



# The JAL Guide to the Professional Literature

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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 \*\* preceding the title of the source annotated.

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

In general, the guide does not include titles which will be covered in the Book Reviews section.

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## ABSTRACTING & INDEXING

**Analyzing the Journal Coverage of Abstracting/Indexing Databases at Variable Aggregate and Analytic Levels**, by Péter Jacsó. *Library & Information Science Research* 20, no. 2 (1998): 133-151.

Deficiencies in journal coverage by the abstracting and indexing services may result in highly distorted search results. Among the coverage problems found were: tardiness, shallowness, unevenness, gaps (sometimes of a year or more), and duplication (some titles were repeated up to four times). These errors suggest that the databases are unsatisfactory as sources for bibliometric studies.

**Speech Recognition for a Digital Video Library**, by Michael J. Witbrock & Alexander G. Hauptmann. *Journal of the American Society for Information Science* 49, no. 7 (May 15, 1998): 619-632.

The authors describe an experimental project in which radio and TV news broadcasts are automatically recorded and indexed in a variety of ways, including the use of voice recognition to convert the spoken news commentary into searchable text. Many hours of video are segmented into small segments and indexed according to their multimedia content. These individual segments are searchable and retrievable as either single units or as part of the larger program of which they were a part.

## ACADEMIC LIBRARIES

**Libraries, Language, and Change: Defining the Information Present**, by Harold Billings. *College & Research Libraries* 59, no. 3 (May 1998): 212-218.

Changes in the information world are resulting in new concepts of resource sharing, new practices in the management of library resources and an expanding role for libraries in the educational process. This paper introduces three themes that encompass these issues: distance information, managed information, and transformational budgeting.

**Open Government, Closed Stacks: Onsite Storage of Depository Materials**, by Aimée Quinn & Michaelyn Haslam. *Government Information Quarterly* 15, no. 2 (1998): 221-228.

Automated Storage/Retrieval Systems (AS/RS), in which library materials are stored in what amount to automatic warehouses, have been tried unsuccessfully in the past. However, there have been recent improvements in both the mechanical and computer control aspects of

such systems. The University of Nevada-Las Vegas is installing one such system in its new library, expected to be completed in late 1999.

**The University Library as Learning Organization for Innovation: An Exploratory Study**, by Rena K. Fowler. *College & Research Libraries* 59, no. 3 (May 1998): 220-231.

This study examines an innovating university library as a learning organization and explores the mechanisms by which organizational learning facilitates innovation. Three aspects of a learning organization model are considered: continuous learning, team learning, and shared vision. Internet use serves as the outcome variable, representing innovation.

**Chinese Academic and Research Libraries Acquisitions, Collections and Organization**, by Priscilla C. Yu. Greenwich, CT: JAI Press, 1997. \$78.50. ISBN 0-7623-0171-6. *Foundations in Library and Information Science*, 36.

The purpose of this study was to examine the current practices, theories and functions of academic and research libraries in China. Aspects of acquisitions practices, administration and organizational methods, and modernization are addressed. The libraries involved are the university libraries of Peking, Nanjing, and Fudan as well as the National Library of China.

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## COLLECTION MANAGEMENT

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**Collection Management for the 21st Century: A Handbook for Librarians**, edited by G. E. Gorman & Ruth H. Miller. Westport, CT: Greenwood Press, 1997. \$75.00. ISBN 0-313-29953-6.

"This handbook presents a highly readable assortment of fifteen chapters related to various aspects of the present, as well as the impending status of collection management. ... This book ... should find its way into the hands of all practicing librarians and collection management instructors."

Reviewer: Cindy Mediavilla  
*Library Quarterly*, 68, no. 2 (April 1998), pp. 222-223.

**Fiction Acquisition/Fiction Management: Education and Training**, edited by Georgine N. Olson. Binghamton, NY: Haworth Press, 1998. \$29.95. (Published simultaneously as *The Acquisitions Librarian*, 10, no. 19). ISBN 0-7890-0391-0.

