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 summarize journal articles both from library-related journals and those outside the library profession, particularly in higher education and information technology.

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.

ACADEMIC LIBRARIES

** **Information as a Strategic Contingency: Applying the Strategic Contingencies Theory of Intraorganizational Power to Academic Libraries,** by Gregory A. Crawford. *College & Research Libraries* 58, no. 2 (March 1997): 145-155.

This study of the effect of IT (information technology) on the status of academic libraries gathered data from over 400 liberal arts colleges in the U.S., as well as making use of published institutional data. It compared the "power" of libraries at two different time periods eight years apart. The conclusion was that IT, while certainly a change agent in libraries, had only a modest effect in the library's perceived importance campus-wide.

Future Libraries: Dreams, Madness and Reality, by Walt Crawford & Michael Gorman. Chicago: ALA, 1995. $28.00. ISBN 0-8389-0647-8.

"The authors argue that an all-electronic future, a technologically and economically viable virtual library are dreams and madness.... They also predict that the death of the library is greatly exaggerated and premature; its future lies both in edifice and interface—not a library without walls but a library beyond walls.

"This is an excellent book written by experts in their field and will remain a core text for years to come. It is highly quotable and very readable."
Reviewer: David J. Parkes
Electronic Library, 15, no. 1 (February 1997), p.65.

Foundation Resources: Formula-based Allocation of an Acquisition Budget in a University Library, by Susan Lafferty. *Australian Academic and Research Libraries* 27, no. 4 (December 1996): 289-294.

In 1995 the University of Technology, Sydney introduced a formula-based approach for allocation of the materials budget. None of the published or proposed measures of literature dependence across academic departments was considered suitable. Instead, the concept of Foundation Resources, materials which underpin the main collection, was adopted. The definition and principles of Foundation Resources, as well as its implementation, are described.

Freeway or Tollway?: The Internet and Academic Libraries, by James W. Macinick. *Internet Reference Services Quarterly* 1, no. 4 (1996): 45-54.

Privatization and commercialization of the Internet are starting to pose challenges for aca-

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

demic libraries. The rapid growth of commercial users of the Net, especially since 1991 when the National Science Foundation eased its limitations on business use, is noted. The trend toward privatization of Internet connectivity and certain information resources is pointed out. How these changes are happening and how academic librarians and administrators might deal with them is discussed in terms of budgetary and staffing requirements.

Academic Libraries: Their Rationale and Role in American Higher Education, edited by Gerard B. McCabe & Ruth J. Person. (Contributions in Librarianship and Information Science, no. 84). Westport, CT: Greenwood Publishing, 1995. $55.00. ISBN 0-313-28597-7.

"The twelve essays herein purport to describe the present state of the academic library while imparting 'a superior understanding of the issues facing the library and the proper role it should have on campuses.' They do not disappoint, and the selection of authors yields a nice balance of discussion between the large university, private colleges, and community colleges.... The volume is extremely well-edited and indexed, and should prove indispensable to academic librarians, library educators and academic officers."
Reviewer: James V. Carmichael, Jr.
Serials Librarian, 29, nos. 1/2 (1996), p.219.

Library Service Provisions for Researchers, edited by Pat Wressell & Associates. Brunton (UK): LINC, 1997. £16.95. ISBN 1-873753-10-1.

This volume contains the proceedings of the Anderson Report Seminar, which was organized by the Library and Information Co-operation Council (LINC) and the Standing Conference of National and University Libraries (SCONUL) in the UK. The seminar was held at Cranfield University on December 10 and 11, 1996. The "Anderson Report" was the result of a commission chaired by Professor Michael Anderson of Edinburgh University. Its principal recommendations were: the need for a national retentions policy, devolution of some collection responsibilities to local or regional libraries, endorsement of local schemes of cooperation and preservation of local research collections and of non-print materials.

This publication contains not only the papers and discussion of the seminar, but the full text of the Anderson Report as well.

The Follett Report: A Blueprint for Library/Information Provision in British Universities, by Frederick W. Ratcliffe. *The Reference Librarian* , no. 55 (1996): 121-141.

The *Follett Report*, named after the chairman of the group responsible for it, recommends that substantial additional funds be injected into the British higher educational system with the aim of protecting traditional librarianship and promoting the new technology as well. The report makes the radical assumption that there will be some universities which only teach and some

which carry out teaching and research, supported respectively by "access" and "holdings" libraries. Virtually all the recommendations have been accepted by the Funding Councils which commissioned the report.

Serials to the Tenth Power: Tradition, Technology and Transformation, edited by Mary Ann Sheble & Beth Holley. (Also published as *Serials Librarian*, vol. 28, no. 1-4). Binghamton, NY: Haworth Press. $40.00. ISBN 1-56024-840-8.

This volume is the proceedings of the 10th annual conference of the North American Serials Group. A cost-analysis of digital storage and access done at Carnegie-Mellon shows "that digital storage and access may cost academic libraries sixteen times as much as print, based on a ten year replacement cycle for technology.... Considering that many disciplines need far more than ten years of storage and that nearly all users demand a high-quality print capability, the virtual library may be outlandishly expensive until mass media has fully engaged the consumer marketplace and created manufacturing volumes that will offer true economies."
Reviewer: Albert Henderson
Publishing Research Quarterly, 12, no. 4 (Winter 1996/97), p. 109.

ARCHIVES

Articles Describing Archives and Manuscript Collections in the United States: An Annotated Bibliography, compiled by Donald L. DeWitt. (Bibliographies and Indexes in Library and Information Science, 11.) Westport, CT: Greenwood Press, 1997. $89.50. ISBN 0-313-29598-0.

This work lists over 2,200 articles describing archives and manuscript collections in the U.S. It includes articles describing foreign archives that hold material documenting U.S. history. It contains entries from art, theatre, film and television, business, education, history, librarianship, literature, religion and other fields. The entries are arranged topically and geographically. The index will help the reader locate articles describing the holdings of specific collections or the papers of specific individuals.

Records Management and the Library, by Candy Schwartz & Peter Hernon. Norwood, NJ: Ablex, 1993. $73.25. ISBN 0-89391-964-0.

There is sufficient overlap in the skills of records management and those of librarianship and archival management that a deeper understanding of the former is warranted. The work "points out that records management focuses almost entirely on internal records—information generated in the course of business, whereas libraries are more involved in materials created externally.... The information in this

book is supplemented with many useful tables and figures. This book is particularly useful in drawing together both issues and practices of records management and librarianship skills."
Reviewer: Linda Ashcroft
Library Management, 18, no.1 (1997), p. 68.

CATALOGING & CLASSIFICATION

Cataloging and Classification for Library Technicians, by Mary Lu Kao. New York: Haworth Press, 1995. $24.95. ISBN 1-56024-345-7.

This work "is intended to be both a text in a two-year library technician program as well as a ready-reference tool. As often happens, when a person tries to meet two different needs, neither is really met and the treatment is somewhat superficial.... Corporate entries are much more complex than the treatment in this book would indicate. Again it leaves the student with insufficient detail and perhaps even the wrong impression of what descriptive cataloging is all about.... It does not cover enough material to stand alone as a text."
Reviewer: Anne M. Galler
Canadian Journal of Information and Library Science, 21 no. 3/4 (September-December 1996), p. 93.

CD-ROMS

Planning, Implementing and Managing CD-ROM Services in Developing Countries, by Athanase B. Kanamugire. *Electronic Library* 15, no. 2 (April 1997): 133-141.

This paper discusses the issues and challenges in developing countries when installing CD-ROM services. The problems of equipment costs, training costs, and education of the users face all such services in any country. However, the developing countries have some other difficulties, particularly the need for sustainable CD-ROM and network infrastructure.

Expectations and Effectiveness Using CD-ROMs: What Do Patrons Want and How Satisfied Are They?, by Cheryl A. McCarthy, Sylvia C. Krausse, & Arthur A. Little. *College & Research Libraries* 58, no. 2 (March 1997): 128-142.

A survey of students at the University of Rhode Island queried their level of skill, preferences, and effectiveness in searching CD-ROM databases. The results showed that students preferred CD-ROMs over printed indexes; they know they need to gain more ability to conduct more complex searches. They also want more

personal assistance, hands-on training, and remote access to online databases.

COMMUNITY COLLEGES

Strategies for Building High-Performing Colleges, by Richard L. Alfred & Patricia Carter. *Community College Journal* 67, no. 5 (April/May 1997): 41-47.

The authors argue that the successful community colleges are those which are able to operate with three apparently conflicting modes simultaneously. They are committed to operational change, which involves eliminating redundancies and focusing on core competencies. They also foster linear change, which involves internal re-structuring and benchmarking against best practices. Finally, they work toward frame-breaking change, which involves totally new ways of doing business.

Arizona's Community Colleges, by Doyle W. Burke & Paul A. Elsner. *Community College Journal of Research and Practice* 21, no. 2 (1997): 261-278.

