's Best Unknown Companies, by Hermann Simon. Cambridge, MA: Harvard Business School Press. $29.95. ISBN 0-07-103673-3.

"Not surprisingly, these small champions treat their employees extremely well on the theory that—stop me if you've heard this before—loyal, knowledgeable, well-trained, motivated workers are the key to success. More interesting is that these high performers tend to eschew the "cutting edge" management wisdom that passes these days for business how-to."
Training, August, 1996, p. 61.

Retail Salespeople's Training and Its Impact on Attitude toward Handling Consumer Complaints, by Robert E. Stevens, William E. Warren, and C. William McConkey. *Journal of*

Customer Service in Marketing & Management, 2, no. 3 (1996): 83-90.

"Sometimes it helps to state the obvious: trained salespeople are better equipped to do their jobs, including handling complaints, than those who are untrained." (p. 88) Though they do not sell anything, it is equally obvious that trained desk staff and library clerks will similarly be better equipped to handle complaints.

PRIVACY

A Look at Internet Privacy and Security Issues and Their Relationship to the Electronic Job Search: Implications for Librarians and Career Services Professionals, by Greg Iaccarino. *Reference Librarian,* 55 (1996): 107-113.

"Electronic privacy" is defined, and the laws which govern electronic security are reviewed. Various technological methods of providing security are discussed, and the responsibilities of those training clients to use a job search system are outlined. As yet, no electronic system is as secure as a sealed envelope.

PUBLISHING

Software Publishers Association Sales Data Programs: Methodologies, Coverage and Assumptions, by Anne Griffith. *Publishing Research Quarterly,* 12, no. 2 (Summer 1996): 21-33.

The Software Publishers Association Research Department focuses its sales research efforts on tracking sales of packaged application software written for the desktop personal computer industry. Our goal in this article is to clarify the types of information we collect, the sources used, and the adjustments performed on the data available to the public. At the end of this article we discuss the software piracy loss estimation methodology. [Abstract]. The estimated piracy loss declined between 1993 and 1994 from $9,962.5 million to $8,075.1 million.

U.S. Publishing Industry [Statistics, 1995], by William S. Lofquist. *Publishing Research Quarterly,* 12, no. 2 (Summer 1996): 59-63.

U.S. publishers recorded a 7.4% increase in sales, but most of this was due to price increases. The real growth, in terms of books sold, was approximately 1.6%. One unusual feature what that every book category showed at least a modest increase, an industry rarity. Of these, juvenile books showed an interesting disparity. Hardcover sales of this category rose just 0.5%, while paperback sales of juvenile titles increased 37.8%.

REFERENCE SERVICES

Trends Affecting the Roles of Reference Librarians, by Alma Dawson and Kathleen de la Peña McCook. *Reference Librarian, no.* 54 (1996): 53-73.

"Four trends are described that characterize the substance of future directions of front line reference librarians. These included contextual perceptions, technological competence, a human dimension, and creativity and innovation. Front line reference librarians must be astute environmental scanners; technological wizards; sensitive, proactive, advocates of diverse library users; and creative innovators of information delivery systems." [Abstract]

Job Search Strategies: Library Instruction Collaborates with University Career Services, by Brian DeHart. *Reference Librarian, no.* 55 (1996): 73-81.

Collaboration between the academic library and the university placement offices is a natural partnership. At DePaul University this relationship has become well established through the efforts of library administration and reference/instruction librarians. The combined effort has resulted in students' increased use of library resources, specifically the career information collections in the library. They thus prepare better for the job market, and gain life-long skills for finding and analyzing career information. [Abstract]

Characteristics of Generation X and Implications for Reference Services and the Job Search, by Catherine A. Lee. *Reference Librarian, no.* 55 (1996): 51-59.

Today's students, members of Generation X, are in many ways different from the baby boomers who, for the most part, now design and provide most of the services in academic libraries. Xers have a fundamentally different world view that is being heavily explored in marketing and demographic circles, but not so much in the library literature. Recognizing a few major cultural differences may help librarians to better meet the changing needs of today's students. [Abstract] These differences include "their affinity for and familiarity with technology, their acceptance of diversity, their savvy consumerism, as well as their expectations for instant gratification." (p. 58)

Developing a Career Information Gopher: The University of Michigan Experience, by Jeanne E. Miller. *Reference Librarian, no.* 55 (1996): 83-97.