This work provides librarians with current information on how to maintain successfully a fiction collection which serves the needs of their patrons. It includes suggestions for further education of the library staff, for selection materials, and for use of the WLN conspectus software, and it provides a list of sources which will help collecting in specific genres.

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## CONSERVATION & PRESERVATION

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**Preservation and the Management of Library Collections**, by John Feather. 2nd ed. London: Library Association Publishing, 1996. ISBN 1-85604-190-5.

"The author ... sees the role of the manager as essentially 'the determination of policy and its supervision, a role that requires a knowledge of the preservation field, without implying any need to acquire its technical skills.' .... This edition gives better emphasis than did the first one to electronic matters, including digitization of library materials. ... Still, its main emphasis is on policy matters such as the selection of materials for digitization and not in technical matters.

Reviewer: Ellen McCrady  
*Library Quarterly*, 68, no. 2 (April 1998), pp. 232-234.

**Digitizing Historical Pictorial Collections for the Internet**, by Stephen E. Ostrow. Washington, DC: Council on Library and Information Resources, February 1998. \$20.00. ISBN 1-887334-57-2.

This report focuses on several considerations important to institutional planning for digitization of images. These include:

- How the use of digitized surrogates can differ from, as well as complement, the use of original primary resource materials;
- Criteria for selecting items and collections for digital conversion;
- Issues raised by providing access over the Internet, including fair use, reproduction rights, and the creation of bibliographic records for digital images; and
- Implications for preservation.

**Preserving Digital Information**, by George J. Soete. SPEC Kit 228. Washington, DC: Association of Research Libraries, Systems and Procedures Exchange Center, 1997. \$28.00.

Following a discussion of the general problem of digitized information storage, the editor describes several on-going projects from university libraries, for cooperative membership organizations such as OCLC and RLG, national library projects, legal deposit arrangements, publishers, and other coordinated efforts.

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## COPYRIGHT & INTELLECTUAL PROPERTY RIGHTS

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**Digital Object Identifiers**, *Online & CD-ROM Review* 22, no. 2 (April 1998): 115-118.

A Digital Object Identifier (DOI) is a unique and permanent identifying number of a piece of content, registered with an online directory system. When inquirers want to know more about the item they are automatically pointed to information about it which is maintained by the current copyright holder. DOIs, thus, provide the foundation for the development of an automated on-the-fly content licensing.

**Plagiarism, Copyright Violation and Other Thefts of Intellectual Property: An Annotated Bibliography with a Lengthy Introduction**, by Judy Anderson. Jefferson, NC: McFarland & Co., 1998. \$38.00. ISBN 0-7864-0463-9.

Over 600 articles written from 1900 through 1995 are fully annotated in this bibliography. The citations cover a wide range of material, from humorous anecdotes in popular magazines to scholarly discussions in academic journals. The entries are divided into three parts: the money trail; the detection and proof of violations and the punishment of offenders; and defending one's property.

**Royalty Fees Part II: Copyright and Clearing-houses**, by Paula Eiblum & Stephanie C. Ardito. *Online* 22, no. 3 (May/June 1998): 51-56.

In this, their second article dealing with copyright fees, the authors discuss the difficulty in selecting one of several possible sources from which to order an article. In the accompanying chart, six different document delivery organizations are compared regarding 12 different journal publishers, showing their normal delivery charges. Each delivery service is the cheapest for at least one of the publishers. The time wasted by attempting to determine the lowest cost provider would, in many cases, outweigh the savings gained from finding that provider.

**Intellectual Property: The Rights of Faculty as Creators and Users**, by Robert A. Gorman. *Academe* 84, no. 3 (May/June 1998): 14-18.

Some universities have asserted that scholarly works and teaching material prepared by faculty members are works made for hire and that the universities therefore own the copyright. This positions contradicts both the assumptions and practices of faculty, and the position taken in the few court decisions on the matter, which clearly state that faculty authors own copyright in their works.

**Intellectual Property Rights: A Ticking Time Bomb in Academia**, by M. M. Scott. *Academe* 84, no. 3 (May/June 1998): 22-26.