Over the past 40 years, Arizona has developed one of the most extensive community college systems in the country. With annual general fund expenditures exceeding $344 million in 1994-1995, the 35 college sites provide services to over 300,000 students (over 70,000 full-time equivalent students). In recent years, local financial support and student tuition rates have increased, and state funding has decreased as a percentage of overall budgets.

The Role of the Community Colleges in the New Economy, by Anthony P. Carnevale & Donna M. Desrochers. *Community College Journal* 67, no. 5 (April/May 1997): 27-33.

The shift from a manufacturing economy to an information-processing one in the United States and elsewhere requires a change in the skills of those who are employed in it. If community colleges are to continue their mission of preparing both new high school graduates and employed adults for the workplace, they too will have to change. Though only about 20% of the current community college students now go on to a four year school, the colleges cannot afford to neglect the basic academic skills in favor of strictly job-oriented training.

Embracing the Institutional Effectiveness Tiger, by John E. Roueche, Laurence F. Johnson, & Susanne D. Roueche. *Community College Journal* 67, no. 5 (April/May 1997): 34-39.

Community colleges, along with all other institutions of higher education, are facing severe criticism for failing to achieve their objectives. While some view this criticism as simply a swinging pendulum, and that soon the public's view will change, the authors argue that the critical view is becoming stronger. Institutions which make no, or half-hearted attempts at responding to this criticism will suffer, especially if others are seen as making progress in addressing the issues.

CONSERVATION & PRESERVATION

Findings from the Condition Surveys Conducted by the University of Kansas Libraries, by Brian J. Baird, Jana Krentz, & Brad Schaffner. *College & Research Libraries* 58, no. 2 (March 1997): 115-126.

Two surveys of the condition of the collection were taken; one of materials returning from circulation, one of materials on the shelves. Among the conclusions were that paperback bindings held up as well as publishers hardback bindings (though neither was as durable as that provided by commercial binderies). The data have proved useful in quantifying the preservation needs of the collection, and heightened awareness of the need for preservation

COPYRIGHT & INTELLECTUAL PROPERTY RIGHTS

Libraries, Copyright and the Electronic Environment, by Carol Risher. *Publishing Research Quarterly* 12, no. 4 (Winter 1996/97): 50-56.

The new electronic environment will require mature international standards of copyright protection. Publishers have concerns over how copyrighted works should be protected and welcome the opportunity to work with libraries and library associations to consider the use of digitized formats that will preserve the rights of copyright holders while ensuring that publishers reach their intended audience.

DIGITAL LIBRARIES

Digital Image Collections: Issues and Practice, by Michael Ester. Washington, DC: Commission on Preservation and Access, 1996. $15.00.

The report focuses on what sets the digitization of visual collections apart from other scanning projects. Projects to digitize visual collections present their own unique set of questions and concerns as well as issues that overlap with digital capture of text.

One of the most important conclusions is that it is difficult to accomplish a large scale digitization project with the same level of speed, quality, and enthusiasm as initial tests.

DISTANCE EDUCATION

The Oryx Guide to Distance Learning: A Comprehensive Listing of Electronic and Other Media-Assisted Courses, by William E. Burgess. 2nd ed. Phoenix, AZ: Oryx Press, 1997. $98.50. ISBN 1-57356-073-1.

This volume lists nearly 4,200 distance learning courses offered by 430 accredited institutions in the U.S. Each entry includes address, phone and fax numbers, descriptions of courses and delivery methods, and information about tuition, credit awarded, grade/exam system, and library services. WWW site URLs, and e-mail addresses are included. Entries are in geographic order, with indexes by subject, institution name, and delivery system.

EDUCATION

What's Right and Wrong with Public Education, by John F. Jennings. *Community College Journal* 67, no. 5 (April/May 1997): 18-25.

The author, director of the Center on National Educational Policy, interviewed educators, parents and politicians across the nation in 1995. He identified four causes of the public's skeptical attitude toward public education. First, the news media present a unbalanced picture. Second, educators are not doing a good job of explaining to the public what they are doing. Third, the arguments on both sides have become uncivil and ideological, not rational. Fourth, there is no consensus among parents and educators regarding what they want from the school system.

Meeting the Challenges of Education Reform, by Patricia W. McNeil. *Community College Journal* 67, no. 5 (April/May 1997): 12-16.

The author, assistant secretary for vocational and adult education at the Department of Education, highlights six major challenges which must be met in order to improve the U.S. educational system: (1) Urge students to take tough courses; (2) Outline rigorous standards; (3) Focus on reading (4) Create new American high schools (5) Strengthen teacher preparation; and (6) Involve the community

ELECTRONIC PUBLISHING

Electronic Publishing and Libraries: Planning for the Impact and Growth to 2003, by David J. Brown. London: Bowker-Saur, 1996. $50.00. ISBN 1-85739-166-7.

This overview of electronic publishing and libraries is focused more on the former's effect on publishers than on libraries. "Brown's discussion is biased toward financial security of the existing publishing industry and is occasionally satirical toward libraries and scholars—a puzzling attitude given Brown's view that both are necessary for the survival of the publishing industry. Taken as a whole, this book fails to adequately synthesize the presented data, does not fulfill on its promises, and leaves the reader, to use Brown's phrase, 'drifting rudderless into unknown and uncharted waters.'"
Reviewer: Mary E. Brown
Journal of the American Society for Information Science, 48, no.3 (March 1997), p. 276.

Publishers, Publishing and the Internet: How Journal Publishing Will Survive and Prosper in the Electronic Age, by John E. Cox. *Electronic Library* 15, no. 2 (April 1997): 125-131.

The role of the publishing process in adding value to, and disseminating, scholarship and research is independent of the means of output. The publishing process must continue to provide a guarantee of quality that is recognized throughout the academic community. Printed and electronic editions of the journal literature will complement each other. New definitions of "publication," "journal," and "literature" will be required.

ELECTRONIC RESOURCES

Emerging Patterns of Collection Development in Expanding Resource Sharing, Electronic Information, and Network Environment, edited by Sul H. Lee. (Published simultaneously as the *Journal of Library Administration,* Vol. 24, nos. 1/2). Binghamton, NY: Haworth Press, 1997. $39.95. ISBN 0-7890-0033-4.

This work discusses the changing role of collection development in light of trends in information access and delivery. The volume presents elements important to the design of collection development policies, describes 10 types of resource sharing, makes recommendations to improve sharing during the transition to electronic formats, and describes several models of database access and delivery links.

ELECTRONIC TEXTS

Relieving Archival Gridlock: Congressional Archives on the Web, by Stuart Glogoff & Kristin A. Antelman. *Internet Reference Services Quarterly* 2, no. 1 (1997): 39-50.

The University of Delaware and the University of Arizona libraries are using the Web to improve access to two congressional archives collections. Electronic finding aids have been developed to provide global access to information about the contents of the collections. The aids are enhanced with navigational aids, searching capabilities, images and full text from the collections. The article covers the creation of the aid, the content and structure of the collections, the inclusion of image and audio files, and the creation of links to other relevant resources.

FUND RAISING

Fund Raising and the College Presidency in an Era of Uncertainty, by Bruce Cook. *Journal of Higher Education* 68, no. 1 (January/February 1997): 53-86.

Over the last 20 years, the role of college president has changed dramatically. The largest element of this change is the president's need to devote almost full-time to the matter of fundraising. Despite increased development staff and budget, the president still must spend a significant amount of time on this task. This time is best spent on the cultivation and solicitation of major gifts, and in providing leadership to the development staff.

GOVERNMENT INFORMATION

Public Access to Electronic Federal Depository Information in Regional Depository Libraries, by Stephanie Ford. *Government Information Quarterly* 14, no. 1 (1997): 51-63.

This study examines regional depository libraries' practices and policies regarding access to electronic federal information. The results indicate that these libraries are progressing in the creation of an environment that supports public access to this information. The respondents are equipped with public access microcomputers, and a majority provide access to CD-ROMs, the Internet, and GPO Access. Adequate staffing and resources, however, remain a problem for some.

The Depository Library Scheme in New Zealand: The Present and Building Toward the Future, by Peter Hernon & Anna Chalmers. *Government Information Quarterly* 14, no. 1 (1997): 65-90.

In New Zealand the Depository Library Scheme was established, in 1971, to provide the public with free access to government publications through key public libraries scattered around the country. This study reports on a survey, taken in 1996, regarding the extent to which the deposited documents are used, and on the opportunities to make much of this information available through the Internet. The authors urge that the New Zealand National Library should work with the other stakeholders to make this WWW access widely available.

Introduction to United States Government Information Sources, by Joe Morehead. 5th ed. Englewood, CO: Libraries Unlimited, 1996. $55.00. ISBN 1-56308-485-6.

"In 11 chapters, Morehead covered public access, the GPO and its depository program, and source material from the three branches of the federal government.... [He] provides a wealth of descriptive information in a concise manner, thereby enhancing the value of this guide for referral. Coverage of public policy issues, on the other hand, is sketchy, and, at times, lacks balance.... This work is recommended for its coverage of print source material but not for any discussion of public policy issues."
Reviewer: Peter Hernon
Government Information Quarterly, 14, no.1 (1997), p.107.