This article investigates conceptual issues regarding the organization and delivery of information in the career area. It also reviews the process of arranging career information for electronic delivery, integrating customer services and information provision concerns with the advantages and

limitations of the gopher structure and format, and planning for ongoing maintenance of the gopher information. [Abstract]

Future Reference–"Sired by a Hurricane, Dam'd by an Earthquake," by James Rettig. *Reference Librarian, no.* 54 (1996): 75-94.

Several new trends are emerging in reference service, such as the use of tiered service structures, roving reference librarians, and user studies. One of the findings of a study at Duke University was that along with rare book collecting, the service the university community would be most willing to see discontinued is bibliographic instruction. The most common factor in all the recent trends in reference is a focus on meeting the individual's needs when and where they arise.

Future Service Models and the Convergence of Functions: The Reference Librarian As Technician, Author and Consultant, by Stuart A. Sutton. *Reference Librarian,* no. 54 (1996): 125-143.

The author explores the future of reference librarianship within the context of the technologies that will chart the course of development of libraries in the coming decades. He defines a typology of library types ranging from the traditional automated hybrid to the digital in order to explicate shifts in human/machine intermediation and issues of access to both primary and secondary information. In addition to the integration of the technologies into conventional instruction for library and information science, one must consider the shift from site-based to distributed educational resources. The core of the new information professional's concern will be with how knowledge is created stored and transmitted. Effective education for these professionals will have to embrace this new paradigm and incorporate it into the curriculum.

SCHOLARLY COMMUNICATION

Out in the Cold: Academic Boycotts and the Isolation of South Africa, by Lorraine J. Haricombe and F. W. Lancaster. Arlington, VA: Information Resources Press, 1995. $29.50. ISBN 0-878-15067-6.

This detailed analysis of the effects of the academic boycott of South Africa on scholarship there "showed that the impact on research was minimal, however, scholars did express psychological effects such as isolation. The authors conclude that the boycott did give increased attention to South Africa itself.... [This work] will interest scholars and the public in areas including higher education, professional ethics, intellectual freedom, scholarly publishing, library science and African Studies."
Reviewer: Erla P. Heyns.
Library & Information Science Research, 18, no. 1, Winter 1996. p. 89.

Re-Engineering Scholarly Communication: Thoughts Addressed to Authors, by Scott Bennett. *Journal of Scholarly Publishing,* 27, no. 4 (July 1996): 185-207.

Much scholarly communication is crippled by economically irrational behaviors, including the disassociation of supply and demand, the dysfunctional management of intellectual property, an unsustainable spiral of capital cost, and the emerging failure of publishing decisions to guide economic rationing elsewhere in academic life. Remedies should be sought not solely among established publishers, but also among collaborations of researchers, librarians and computing center staff using new capabilities for electronic publishing. [Abstract]

Commercial Journal Publishers and University Libraries: Retrospect and Prospect, by Dennis P. Carrigan. *Journal of Scholarly Publishing,* 27, no. 4 (July 1996): 208-221.

Libraries are canceling subscriptions, moving to a just-in-time service model and are considering the case for disseminating scientific and technical information largely on an electronic network, reducing the power of the commercial publishers. Unless those publishers initiate significant change in their cost and access policies, we may well see journals publication as we now know it removed from their hands entirely. [Abstract].

The Librarian's Role in Teaching Academic Authors about Publishing Procedures and Ethics, by Beth Luey. *Serials Review,* 22, no. 1 (Spring 1996): 39-46.

Academic librarians can assist their faculty colleagues, particularly the younger ones, in the publishing process in a variety of ways. They can offer assistance in choosing an appropriate journal for manuscript submission, and in a number of ethical issues. Several publications are now available to which aspiring authors can be directed for assistance.

The Pleasures of Book Reviewing, by Linda Simon. *Journal of Scholarly Publishing,* 27, no. 4 (July 1996): 237-241.

Book reviewing can be an enjoyable, engaging effort that can boost the reviewer's profile in his or her field while offering welcome evaluative information to readers and useful feedback to authors and publishers. This article offers suggestions for how to get started as a book reviewer, when one should not review a particular book, and how the review publication process works.

Publishing in the Journal Literature of Library and Information Science: A Survey of Manuscript Review Processes and Acceptance, by Barbara J. Via. *College & Research Libraries,* 57, no. 4 (July 1996): 365-376.