In some instances, research funding from corporations has been contingent on the researcher's signing a non-disclosure agreement, or allowing the funder the right to approve publications. This trend has serious implications for academic freedom, and for research in general. Indiana University has developed a document containing four princi-

ples which will govern specific instances of potential conflict as they arise. These basically re-affirm that intellectual freedom is essential to faculty members, and that faculty retain responsibility for their creative work.

**Recent Changes to Copyright in Canada**, by Ron B. Thompson. *Journal of Scholarly Publishing* 29, no. 3 (April 1998): 151-153.

After decades of wrangling between all sectors, the Canadian Parliament passed a new copyright bill in 1997. Although dramatic effects were predicted by some, early reviews suggest that these changes may not be so drastic as some feared. The law promotes the use of copyright clearinghouses, encouraging all copyright holders to join such a group.

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## DIGITAL LIBRARIES

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**\*\* Machine Help and Human Help in the Emerging Digital Library**, by Ronald J. Heckart. *College & Research Libraries* 59, no. 3 (May 1998): 250-259.

As the infrastructure of the digital library takes shape, a range of trends is gradually leading to the disappearance of human help in patron interactions. Taking the place of human help are ever more sophisticated types of machine help. This paper reviews these trends, posits a future scenario of almost total reliance on machine help, and explores implications and policy options for the profession.

**Practical Digital Libraries: Books, Bytes & Bucks**, by Michael Lesk. San Francisco, CA: Morgan Kaufmann, 1997. \$49.95. ISBN 1-55860-459-6.

"Overall, this work is a useful reference for those interested in the current state-of-the-art in digital library technology, and in a general overview of the social, legal, and economic issues involved in the creation and development of digital libraries for today and the future."

Reviewer: Ray R. Larson  
*Library & Information Science Research*, 20, no. 2 (1998), pp.204-206.

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## DISTANCE EDUCATION

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**Access to Campus Library Services by Distance Users: Final Report**, by Peter Brophy. Preston, UK: Centre for Research in Library and Information Management (CERLIM), 1996. £25. ISBN 0-9066-9497-3.

"This volume is the final report of experiments conducted at three academic institutions in Europe to test the capabilities of information technology to provide access to library catalogs,

databases, interlibrary loan, and reference services. ... Careful to note that this research was conducted in small-scale projects, which could in part account for their success, the report concludes that the experiments were successful; two of the three have become permanent services."

Reviewer: Barbara J. D'Angelo  
*College & Research Libraries*, 59, no. 3 (May 1988), pp. 285-287.

**Teleclass Teaching: A Resource Guide**, by Thomas E. Cyr & Frank A. Smith. 2nd ed. Las Cruces, NM: Center for Educational Development, New Mexico State University, 1997.

"The authors discuss important aspects of teleclass development and teaching, from initial considerations and questions to be asked before an institution commits to telecommunications delivery to consumer assessment of a teleclass and copyright issues. ... Although the book was written primarily for the instructor preparing to participate in teleclass teaching, it will be beneficial to telecourse administrators, traditional classroom instructors, and workshop trainers."

Reviewer: Beverly L. Bower  
*Community College Journal of Research and Practice* 22, no. 1 (January-February 1998), pp. 79-80.

**Comparable Experience? Library Support for Franchised Courses in Higher Education**, by Deborah Goodall & Peter Brophy. Preston, UK: Centre for Research in Library and Information Management (CERLIM), 1997. £20. ISBN 0-9066-9465-5.

"Franchised courses in the UK are those taught away from the main university campus, but with traditional pedagogical methods. The study was conducted in response to concerns about the lack of appropriate library resources at the remote sites. The report discusses how library services are provided and how students cope with the lack of services. It also makes recommendations for steps to insure that these students are not disadvantaged in terms of access to library resources."

Reviewer: Barbara J. D'Angelo  
*College & Research Libraries*, 59, no. 3 (May 1988), pp. 285-287.