HIGHER EDUCATION

Higher Education Under Fire: Politics, Economics, and the Crisis of the Humanities, by Michael Bérubé & Cary Nelson. London: Routledge Chapman & Hall, 1995. $18.95. ISBN 0-415-90806-X.

These 18 contributed papers are the proceedings of a conference at the University of Illinois sponsored by the Unit for Criticism and Interpretive Theory. "This book is a fascinating, informative, entertaining and highly enjoyable look into the minds and value systems of knowledgeable and articulate scholars. It stresses once again what we already know—that the academic marketplace is a far better forum for discussion than for solutions. If that realization is enough for you, by all means read this book. If the reader expected some sort of master strategy for converting the Philistines to a path of righteousness, it won't be found here. Or anywhere else, for that matter."
Reviewer; Herbert S. White
Publishing Research Quarterly, 12, no. 4 (Winter 1996/97), p. 103.

A Well-Informed Society: Traveling the Information Superhighway, by Colin Bannerman. *Australian Academic and Research Libraries* 27, no. 4 (December 1996): 250-260.

The information superhighway has provided a focus for much debate in recent years about cultural wealth and poverty. It is argued that, even if barriers of cost, skill and social isolation can be overcome, the superhighway will not necessarily lead to information wealth. Some of the literature relating to this view is reviewed, and a research project in Australia to gather data on the factors which might affect the adoption of computer-mediated instruction is described.

You Can Get There from Here: The Road to Downsizing in Higher Education, by Barbara Butterfield & Susan Wolfe. Washington, DC: College and University Personnel Association. 1994. ISBN 1878240382.

This work "is a cogent and well-written book that provides practical strategies, sound advice, and pragmatic alternatives for institutions contemplating downsizing.... It fills a significant void in the literature by moving beyond the pros and cons of which management technique to utilize ...and by focusing on how, after the decision has been made, 'to get there from here.'"
Reviewer: Robin M. Dahser-Alston
Journal of Staff, Program, & Organization Development, 14, no. 1 (1996-97), p. 39.

Faculty Work and Public Trust: Restoring the Value of Teaching and Public Service in American Academic Life, by James S. Fairweather. Needham Heights, MA: Allyn & Bacon. $34.95. ISBN 0205179487.

"Fairweather analyzes data from the 1988 Survey of Postsecondary Faculty to demonstrate that faculty in every type of four-year institution find themselves being rewarded mainly for research productivity more so than their teaching activities. As a consequence of this orientation, he asserts, colleges and universities and their faculties are not upholding their responsibility to society.... [This work] helps clarify a number of the relevant issues and suggests alternative ways of thinking about them."
Reviewer: Jeffery P. Bieber
Journal of Higher Education, 68, no. 2 (March/April 1997), p. 233.

Research, Reputation and Resources: The Effect of Research Activity on Perceptions of Undergraduate Education and Institutional Resource Acquisition, by Stephen D. Grunig. *Journal of Higher Education* 68, no. 1 (January/February 1997): 17-52.

Universities have been accused of a preoccupation with prestige (roughly equivalent to the level of research funding obtained) at the expense of undergraduate education. While this may in some cases be true, other stakeholders in the environment in which universities operate place great value on the prestige associated with high levels of research activity, not

least of whom are the newly arriving students and their parents. Efforts to change the internal reward structure by emphasizing teaching instead of research will be futile until these other factors change.

** State Funding for Higher Education: The Sisyphean Task, by Don Hossler, Jon P. Lund, Jackie Ramin, Sarah Westfall, & Steve Irish. *Journal of Higher Education* 68, no. 2 (March/April 1997): 160-190.

Findings from this report of both statistical analysis and interviews with policymakers show that there is no systematic relationship among appropriations for public institutions of higher education, tuition levels, and state financial aid. This is the case despite the general belief that there is, or ought to be, strong linkages among these three factors. In general, states appear to be making no strong efforts in this direction.

Asian Higher Education: An International Handbook and Reference Guide, edited by Gerard A. Postiglione & Grace C. L. Mak. Westport, CT: Greenwood Press, 1997. $95.00. ISBN 0-313-28901-8.

An introductory essay discusses the current state of Asian higher education and provides a useful context for the rest of the work. The remainder of the book contains alphabetically arranged entries on higher education in 20 Asian countries. Each entry provides background information, a discussion of current issues, and an examination of future trends. The volume concludes with an extensive bibliography

The University in Ruins, by Bill Readings. Cambridge, MA: Harvard University Press, 1996. $29.95. ISBN 0-674-2952-7.

"[Readings'] work is a theoretical account of the transformation of the University by corporatism and particularly by the managerial discourses of capital's globalization. He situates his analysis on the (post-) Marxist Left and in the postmodernism (a term he dislikes applying to the University) of Derrida, Foucault, and Lyotard ..."
Reviewer: Robert Kieft
College & Research Libraries, 52, no. 2 (March 1997), p. 194.

Leasing the Ivory Tower: The Corporate Takeover of Academia, by Lawrence C. Soley. Boston, MA: South End Press, 1995. $40.00. ISBN 0-89608-503-1.

"This book lends strong support to those librarians who urge us to take a critical look at the ways in which corporate funding might influence library decision-making processes.... Soley's prose is clear, and his views are supported by succinct, appropriate and fascinating examples ... Recommended for all academic

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** Denotes important and
   interesting item.
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libraries and all public libraries serving college communities. This is one to read and discuss with colleagues.
Reviewer: Elaine Harger
College & Research Libraries, 52, no. 2 (March 1997), p. 196.

The Academy in Crisis: The Political Economy of Higher Education, edited by John W. Sommer. New Brunswick, NJ: Transaction Publishers, 1995. $19.95. ISBN 1-56000-801-6.

"The work consists of ten chapters arranged in three sections: 1. The Politicization of Higher Learning. 2. The Political Economy of Higher Learning, and 3. The Political Economy of Scientific Research.... The book represents what most would consider the conservative view in addressing higher education issues.... The bibliographies attached to each article are strong, and suggest competent scholarship."
Reviewer: Herbert S. White
Publishing Research Quarterly, 12, no. 4 (Winter 1996/97), p. 93.

Attitudes Toward Research and Teaching: Differences between Administrators and Faculty Members, by Thomas Li-Ping Tang & Mitchell Chamberlain. *Journal of Higher Education* 68, no. 2 (March/April 1997): 212-227.

A survey of administrators and faculty members at six regional state universities in Tennessee was undertaken to determine the differences these two groups perceived in the relative importance of research and teaching. Administrators tend to believe that research and teaching are mutually supporting and that both are central to the mission of the university. They do not feel that research interferes with teaching, that faculty should have strength in one or the other, but not both. Faculty, on the other hand, do not believe that both teaching and research are essential parts of their jobs. They believe that they are not rewarded for good teaching, that research interferes with it, and that they should be expected to be good at one or the other, not both.

What's the Use of Theory?, by Gary Thomas. *Harvard Educational Review* 67, no. 1 (Spring 1997): 75-104.

The author makes a provocative argument against the use of theory in educational inquiry. He examines the allure of theory for researchers and scholars in education, despite the emergence of strong anti-theoretical strands in postmodern thought. Thomas contends that the word "theory" is used to mean many different things in education, and that ideas about theory are thereby confused. He draws a distinction between personal theory and "grand" theory, and argues that both types of theory circumscribe methods of thinking about educational problems and inhibit creativity among researchers, policymakers, and teachers. He concludes by making a case for less structured problem-solving, thought experiments, and "ad hocery," a term he borrows from Alvin Toffler.

INFORMATION POLICY

A Critique of Federal Telecommunications Policy Initiatives Relating to Universal Service and Open Access to the National Information Infrastructure, by John C. Beachboard, Charles R. McClure, & John Carlo Bertot. *Government Information Quarterly* 14, no. 1 (1997): 11-26.

This article presents the argument that regulatory and rhetorical emphasis on telecommunications is skewing the policy debate and undermining the policy goals identified by Congress in the Telecommunications Act of 1996. The universal service provisions of the Act are critiqued in terms of their economic and social implications. The social objectives of expanding the definition of universal service are restated, and recommendations regarding their pursuit are offered.

Protecting Privacy on the Canadian Information Highway, by Colin J. Bennett. *Canadian Journal of Information and Library Science* 21, no. 3/4 (September-December 1996): 1-19.

Discussion about the future of the Canadian information highway has shown that the present privacy protection rules are incomplete and incoherent. The federal government has now recognized that this patchwork will fail to allay the growing concerns of the general public, will not satisfy emerging international standards, and will create enormous costs for businesses that need to transfer personal data from one jurisdiction to another. The government has also recognized that only a comprehensive legislative framework will provide the necessary protections in the networked and distributed computer environment of the information highway.