A survey of 68 journals which publish in the area of librarianship and information science

reveals that 34 use some form of blind review for unsolicited manuscripts. The proliferation of new journal titles in the field means that there are many more publishing outlets for potential authors. Acceptance rates reported in earlier studies in 1978 and 1988 have risen for the majority of journals covered in this study.

SECURITY & DISASTER PREPAREDNESS

**Campus Crime and Personal Safety in Libraries, by Otis A. Chadley. *College & Research Libraries,* 57, no. 4 (July 1996): 385-390.

This study surveys the literature in library science, law enforcement, the social sciences, education, and general interest publications on this topic. General and specific crimes are discussed, and suggestions are provided for improvement of personal safety. These include: written emergency procedures; security equipment; staff training; safer building design; work area rearrangement; and more campus involvement in the provision of security.

Building Internet Firewalls, by D. Brent Chapman and Elizabeth D. Zwicky. Sebastopol, CA: O'Reilly & Associates, Inc., 1995. $29.99. ISBN 1-56592-124-0.

Although there are no 100% guarantees against hackers "you can take reasonable precautions to reduce the risk.... I highly recommend [this book] for systems administrators and managers dealing with security issues in their organizations."
Reviewer: Judith A. Copler.
Database, 19, no. 4, August/September 1996, p. 101.

Determining Losses in Academic Libraries and the Benefits of Theft Detection Systems, by Cathy Foster. *Journal of Librarianship and Information Science,* 28, no. 2 (June 1996): 93-104.

A full inventory of a 5,000 volume collection was undertaken, concurrently with test of four random sampling methods. All four were found to be very accurate, even when sampling only one percent of the collection.

The cost of replacement of missing material was estimated by various means as well, and compared to the cost of a theft detection system. If the average replacement cost exceeds approximately $20 per item, the initial cost of such a system and its first year's operating costs will be met by savings in replacement costs in the first year alone.

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** Denotes important and
    interesting item.
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SERIALS

Calculators and Crystal Balls: Predicting Journal Subscription Prices, by Ronald E. Akie. *Publishing Research Quarterly,* 12, no. 2 (Summer 1996): 9-17.

It is necessary for libraries to budget for serials subscriptions before their prices can be known. Thus, they are required to use estimates and projections of various kinds. Many times, they use ones provided by their serials vendors. The author, general manager of the Faxon Company, describes the price project model used by that firm. The model uses three primary factors, general economic inflation, publisher-related cost factors, and currency exchange values. These are tempered by judgment based on knowing the current state of the publishing industry. Faxon's predictions have, overall, between 1991 and 1995 been within one percent of the actual price changes.

Collections at Risk: Revisiting Serial Cancellations in Academic Libraries, by Tina E. Chrzastowski, and Karen A. Schmidt. *College & Research Libraries,* 57, no. 4 (July 1996): 351-364.

In 1993, the authors published a study of serial cancellations at five midwestern universities. The most often canceled titles were in science, and had higher-than-average subscription prices. This article builds on the earlier one, with two more years of cancellation data. The rate of cancellation increased by 55 percent in those two years, and science titles continue to be the most likely to be canceled.

The Economics of Access Versus Ownership: The Costs and Benefits of Access to Scholarly Articles Via Interlibrary Loan and Journal Subscriptions, edited by Bruce Kingma and Suzanne Irving. Binghampton, NY: Haworth Press, 1996. $24.00. ISBN 1-56024-809-2. (Also published as *Journal of Interlibrary Loan, Document Delivery & Information Supply,* 6, no. 3, 1996).

Offers a model economic analysis of providing access to journal articles through interlibrary loan as compared to library subscriptions to the journals. The analysis is based on 1994/1995 academic year research at the State University of New York libraries at Albany, Binghampton, Buffalo, and Stony Brook. It determined the costs and benefits of high-priced, low-use scholarly journals, especially those in mathematics and the sciences. Library directors and interlibrary loan /collection development heads can use this set of decision rules to determine, based on the level of use and subscription price, whether they should provide access to journal articles via interlibrary loan or journal subscriptions.

SERVICE QUALITY

Marketing Cues and Perceptions of Service Quality in the Selection of Accounting Firms, by Robert Armstrong and Malcolm Smith. *Journal of Customer Service in Marketing and Management,* 2, no. 2 (1996): 37-59.