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## ELECTRONIC JOURNALS

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**How to Implement Electronic Subscriptions: Replacing the Routing List Hassle**, by Mary Ellen Bates. *Online* 22, no. 3 (May/June 1998): 80-86.

Organizations are beginning to subscribe to electronic journals or, more commonly, newsletters for their employees. Bates provides guidelines for this process:

- Identify the key periodicals within the organization;

- Evaluate the current number of readers to those periodicals;
- Approach the publisher with a firm price in mind;
- Define all the electronic rights to be purchased; and
- Be prepared to negotiate the price.

**Perceptions of Electronic Journals in British Universities**, by Suely Gomes & Jack Meadows. *Journal of Scholarly Publishing* 29, no. 3 (April 1998): 176-181.

A survey of staff in British universities has explored the ways in which they perceive electronic journals. Academics as readers are concerned with rather different factors from academics as authors. It appears that the currently increasing parallel publication of print and electronic versions best satisfies authors' needs. All categories of respondents see the ultimate dominance of electronic journals as inevitable and are therefore preparing for it.

**Scholarly Communication and Electronic Journals: An Impact Study**, by Stephen P. Harter. *Journal of the American Society for Information Science* 49, no. 6 (May 1, 1998): 507-516.

The study addresses the question, To what extent are scholars and researchers aware of, influenced by, using, or building their own work on research published in electronic journals ("ejournals")? A sample of scholarly, peer-reviewed ejournals was drawn and techniques of citation analysis were used to conduct several analyses. The data show, with a few possible exceptions, that the impact, thus far, of ejournals on scholarly communication has been minimal.

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## ELECTRONIC PUBLISHING

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**Why Paper Won't Go Away**, by David Stamps. *Training* 35, no. 4 (April 1998): 37-44.

Despite the advent of electronic technology, paper-based products remain heavily in use. The way in which these are prepared is beginning to change, however. Printing on demand, rather than for inventory, has become feasible for even small firms. It is now possible to prepare economically customized short runs (25-100 copies) from digital files which can be quickly updated as needed.

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

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## ELECTRONIC RESOURCES

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**Electronic Resources: Use and User Behavior**, edited by Hemalata Iyer. Binghamton, NY: Haworth Press, 1998. \$39.95. (Published simultaneously as *The Reference Librarian*, 28, no. 60). ISBN 0-7890-0372-4.

The seven chapters of this work cover topics ranging from theoretical models of user interaction to a study of their actual behavior and the management of electronic resources. One chapter describes how well eight major WWW search engines produced answers to 21 real reference questions and five made-up subject questions. Another deals with the use of Geographic Information Systems (GIS) in libraries and a comparison between GIS and library map collections.

**Economics of Digital Information: Collection, Storage, and Delivery**, edited by Sul H. Lee. Binghamton, NY: Haworth Press, 1998. \$29.95. (Published Simultaneously as *Journal of Library Administration*, 24, no. 4). ISBN 0-7890-0369-4.

Essays in this collection address: getting the rhetoric of revolutionary change out of digitization; articulating a vision that will appeal to everyone in an organization; approaches to pricing electronic subscriptions; emerging business models for digital commerce; financing of digital storage and the long-term storage of digital information.

**Remote Host Databases: Issues and Content**, by David R. Majka. *Reference Services Review* 25, no. 3-4 (Fall/Winter 1997): 23-35.

Any library contemplating the purchase of a remote host database, such as EBSCO, IAC, or UMI, must address several issues to insure its integration into the library's existing systems and resources. This process is complicated by the rapid evolution of those databases, their ever-changing journal lists, and the differing pricing structures of the vendors. The author identifies various vendor product strategies and library implementation issues and suggests analytical approaches for the comparison of the content of these various sources.

**Experimentation and Collaboration: Creating Serials for a New Millennium**, by Charlene N. Simser & Michael A. Somers. Binghamton, NY: Haworth Press, 1998. \$69.95. (Published simultaneously as *The Serials Librarian* 34, nos. 1/2/3/4). ISBN 0-7890-0525-5.