Freedom of Information and Open Government: The European Community/Union Dimension, by Patrick Birkinshaw. *Government Information Quarterly* 14, no. 1 (1997): 27-49.

Freedom of information and open government are becoming crucial questions in relation to the operation of the European Community and European Union. Both are under growing pressure to make themselves more "transparent" in their operations and recent reforms have allowed greater access to Community documents. However, these reforms leave many questions unaddressed, and the right of member nations to EU documents is still unresolved. Many complex questions must be answered if the EC and EU are to achieve the needed transparency.

American Hegemony in Packaged Software Trade and the "Culture of Software," by Erran Carmel. *Information Society* 13, no. 1 (1997): 125-142.

In addition to a number of economic factors which contribute to the domination of the software market by U.S. firms, three other elements, more accurately called cultural, rather than economic, are also important. These three are: the culture of the individual, as manifested by the computer hacker; the entrepreneurial culture with its risk-taking ethos; and the software development culture with its embrace of ad hoc, innovation-driven development as opposed to routinized production-driven development.

The New Information Infrastructure: Structures for U. S. Policies, by William J. Drake. New York: Twentieth Century Fund Press, 1995. $14.95. ISBN 0-87078-366-1.

"Twelve chapters, mostly written by academics, offer detailed and focused analyses of the ongoing information and telecommunications revolution and the global information infrastructure (GII). Drake himself throws cold water on the notion that the new technology will transform society by itself. He notes that the technology itself does not point unmistakably to a single best way to configure the online infrastructure and resources."
Reviewer: Robert Gellman
Government Information Quarterly, 14, no.1 (1997), p.104.

Networked Commerce: Public Policy Issues in a Deregulated Communication Environment, by D. Linda Garcia. *Information Society* 13, no. 1 (1997): 17-31.

Lawmakers and regulators have been so focused on establishing appropriate rules for vendors and service providers that they have failed to consider the larger consequences that the ensuing network architecture may have for the economy as a whole. Examining the forces driving electronic commerce and its likely impact on network deployment given recent telecom reform, this article argues that the government should reconsider common carriage as a means of assuring network access in the future.

The Electronic Republic: Reshaping Democracy in the Information Age, by Lawrence K. Grossman. New York: Viking, 1995. $23.95. ISBN 0-670-86129-4.

"Grossman's vision is that the political system can be transformed by political equality and by the new telecommunications media.... The losers in the process will be the traditional intermediaries, including political parties and the news media." However, "in the end Grossman's popular presentation of network democracy is too superficial to be either useful or convincing. It is not entirely clear that Grossman has convinced himself."
Reviewer: Robert Gellman
Government Information Quarterly, 14, no.1 (1997), p.104.

Public Access to the Internet, edited by Brian Kahin & James Keller. Cambridge, MA: MIT Press, 1995. $20.00. ISBN 0-262-61118-X.

"This provocative and seminal collection of 17 essays is an important addition to policy discussions about the meanings of an extended National Information Infrastructure and public access to computer networks.... Many of these essays can help deepen readers' understanding of the economics, sociology, and usage of national scale computer networks.... Most of the authors in this collection agree about the importance of expanding public access to the Internet, but they differ in their tacit conceptions about which social values would be enhanced by broad or even universal access to computer networks.... This book must be read by anyone who is interested in the Internet (or networking) and public life."
Reviewer: Rob Kling
Information Society, 13, no.1 (1997), p.143.

Civilizing Cyberspace: Policy, Power, and the Information Superhighway, by Steven E. Miller. New York: ACM Press, 1996. $32.25. ISBN 0-201-84760-4.

"Miller has managed a comprehensive but unbalanced overview of the range of goals, applications and issues we refer to as the 'Information Superhighway.'... Topics covered in some depth include policy models, the policy making process, roles of federal agencies, the nature of markets, ... universal service, and grassroots citizen activism.... Unfortunately many parts of the work show signs of having been written in a hurry. Most discouraging are outright factual errors, some of which fall conveniently in the direction of the author's own views.... It is too bad that *Civilizing Cyberspace* is not more accurate and balanced, as it fills a need for a comprehensive text on NII issues."
Reviewer: Donald Case
Journal of the American Society for Information Science, 48, no. 3 (March 1997), p. 278.

Organization of Electronic Markets: Contributions from the New Institutional Economics, by Arnold Picot, Christine Bortenlänger, & Heiner Röhrl. *Information Society* 13, no. 1 (1997): 107-123.

New institutional economics provides a body of theory well suited to the task of analyzing electronic markets. Transaction cost theory helps one to understand why transactions are more often conducted via markets and why these markets require organization. Finally, property rights theory helps explain why a certain level of market intransparency will remain in electronic markets.

Electronic Commerce: Definition, Theory, and Context, by Rolf T. Wigand. *Information Society* 13, no. 1 (1997): 16.

The author addresses definitional, theoretical and contextual issues including the nature, drivers, enablers, and the magnitude of electronic commerce. A definition and typology of elec-

tronic commerce are offered. Theoretical and conceptual approaches to electronic commerce are advanced in terms of: (1) transaction cost theory, (2) marketing, (3) diffusion, (4) information retrieval, and (5) strategic networking. Lastly, the author poses the question of how electronic commerce adds value.

INFORMATION SCIENCE

History of Documentation and Information Science: Part I, by Michael Buckland & Trudi Bellardo Hahn. *Journal of the American Society for Information Science* 48, no. 4 (April 1997).

This special topic issue of JASIS is the first of a two part series on the history of documentation and information science. Following an introduction by the editors, there are three sections; the first consists of three articles on Paul Otlet and his successors; the second consists of four papers on the development of particular retrieval methods; and the third contains three papers on the literature of the field.

INFORMATION SOCIETY

The Information Society: A Study of Continuity and Change, by John Feather. London: Library Association Publishing, 1994. $55.00. ISBN 1-85604-058-5.

"The author's basic premise is that we have really not traveled as far in our quest to obtain and organize information as we might think: that despite the profound changes in how information is manipulated and stored, librarianship's basic mission of obtaining, organizing and interpreting data remains the same as it was in the days of cuneiform.... This is an important book that should be required reading for all of us in the information profession."
Reviewer: Ed Goedeken
Serials Librarian, 29, no. 1/2 (1996), p. 219.

The Global Information Society, by W. J. Martin. London: Aslib/Gower, 1995. $29.95 ISBN 0-566-07812-0.

"The purpose of this book (which is essentially a second edition of the author's previous book, *The Information Society*) is to give a complete picture of the information society by examining in detail the various roles that information and information technologies now play.... Overall, I found this book quite an interesting one. It contains lots of useful references and tables of data but, unfortunately, lacks any form of diagram or graphical illustration."
Reviewer: Philip Barker
Electronic Library, 15, no. 1 (February 1997), p.66.

Global Information Infrastructure: The Birth, Vision, and Architecture, by Andrew S. Targowski. Harrisburg, PA: Idea Group, 1996. $59.95. ISBN 1-878289-32-2.

"This book should be consulted widely by librarians but for wholly negative reasons. In one volume, they can find virtually every cliché of the Information Age and be forewarned of major threats to so many of the values at the heart of their profession. It should challenge us all to double our efforts as guardians of the collective memory and promoters of civil rights."
Reviewer: Christopher Merrett
College & Research Libraries, 52, no. 2 (March 1997), p. 198.

INFORMATION STORAGE & RETRIEVAL

Supporting Discovery in Virtual Libraries, by Bipin C. Desai. *Journal of the American Society for Information Science* 48, no. 3 (March 1997): 190-204.

The deficiencies of present WWW search tools are well known. Desai examines some of these deficiencies and discusses two proposed metadata structures, the Dublin Core Elements List and the Semantic Header. He also describes an indexing and retrieval system based on the Semantic Header. The latter is based on source-provided descriptive information but allows third parties to add further data if they wish to do so.

Progress and Problems in Information Retrieval, by David Ellis. 2nd ed. London: Library Association Publishing, 1996. ISBN 1-85604-123-9.

"This volume is a revised and expanded edition of *New Horizons in Information Retrieval*, first published in 1991. In this second edition Ellis introduces new developments that have not previously been covered. In particular he draws our attention to the concepts of artificial intelligence and information retrieval and the way in which the various approaches to structured analytics have been utilized." He reviews the development of information retrieval research as a distinct discipline. "From this review, Ellis concludes that 'progress in the development of a coherent body of knowledge in information retrieval is still disappointing and piecemeal.'"
Reviewer: M. Y. Keary
Electronic Library, 15, no. 1 (February 1997), p.67.

Issues and Innovations in Geographic Information Systems, by Office of Management Services. (**Transforming Libraries**, Volume 2.) Washington, DC: Association of Research Libraries, 1997. $28.00

Geographic Information Systems (GIS) represent a new way of looking at information. Such

systems require "geo-referenced" (map-like) data, which can be layered with other data. The work examines 20 different GIS projects, and addresses such questions as the kinds of services to be provided, staff training, collaboration, data storage and costs.