Three kinds of factors were analyzed to determine which ones most heavily influenced customer's selection of accounting firms. They were: (1) tangible internal factors, such as physical facilities, convenience of location and availability of parking; (2) intangible internal factors, such as reputation, professional quality of employees, and the customer's opinion of accounting firms; and (3) external factors such as opinions of friends and relatives, manner of employees, and word-of-mouth reputation. The intangible and external factors have more influence than the tangible ones.

Attributes of Services—Their Importance, and Trade-Offs, by Raj Arora. *Journal of Customer Service in Marketing and Management,* 2, no. 2 (1996): 7-20.

The technique of Conjoint Value Analysis (CVA) allows comparisons between competitive providers of the same services (in this analysis, two types, banks and dry cleaners). Respondents are able to indicate their preferences between the competitors, and to show which of the variables are most important in their decisions. The same methodology could be used to determine the important variables of library service.

Professional Service Quality: The Practice or the Professional?, by Jack Dart. *Journal of Customer Service in Marketing and Management,* 2, no. 2 (1996): 21-35.

Customer satisfaction in both law offices and accounting firms is much more dependent on the individual professional providing the service to the customer than on the size or perceived quality of the providing firm as a whole. Library directors who object to patrons requesting a particular reference librarian should make note of this finding. It often does make a difference who answers one's questions. There is a slight preference for firms which have a large single office over those large ones with many small offices, however.

Students' Perceptions of Services on Campus: Sex, Ethnicity, & Class Standing Differences, by Ellen N. Junn, Chaulmaine B. Fuller, Sandra Derrell, Melanie Graves, Stacy Silver, and Francisco Tan. *College Student Journal,* 30, no. 2 (June 1996): 146-157.

Over 1,100 students were surveyed regarding their use and satisfaction with 26 non-instructional services (including the library). Females and white students rated services more favorably than male and non-white students. The library was the third most visited place, after the food court and the university center. Women visited the library slightly, but not significantly, more frequently than did men. Not surprisingly, frequency of library visits correlated well with class standing.

Quality Factors in Higher Education: The Students' Viewpoint, by Robert E. Wright. *College Student Journal,* 30, no. 2 (June 1996): 269-272.

Eight factors relating to student satisfaction with their higher education are discussed. These range from the diversity of the educational experience through ease of access and use of facilities, faculty-student interaction, overall student quality, faculty reputation, and years of teaching experience. Students are willing to trade off various of these for others, as in giving up faculty reputation at a well known school for better faculty-student interaction at a smaller one.

SPECIAL LIBRARIES & COLLECTIONS

Biomaterials: An Introduction for Librarians, by Renee B. Bush. *Science and Technology Libraries,* 15, no. 4 (1996): 3-28.

Biomaterials are, broadly speaking, any substances or materials other than drugs used by a person for medical or health reasons. Examples include dental fillings, implants, heart valves, and similar items. Since this field is extremely interdisciplinary, it presents special problems for librarians supporting its researchers. This article provides a history and current profile of the field, discussing some of the problems involved in literature searching and collection development in biomaterials.

WOMEN & MINORITIES

Aspirations and Mentoring in an Academic Environment: Women Faculty in Library and Information Science, by Mary Niles Maack and Joanne Passet. Westport, CT: Greenwood Press, 1994. $49.95. ISBN 0-313-27826-9.

"What Maack and Passet have produced is not the feminist analysis I had hoped for but rather a mildly interesting study of the complex and changing relationships women experience as their status shifts from graduate student to faculty member.... Any woman contemplating an academic career in library and information science should find this a worthwhile study. Deans, directors, and senior faculty would profit as well from hearing how they might serve supportive functions, as guides, mentors, or just thoughtful colleagues. Beyond those populations, readers looking for an analytical study of

women library school faculty might well come away disappointed."
Reviewer: Ellen Broidy.
Library & Information Science Research, 18, no. 1, Winter 1996. p. 92.

WORLD WIDE WEB

Electronic Resources in Science and Technology: Gopher and Its Future, by Suzanne T.

Weiner. *Science and Technology Libraries,* 15, no. 4 (1996): 69-79.

Weiner introduces two papers, one by Margaret Lippert at MIT and one by Mark McCahill at the home of Gopher, the University of Minnesota. Both discuss the relative strengths of Gopher systems versus the World Wide Web. They have offsetting virtues. By its very design, a Gopher is structured and hierarchical, while a Web page, by design, is not. They, thus, serve different purposes, and a Gopher is perhaps best for many library uses, though Web pages are generally more attractive.

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