INFORMATION TECHNOLOGY

The Librarian and the Library User: What the Future Holds, *Electronic Library* 15, no. 1 (February 1997): 15-22.

Arthur Winzenried and Helis Miido, speakers at Online Information 96 held in London last December, emphasized the changes in both library operations and users which are being driven by technology. Librarians need reliable equipment and networks, as well as software which allows the integration of data from multiple sources. Users need not only to learn to adapt to these changing resources, they also need training in their use. While they typically do prefer to do their own searching, they are not able to do so efficiently without assistance.

Managing Change: The Developing Role of the Librarian/Information Manager. Grimsby, UK: Effective Technology Marketing Ltd., 1995. ISBN 1-874128-10-3.

This volume contains the proceedings of a conference on managing change held in London in December 1994. The papers cover two broad areas, technological change and management issues. "The management issues discussed in this diverse collection continue to reflect current concerns, but the information world has moved on, and in numerous respects the content is already becoming dated.... With regard to the other major preoccupation of the conference—what will be the role of the librarian in the twenty-first century?—these proceedings offer numerous and sometimes concurring attempts to see into the future, but the answers on offer here, are, unfortunately, inconclusive."
Reviewer: Ramond G. Astbury
Library Management, 18, no. 2 (1997), p.101.

A Survey of Recent Advances in Optical and Multimedia Information Technologies, by Deborah Jessop. *Computers in Libraries* 17, no. 2 (February 1997): 53-59.

Changes in the pricing and availability of several digital technologies have altered the landscape recently. The most interesting is the recordable CD, which allows users to make their own CDs at a reasonable cost. For network use, the jury is still out on whether cable modems or improved telephone line capacity will gain the bulk of the expected new uses.
   DVD (Digital Video Discs) will become more common. They are essentially to video disks what CDs are to vinyl records. The video is recorded in digital rather than analog form.

While the commercial market will be for video, the same devices can be used as very high capacity data storage systems.

Concise Dictionary of Library and Information Science, by Stella Keenan. London: Bowker-Saur, 1995. $45.00. ISBN 1-85739-022-9.

This dictionary's "coverage is very much information science, rather than librarianship or library studies. The entries are split into six 'themes,' each covering one aspect of library and information science: information sources, information handling and retrieval, computers and telecommunications, resource management, research methodology, and publishing. If there is a fault with this dictionary, it lies with the level of comprehensiveness overall.... While it will always be difficult to draw a firm line between what terms should be included and what should not, this is a useful tool for those working in the field."
Reviewer: Sarah Gould
Library Management, 18, no. 1 (1997), p. 65.

Assessing the Impact of IT on University Library Services in the 21st Century, by Ding Choo Ming. Malaysian Journal of Library & Information Science 1, no. 2 (December 1996): 79-87.

University libraries in Malaysia, as elsewhere, have been undergoing constant change as a result of advances in Information Technology. As in many other libraries, the ability of users to do their own searching has been a mixed blessing, since they are often overwhelmed by such resources as the WWW. Librarians have an opportunity to change the focus of their work so as to be better able to help those users.

Collaborative Technologies and Organizational Learning, by Robert E. Neilson. Hershey, PA: Idea Group Publishing, 1997. $35.95. ISBN 1-878289-39-X.

This book is intended to serve two audiences: (1) the academic community; and (2) public and private sector practitioners who seek greater understanding of the underlying bases behind organizational learning. Most importantly, the book contains practice prescriptions for those interested in increasing the chances of successfully implementing a collaborative technology (i.e. Lotus Notes). [From the preface]

Information Technologies and Organizational Structure, by Jusuf Sehanovic & Miroslav Zugaj. Library Management 18, no. 2 (1997): 80-87.

The authors investigate the influences of information technology on the development of organizational structures in the hotel, catering and tourist industry in Istria, the best known and most developed tourist region of Croatia. The research relates to the period 1971-1990. The general conclusions were that information tech-

nologies resulted in improved efficiencies, and reduced the number of employees needed.

INTELLECTUAL FREEDOM & CENSORSHIP

The Limits of Tolerance: Censorship and Intellectual Freedom in Public Libraries, by Ann Curry. Lanham, MD: Scarecrow Press, 1996. $39.50. ISBN 0-8108-3224-0.

The relationship between the practice of public librarianship and the philosophy of intellectual freedom has been an uneasy one for a long time. Little work has been done on the attitudes of the librarians who confront intellectual freedom issues on a daily basis in their work; the study is one of the first to seek answers at this level. The author surveyed British and Canadian librarians asking provocative questions about their attitudes on materials selection.

INTERLIBRARY LOAN

Toward a Model ILL and Document Delivery Automated System: A Case Study, by Chengren Hu & Joyce Huang. Journal of Interlibrary Loan, Document Delivery & Information Supply 6, no. 4 (1996): 61-71.

The authors review the various systems which have been developed over the past few years to simplify ILL procedures and to reduce the labor involved in filling the requests. They discuss the OCLC ILL System, the SaveIT data-capture program for ILL transactions, the OCLC microenhancer software, DBase programming for the preparation of reports, the RLG Ariel system, and the KeyNOTIS system still under development.

Cannot Supply: An Examination of Interlibrary Loan Requests Which Could Not Be Filled by Members of the Network of Alabama Academic Libraries, by Sue O. Medina & Linda Thornton. Journal of Interlibrary Loan, Document Delivery & Information Supply 6, no. 4 (1996): 11-33.

A study of the various reasons why ILL requests were unfilled revealed several major causes. In the case of serials requests, a principal one was that the available union lists may show that a library owns a title, but not that it lacks particular issues. Two recommendations are, first, that libraries should spend more time on the training of the ILL assistants (typically students) and that when discrepancies are found between actual holdings and catalog records, these should be reported to the cataloging department.

INTERNET

The Hill on the Net, by Chris Casey. Boston, MA: AP Professional, 1996. $19.95. ISBN 0-12-162870-1.

"This work is an 'insider' account of how Congress grudgingly adopted the Internet within its organizational structure. Casey ... gives an account that is less policy analysis, and even less history, but more of a series of anecdotes laced together in roughly chronological order.... This book is worth reading; it expands one's awareness in very limited ways, but leaves no abiding insights.... The definitive history of the Hill and the Net remains to be written."
Reviewer: John A. Shuler
Government Information Quarterly, 14, no.1 (1997), p.106.

Internet Training in ARL Libraries, compiled by Jon E. Cawthorne & Richard Bleiler. (SPEC Kit 220.) Washington, DC: Association of Research Libraries, 1997. $46.00.

In 1996 a survey of ARL libraries inquiring about the state of Internet instruction was distributed. Of the 119 ARL libraries, 57 responded. Nearly all offer, or plan to offer, Internet training. Most have a reference or bibliographic instruction librarian in charge of the training. The training has typically been integrated into existing library budgets.

There is a need for instruction in using the Internet. Most libraries are in the process of creating or expanding their physical facilities to accommodate an electronic classroom.

Planning Global Information Infrastructure, edited by Ching-chih Chen. Norwood, NJ: Ablex Publishing Corp., 1995. $27.50. ISBN 0-56750-201-6.

This volume includes the papers presented by information professionals at the 1994 International Conference on New Information Technology, as well as selected global information infrastructure documents downloaded from the Internet. "This is a cumbersome work that will not be particularly helpful for anyone desirous of applying information infrastructure developments to their local organization or research needs.... A particularly serious weakness is the failure to list the URLs for any of the documents downloaded from the Internet."
Reviewer: Bert Chapman
Government Information Quarterly , 14, no.1 (1997), p.108.

Internet 2: An Overview of the Next Generation of the Internet, by Laverna Saunders-McMaster. Computers in Libraries 17, no. 3 (March 1997): 57-59.

Because of the popularity of the Internet for commercial and other non-academic purposes, the researchers who originated the net have suffered degraded response time, network conges-

tion and other problems. In October 1996, the Internet 2 project was initiated by 34 universities, a group now expanded to 98 universities and 10 affiliates. Among the goals of Internet 2 are:

- to demonstrate new applications which can enhance researcher's abilities to collaborate and conduct experiments;
- to demonstrate enhanced delivery of educational and other services such as healthcare and environmental monitoring; and
- to promote experimentation with the next generation of communications technology.

LIBRARIANSHIP

Utilization of Quantitative Methods in Decision Making among Nigerian University Librarians, by U. Selong Edem & Olu Olat Lawal. *Library Management* 18, no. 1 (1997): 53-58.

A survey of 22 of 35 university librarians in Nigeria to study their knowledge and use of quantitative methods found that four had good knowledge of such methods, while 18 are hardly aware of, and have not used them. Factors accounting for this low level of use include the belief that librarianship does not require such quantitative knowledge, lack of understanding of these methods, and inadequate time to learn them.

LIBRARY BUILDINGS

Limestone and Computers: Updating an Old Library Building to Accommodate New Services, by Kate W. Ragsdale. *Southeastern Librarian* 46, no. 2-4 (Summer/Fall/Winter 1996): 56-59.

The need to renovate and refurbish a library constructed in 1939 provided an opportunity to re-think and update the library's objectives. A set of goals for the remodeling was developed, among which were the placing of user access spaces in easy view of an entering patron, and creating a more efficient work environment for the staff. While not all have yet been achieved, both patrons and staff have welcomed the changes already made.

LIBRARY INSTRUCTION

From Tour to Problem Solving: Evolution of Library Instruction Programmes in Tui Seri Lanang Library Universiti Kebangsaan Malaysia, by Juhana Salim. *Malaysian Journal of Library & Information Science* 1, no. 2 (December 1996): 27-42.

This article describes the evolution of library instruction programs at the institution described in the title. The library staff developed basic instructional programs designed to introduce undergraduates to the information resources available in their fields, and to teach them effective search strategies. A structured pathfinder called "Tanggaton" developed by the staff is given to the students, who have between one and two weeks to complete the assignments associated with it.

MANAGEMENT

** An Application of Input-Output Analysis to the Administration of a Library, by Hector Correa & Virginia Correa. *Library & Information Science Research* 18, no. 4 (1996): 343-356.

The identification and description of the main personnel components of a library and the interrelations among these components are used to construct an input-output model similar to those used to analyze the interdependence among sectors in an economy. This model makes it possible to forecast the personnel requirements for each component resulting in changes in external demands for library services generated by patrons, other libraries, vendors, providers of funds, government agencies, and professional associations.

Evaluation of Leadership in Ontario Public Libraries, by Reed Osborne. *Canadian Journal of Information and Library Science* 21, no. 3/4 (September-December 1996): 20-34.

This study sought to evaluate chief executive officers (CEOs) directing Canadian libraries. The particular aim was to determine if the evaluations which the CEOs received were influenced by gender. Generally, all CEOs were highly rated on overall competence, though less positively in regard to vision and creativity. Gender differences were found on only one quality. Male CEOs were perceived as trying harder to ensure that sufficient human and other resources were available to achieve objectives.

Information Dynamics, edited by Rosemary Raddon. London: Gower, 1996. $68.95. ISBN 0-566-07568-7.

This work presents an overview of the psychodynamic issues which affect information and the information worker. It includes chapters on the relationships between these theories and information, the current state of information management, and career patterns and choices. It focuses on how the psychodynamic issues and their expression through behavior, organizational patterns, and work behaviors can be managed effectively.

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

The Self-Organizing System, by David Stamps. *Training* 34, no. 4 (April 1997): 30-36.

A number of writers on business management, observing the general confusion and dashing from fad to fad which has occurred over the last 30 years, are suggesting that the entire approach to organizational design is wrong. "It's time to cast away the old Newtonian model, which treats the organization as a machine, and to embrace a biological model: the business enterprise as a living, self-organizing system." This new view is based on complexity theory: simple agents obeying simple rules can interact to create elaborate and unexpected behaviors.

Doubters of this view point out that these elaborate and unexpected behaviors may be quite undesirable and unpleasant, but the theory gives no way of predicting them.

MULTIMEDIA

The Multimedia Authoring Workshop, by William D. Harrel. Alameda, CA: Sybex, 1996. $29.99. ISBN 0-7821-1799-6.

"A seasoned multimedia author, with a talent for making the complicated seem simple, Harrel has produced a how-to guide for business people and educators. If you are looking for very basic, step-by-step instructions on things like adding sound and animation to a presentation or creating a CD-ROM it is here.... Written at a level most anyone can understand, this is a good starting point for anyone wanting to explore multimedia authoring."
Reviewer: Judith Copler
Online, 21, no. 2 (March/April 1997), p.92.

Evaluating Multimedia Library Materials: Clues from Hand-Printed Books and Art History, by Paul Nicholls & Jacquiline Ridley. *Computers in Libraries* 17, no. 4 (April 1997): 28-31.

Using perspectives from the viewpoint of both bibliographers and art historians, the authors provide a context for developing methods of evaluating multimedia products. These new media are more than simply the CD-ROM or Web equivalents of earlier media. They represent a new format, and a new approach is needed for not only describing them, but for assessing their worth in particular settings.

ONLINE INFORMATION SYSTEMS

** Old Wine in New Bottles? The Currency of Databases, by Petér Jacsó. *Online* 21, no. 2 (March/April 1997): 69-72.

It is generally assumed that online databases are more current than the equivalent print or CD-

ROM versions. This is distinctly not true for a great many databases, even those which carry significant search costs. The results in this article show that not only do updates frequently not occur when promised, the same database will be updated differently on different host services.

PERFORMANCE EVALUATION

** Measuring Quality: International Guidelines for Performance Measurement in Academic Libraries, edited by Roswitha Poll. London: Bowker-Saur, 1996. £84.00. ISBN 3-598-21800-1.

"One of the stated aims of this work is to help libraries measure their performance in key areas by offering tools for the evaluation process that allow historical comparisons within the library and comparisons between libraries. The core section of the book is therefore a list of 17 performance indicators that can be used to measure how effective a library is at delivering services to its users. The indicators are applicable in all countries and by all types of academic library regardless of size, level of automation or type of access offered.... The book is not loaded with management or statistical jargon, and would be a good starting-point for any library, academic or not, wanting to measure its performance but not sure where to begin.
Reviewer: Sarah MacEwan
Library Management, 18, no. 1 (1997), p. 66.

PERSONNEL & STAFF DEVELOPMENT

Creating Interdisciplinary Courses: The Agonies and the Ecstasies, by Eleanor Whalen Carducci, Heather Pfleger Dunham, Ginny Hencken Elsasser, & Barbara Jayne Lewthwaite. *Journal of Staff, Program, & Organization Development* 14, no. 1 (1996-97): 11-14.

The article examines issues of administrative commitment and oversight, cross-disciplinary collaborative faculty effort and autonomy and academic freedom for the instructor. Creative and enabling methods of instruction are emphasized.

Live & in Person, by Jack Gordon & Marc Hequet. *Training* 34, no. 3 (March 1997): 24-31.

** Denotes important and
interesting item.

While computer based training is now a fixture in many large organizations, public or private, there are still many instances in which face to face training is preferable. Multimedia courses can be very expensive to create, and can easily become dated. Face-to-face training is preferable when only a few people need to be trained, the material needs constant updating, and the training has to happen fast.

Faculty Development through Auditing, by Joan M. Hofmann. *Journal of Staff, Program, & Organization Development* 14, no. 1 (1996-97): 19-25.

The author describes the novel way in which she was able to improve her information technology skills. She simply audited an undergraduate inter-disciplinary course "Networking and Communications. She notes the benefits and risks of doing so. Among the latter are the danger that you may forget your role as auditor, and that the instructor may be influenced by your presence in the class.

Understanding and Using Teaching Portfolios: An Administrator's Perspective, by John P. Murray. *Journal of Staff, Program, & Organization Development* 14, no. 1 (1996-97): 27-31.

Teaching portfolios, analogous to artists' portfolios, contain the teacher's statement of the individual's beliefs about teaching and learning, a plan for teaching, and examples of teaching materials used, such as overheads and syllabi. These portfolios not only provide a means for authentic assessment of teaching, but also a vehicle for faculty development. However, teaching portfolios will only do the trick if administrators create a climate conducive to authentic assessment and continuous improvement of teaching and learning.

Networking Multimedia Training, by Joel Rakow. *Training* 34, no. 3 (March 1997): 61-65.

While many multimedia training programs are available, they run best on a single-user machine. Getting acceptable performance from them over a network is not easy. The author describes five different approaches to this problem. First, upgrade the workstations so they can run stand-alone multimedia. Second, schedule downloads to individual PCs at slack times. Third, upgrade the speed of the network. Fourth, load the program on a local server to serve just a single classroom of students. Fifth, obtain a special video-server network.

A Home-Grown Faculty Development Program, by Jane T. Rauton. *Journal of Staff, Program, & Organization Development* 14, no. 1 (1996-97): 5-9.

Piedmont Technical College's Teaching Improvement Committee developed guidelines, proposed content objectives and selected faculty mentors who facilitated the certificate

course, PTC 102, for all new full-time and adjunct faculty members. The course objectives were: to provide information on effective teaching methodology; to demonstrate effective methodology, especially active learning; to acquaint faculty with the support services available to them; to develop a mentoring program; and to develop a sense of community among the faculty.

The Library as a Learning Organization, by Jennifer Rowley. *Library Management* 18, no. 2 (1997): 88-91.

The author stresses the need for libraries to become learning organizations, because it enables them to respond appropriately to change. She warns that there is no cookbook approach for doing so, but identifies some of the necessary conditions. Among these are a corporate learning strategy, participative policy making, and flexibility. She emphasizes the importance of individual learners in such an organization and describes how individual learning should be managed.

Communities of Practice: Learning Is Social. Training Is Irrelevant?, by David Stamps. *Training* 34, no. 2 (February 1997): 34-42.

A pilot project which integrated three customer service centers into one was undertaken at the Xerox Corporation. The basic view was that the staff from each of the formerly separate units would teach those from the other units, rather than setting up a formal training program for all. The pilot was successful, but when the executive most responsible for it retired, it was not extended. However, some who work in this area are coming to believe that the "community of practice" idea, to "do the work that needs to be done, not the work some guy in a suit tells us to do."

Multimedia Training on a Budget, by Wendy Webb. *Training* 34, no. 2 (February 1997): A12-A18.

It is possible to develop multimedia training programs with no budget for extras, if you have on hand one or the other presentation programs available in office software, such as Microsoft's PowerPoint. With even a modest budget, good results can be achieved working with training firms. It is generally worthwhile to spend more money on training in such matters as the greeting of customers and telephone courtesy than on highly technical matters. The former will change much less, so the training program can be used for several years.

Encouraging Excellence and Diversity, by Walter Wendler, Ward Wells, & Shannon Van Zandt. *Journal of Staff, Program, & Organization Development* 14, no. 1 (1996-97): 15-18.

The College of Architecture at Texas A&M University has implemented a Faculty and Staff Diversity Plan which creates a sensitive environment for recruitment, hiring, and mentoring,

and which seeks to improve the overall quality of college personnel. The administration has provided incentives, in the form of travel funds, release time, and other means to reward department heads who distinguish themselsves in increasing diversity. As a result of this plan, hiring in the past three years has resulted in a more diverse faculty.

Balancing Your Evaluation Act, by Karie A. Willyerd. *Training* 34, no. 3 (March 1997): 52-58.

The worth of any training program should be in terms of organizational results not simply in terms of financial reductions or departmental productivity improvements. The author presents a method for evaluation which takes into account the organization's overall objectives and critical measurements. While cost is important, it does not dominate this form of evaluation.

PRIVACY

** Managing Information about People: Data Protection Issues for Academic Library Managers, by J. Eric Davies. *Library Management* 18, no. 1 (1997): 42-52.

Davies examines the ethical, legal, and social context of academic library management with particular reference to the general treatment of personal information through data protection. He describes the legal background, including the Data Protection Act of 1984 and the European Union Directive of 1995, and considers the implications for library management. He also discusses management issues and scenarios which influence the priority given to data protection and emphasizes the importance of giving it adequate attention.

Hey, Look Who Took This Out! Privacy in the Electronic Library, by Lois K. Merry. *Journal of Interlibrary Loan, Document Delivery & Information Supply* 6, no. 4 (1966): 35-44.

The issue of patron confidentiality takes on a different aspect when considering access to electronic resources outside the library. While publishers do track the users of their databases for legitimate billing reasons, the possibility of misuse of the user data exists, and should be guarded against. Librarians should be aware of this potential abuse and stay involved in the process of change and seek to influence legislation which favors the protection of the individual.

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** Denotes important and
   interesting item.
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PUBLISHING

U.S. Publishing Industry, by William S. Lofquist. *Publishing Research Quarterly* 12, no. 4 (Winter 1996/97): 85-89.

Publisher's revenues in the first six months of 1996 gained only 3.3 percent over the like 1995 period. The U.S. book industry, as well as publishers of newspapers and periodicals, showed a downward trend in 1996's first six months, in sharp contrast to gains in the U.S. industrial index. Three detailed tables regarding producer price indexes and import/export data are included.

REFERENCE SERVICES

Reference Transactions and the Nature of the Process for General Reference Assistance, by Benjamin O. Alafiatayo, Yau J. Yip, & John C. P. Blunden-Ellis. *Library & Information Science Research* 18, no. 4 (1996): 357-384.

This empirical study of the process for library reference assistance revealed a "missing link" in the chain of the process that delivers assistance to library users. That link in the chain was the select strategy, a vital professional step which incorporates and represents the professional expertise that distinguishes reference librarians from their colleagues. This article suggests a revised model of the reference process which includes the select strategy, in order to understand the process better and reflect experience in a practical situation.

Internet-Based Reference Services in Medical Libraries: A Perspective, by Aditi Bandyopadhyay. *Internet Reference Services Quarterly* 2, no. 1 (1997): 67-77.

This study examines different applications of the Internet components in medical library settings with special emphasis on reference services. One of the problems in such work is the lack of standards regarding the quality of material on the net. A list of some 20 or so Internet sites from which medical information can be obtained is included as an appendix.

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

At DePaul University collaboration between the academic library and the university placement office has become well established. The combined effort has resulted in students' increased use of library resources in order to prepare better for the job market, while gaining life-long skills for finding and analyzing career information.

A Look at Internet Privacy and Security Issues and Their Relationship to Electronic Job Search: Implications for Librarians and Career Service Professionals, by Greg Iaccarino. *The Reference Librarian,* no. 55 (1996): 107-113.

In this study electronic privacy is defined, and laws which govern electronic security, as well as reactions to those laws, are discussed. Corporate policies on employee privacy and the various technologies used to ensure confidentiality and privacy are examined. The role of both career service professionals and librarians in training clients on an ethical job search is also addressed.

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

The characteristics of the current generation of students are markedly different from that of the "baby boomers" who preceded them. Research has identified eight factors which distinguish them. Among these are a craving for stimulation, a need for personal contact, a preference for concrete, specific information, and the desire to keep their options open. These characteristics imply that a different form of library service might be needed. In particular, the way in which libraries provide information to patrons, (e.g. pathfinders) should be redesigned to meet these new characteristics.

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

The Career Planning and Placement Office at the University of Michigan designed and implemented a career information gopher as part of its move toward a 24-hour office. This article investigates issues regarding the organization and delivery of career information in electronic format, integration of customer service and information and discusses the advantages of the gopher structure and format for this purpose.

Business Research Handbook, by Kathy Shimpock-Vieweg. Boston: Little, Brown, 1996. $145.00 ISBN 0-316-80881-4.

"This book is a classic in the field and one that should be in virtually every legal/business collection.... An excellent subject/title index helps you locate the annotated information on sources quickly. I highly recommend this handbook."
Reviewer: Judith A. Copler
Online, 21, no. 2 (March/April 1997), p.90.

The Liberal Arts Job Search in an Electronic Environment: The Founding and Development of Alumnae Resources, by Bonnie Willdorf. *The Reference Librarian,* no. 55 (1996): 61-71.

Alumnae Resources (AR) provides a comprehensive range of services to thousands of college-educated women and men, most with liberal arts backgrounds. AR's career development model focuses on the need for information, as does its core, the Resource Center. The library now provides a variety of electronic tools for individual career research.

SCHOLARLY COMMUNICATION

The Scholar's Courtesy: The Role of Acknowledgment in the Primary Communication Process, by Blaise Cronin. London: Taylor Graham, 1995. $46.00. ISBN 0-94756-66-2.

"*The Scholar's Courtesy* has two parts: the first section reviews key issues, while the second summarizes recent empirical work in analyzing acknowledgment patterns, types and functions.... After a brief survey of the few prior studies of scholarly acknowledgment, the second part discusses Cronin's own four empirical studies and two surveys on the topic.... "
Reviewer: Betsy Van der Veer Martens
Journal of the American Society for Information Science, 48, no. 3 (March 1997), p.279.

Authorship Pattern and Collaborative Research in the Field of Zoology, by V. Vimala & V. Pulla Reddy. *Malaysian Journal of Library & Information Science* 1, no. 2 (December 1996): 43-50.

Nearly 20,000 journal citations in the field of zoology, extending from 1900 to 1995 have been examined to determine the extent of multiple authorship. Multiple authorship has become by far the dominant mode. Ever since about 1940, 50% or more of the papers were jointly authored. While single-author papers constituted 100% of the 1901 sample, they represented only 5.26% of the 1991-1995 sample. The authors believe that by about 2030, single authorship will have virtually vanished in this discipline.

SECURITY & DISASTER PREPAREDNESS

The Use of Electronic Book Theft Detection Systems in Libraries, by Thomas B. Witt. *Journal of Interlibrary Loan, Document Delivery & Information Supply* 6, no. 4 (1966): 45-60.

While electronic theft detection systems do, in general, reduce the loss of material, they are by no means a full solution to the security issue. While the technology is generally up to the task, it does not address two other problems, the simple non-return of legitimately borrowed items

and the honesty, or lack thereof, on the part of employees and other trusted individuals. A number of security steps beyond the installation of a detection system are necessary if one is to feel reasonably secure regarding the safety of the collection. Among these are a system of controlling the keys to secured areas, and a registry of when and by whom those areas are accessed.

SERIALS

Application of the Rasch Model to Measuring the Impact of Scientific Journals, by Pedro Alvarez & Antonio Pungarín. *Publishing Research Quarterly* 12, no. 4 (Winter 1996/97): 64.

The "impact factor" measurement used to rank journals using Science Citation Indexing methods is compared to a new technique, the Rasch model. The authors argue that it is a better way to measure the relative significance of cited journals because it gives a more accurate picture of a journal's importance.

Impact of Page Growth on Serial Price Increase, by Patricio del Sol, Andres Silva Robert, & Maria Luisa Arenas Franco. *Serials Librarian* 29, no. 1/2 (1996): 37-56.

The authors studied a sample of 141 titles extracted from the Institute of Scientific Information data files between 1978 and 1992 to determine the relationship, if any, between price increases and the number of pages published.
  The number of pages increased at an annual rate of 2.96%. For the same period, considering just U.S. serials, nominal prices grew around 11%, real prices around 5%, and real prices per page around 2%

Journals for Academic Veterinary Medical Libraries: Price Increases, 1983-1995, by Naomi P. Fackler. *Serials Librarian* 29, no. 1/2 (1996): 17-27.

This 10th annual price study examines the price changes in three areas related to veterinary medicine: the core veterinary titles, an adjunct list of serials in biomedical and life sciences and a list of relevant abstracting and indexing services. In the 13 years between 1983 and 1995, prices in the core list rose over 18% per year (243% overall); in the adjunct list, over 20% per year (251% overall); in the abstract/indexing list, 14% per year (170% overall.)

Subscription Trends of Foreign Journals at University Libraries in Japan, by Toyohiro Hasegawa. *Library Management* 18, no. 2 (1997): 92-97.

Up until now, university and college libraries in Japan have managed to cope with various changing elements. The ever-increasing costs of

serials publications have been met thanks to the steady yearly increase of library budgets, the yen's appreciation and the efforts of subscription agents. These favorable conditions, however, are not expected to continue. To offer effective information services to patrons in the future, library must consider various alternatives, such as outsourcing, the secondary publishing market, and information literacy.

UNR's Journal/Newspaper Title Index, by Jeffrey Holland & Sharon Scott. *Serials Librarian* 29, no. 1/2 (1996): 29-36.

Patrons commonly have difficulty distinguishing the entry for a serial title from an added entry under the same title. At the University of Nevada–Reno, the serials record for the *New York Times* was 31st in a browsing list generated by searching for it. A new index of only journals and newspapers was created. It has been in use for over a year, and has gained wide acceptance. The authors give the details of the way in which the MARC tags were analyzed in order to select only the appropriate entries, and to format them properly.

Serials Canada: Aspects of Serials Work in Canadian Libraries, edited by Wayne Jones. New York: Haworth Press, 1995. $39.95. ISBN 1-56024-779-7.

The articles in this work fall into two groups. The first of these groups discusses responses to the challenge of electronic publication, the pressures on the scientific and scholarly communications process, and various document delivery systems. The second group examines the history and preservation of the serials heritage. One article gives a historical overview of ethnic serials in Canada.
  "Although none of the information is indispensable to practitioners, much of it is useful. It filled gaps in this reviewer's knowledge. The Canadian focus and, particularly the accounts of ongoing projects, will make the material important to library schools."
Reviewer: Margaret Ferley
Canadian Journal of Information and Library Science, 21, no. 3/4 (September-December 1996), p. 92.

Decision Support for Serials Deselection and Acquisition, by David J. Robb & Angela McCormick. *Journal of the American Society for Information Science* 48, no. 3 (March 1997): 270-273.

This study of journals at the University of Calgary undertook to determine the worth of some 700 journals currently being received. Measures of usage, relevance, and availability were developed, leading to a set of values which permitted the selection and deselection of various titles. The study resulted in the elimination of 206 journals and the addition of 17 new ones, and the reduction of the serials budget by 45%.

Scientific Periodicals in the University of Malaya Library: A Bibliometric Evaluation, by

B. K. Sen & Zainab Awang Ngah. *Malaysian Journal of Library & Information Science* 1, no. 2 (December 1996): 63-77.

Using the impact factor measurement developed at the Institute of Scientific Information, the authors evaluate the degree to which sixteen scientific disciplines are covered by the University of Malaya journal collections. Over 70% of the most important journals are available in two disciplines, Plant Sciences and Mathematics. Coverage of the other fields ranges from a high of about 70% to a low of 46%.

SERVICE QUALITY

Managing with Quality Assurance, by Susan Dawes. *Library Management* 18, no. 2 (1997): 73-79.

The author considers the nature of quality assurance (QA) and its implementation within a multidisciplinary private practice of construction industry design consultants. She reviews the integration of the firm's information services department into the QA system. She stresses the continuing benefits conferred throughout the organization, including an attitude of total involvement and mutual responsibility across the firm's staff.

SERVICES TO SPECIAL POPULATIONS

Reference Services for the Unserved, edited by Fay Zipkowitz. Binghamton, NY: Haworth Press, 1996. $14.95. ISBN 1-56024-797-5.

"The book is a collection of articles describing various attempts to serve different categories of previously unserved library users.... The book's typeface is clear, the style readable, and the layout is attractive.... Reasonably priced, the book is a good buy for those wanting both further reference and practical advice. It highlights the fact that libraries will have to reach out to some, if not all, of these groups, as libraries have never been part of their lives before."
Reviewer: Margaret Barwick
Library Management, 18, no. 2 (1997), p.100.

WORLD WIDE WEB

Library Systems Information on the World Wide Web, by Janet Balas. *Computers in Libraries* 17, no. 2 (February 1997): 34-36.

Almost all major library systems vendors now not only have Web sites of their own, they are also developing versions of their products which can run on the Web. These vendor sites typically contain company data, sometimes with financial information, and often also offer demonstrations of the Web versions of their products.

Getting "Grabby," by Karl Beiser. *Online* 21, no. 2 (March/April 1997): 20-27.

Several programs are now available which allow users to capture Web pages for off-line use. One of the major advantages is that it allows one to arrange a set of pages taken from different sources into a structured pattern for teaching or other purposes. Beiser discusses the general advantages of doing so, and describes the workings of one particular product, "Webwhacker" in detail. He also includes a Web address at which further details can be found.

So You Want to Put Your Library on the Web?, by Jim Cunningham. *Computers in Libraries* 17, no. 2 (February 1997): 42-45.

Cunningham describes the steps involved in having and maintaining a Web page. The first question to decide is the purpose of the page. Once this has been decided the technical and design issues become important. Size and capacity of the server, the local network and the service provider, if necessary, must all be considered. Within the library staff itself, duties and responsibilities must be allocated, especially regarding maintenance and updating. Web sites that are not current reflect very poorly on their owners.

Do-It-Yourself Web Publishing with Word, by Asha Dornfest. San Francisco, CA: Sybex, 1996. $24.99. ISBN 0-7821-1807-0.

"Dornfest provides a step-by-step tutorial for creating one's own Web site. The work includes eleven progressive lessons designed to be used with the companion Microsoft Internet Assistant program on the CD-ROM which accompanies the book.... The book is an excellent primer for a limited audience which would be most useful in a public library setting."
Reviewer: Heather Blenkinsopp
Internet Reference Services Quarterly, 2, no 1 (1997), p.98.

The Information Superhighway: Will This Change the Way That Consumers Are Being Serviced?, by Richard C. Leventhal. *Journal of Customer Service in Marketing & Management* 3, no. 1 (1997): 79-89.

While the information superhighway may provide increasingly broad access to information, there are severe problems in determining how consumers will react to offers of merchandise and services over the WWW. At present, the systems are far too complex and unreliable to expect consumers to take readily to them as a substitute for either mail order or 800-number purchases. It seems unlikely that ordering over the Web will become commonplace in the near future.

The World Wide Web: A New Medium for Professional Communications, by Eric H. Schnell. *Internet Reference Services Quarterly* 1, no. 4 (1996): 33-41.

Web pages can, in addition to providing service to patrons, be used to improve communications between librarians to deliver presentations, organize exhibits, and develop demonstration projects. Personal Web work space on a server provides librarians with a means to experiment with the medium and a place to publish information of interest to other librarians.

Herding Cats: Options for Organizing Electronic Resources, by Sherry L. Vellucci. *Internet Reference Services Quarterly* 1, no. 4 (1996): 9-30.

Professionals with widely different backgrounds have all attempted to impose some order on the masses of material on the Internet. There is clearly no one body of professionals with a clear charter to do so. The best description might be "loosely coupled" systems. Considerable use has been made of MARC-like systems for these materials; humanities scholars are using the Text Encoding Initiative (TEI) approach and OCLC has developed an "Internet Catalog. These are in addition to the robot indexes, such as Lycos, InfoSeek and Yahoo, which are quite unsatisfactory.

Selecting Internet Resources: Experience at Hong Kong University of Science and Technology (HKUST) Library, by Kim Fung Yip. *Electronic Library* 15, no. 2 (April 1997): 91-98.

Beginning in May 1995, HKUST Library adopted a whole library approach to work on the Library World Wide Web project. All professional librarians in the library were assigned to one of the four Web groups. This paper reports the work and experience of the Selection of Internet Resources Group, including its composition, project goal, selection guidelines, selection process, and problems encountered, as well as its achievements.

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