This volume contains the proceedings of the 12th annual North American Serials Interest Group held in Ann Arbor Michigan in 1997. These papers describe the current direction in serials collection and production of electronic resources. They also cover creating an electronic archive, Internet cataloging, copyright issues, and Web publishing.

**Implementing a Cost Recovery System for Printing**, by Dale J. Vidmar, Marshall A. Berger, & Connie J. Anderson. *Reference Services Review* 25, no. 3-4 (Fall/Winter 1997): 97-101.

Few libraries are prepared for the volume of printing that accompanies the retrieval of information from electronic sources. Individuals without personal computers, however, have little choice other than to print out what they find of interest online. The issue of charging for printing from electronic sources was a very contentious one; some staff feeling that this was no different than charging for photocopying from periodicals, but others feeling that it was a significant barrier to use. The decision was to charge for full text but not for reference or citations. However, the programming required to make this distinction has been extremely complex to implement and has greatly complicated the entire situation.

**New Database Products: Science, Technology and Medicine (Issue 11)**, by Martha E. Williams & Linda C. Smith. *Online & CD-ROM Review* 22, no. 2 (April 1998): 81-98.

There were 512 new STM (Science, Technology and Medicine) databases, of which 85% were totally new, while 15% were new publications of existing databases in the same medium but by a different vendor, or in a new medium. Included for each entry are database name, vendor, medium, and an indication of whether the database is totally new or a new implementation of an older one. The databases are categorized by medium: diskette, batch and magnetic tape, online, and CD-ROM versions.

**Geographic Information Systems in Library Reference Services: Development and Challenge**, by Lixin Yu. *The Reference Librarian*, no. 60 (1998): 87-110.

This paper introduces Geographic Information Systems (GIS) user services in libraries. It presents the concept and functions of GIS and compares the use of GIS with library map collections. User access to GIS in libraries is discussed, and the argument is made that simplified user interfaces and multiple levels of usage are important to improve user access to GIS.

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## FEE-BASED SERVICES

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**Success Factors for Fee-Based Information Services**, by Irene Wormell. Public no. 36. Helsinki, Finland: NORD-INFO, 1996. ISBN 951-53-1018-0.

The author "convincingly demonstrates how a good understanding of business practice, planning, management tools, and knowledge of clients is essential to operate a fee-based information service successfully. ... Wormell

identifies the numerous essential business activities that contribute to the success of running a business. These activities ... usually fall outside the discipline of information science, and many information professionals are not well prepared to deal with these responsibilities effectively."

Reviewer: Matthew L. Saxton  
*Library Quarterly*, 68, no. 2 (April 1998), pp. 240-242.

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## GOVERNMENT INFORMATION

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**Organization of Document Collections and Services**, compiled by Cynthia D. Clark & Judy Horn. SPEC Kit 227. Washington, DC: Association of Research Libraries, Systems and Procedures Exchange Center, 1998.

Eighty-eight (74%) of ARL libraries responded to this survey regarding changes in the way government documents are being handled. The survey results confirm that trends in document collection and services are being shaped by the same forces that affect academic libraries generally; reorganizations, the growth of electronic publications, and budget constraints. ARL libraries are increasingly including government documents within general reference services. Several have also made their documents collection open stack.

**Locating United States Government Information**, by Edward Herman. 2nd ed. accompanied by 1997 Internet supplement. Buffalo, NY: William S. Hein & Co., 1997. \$68.00. ISBN 1-5758-8203-5.

"The organization, materials referenced, sources cited, and examples provided are all useful for those who have little if any experience with government information. It would also be a useful tool for any library, regardless of size, as an adjunct to other materials which currently exist in the government information field. A novice user can certainly glean the gist of how to access government information regardless of format with Herman's book. It is a useful and well-advised purchase."

Reviewer: Daniel C. Barkley  
*Government Information Quarterly*, 15, no. 2 (1998), pp. 232-234.

**Government Information on the Internet**, by Greg R. Notess. Lanham, MD: Bernan Press, 1997. \$34.50. ISBN 0-89059-041-9.

"Each entry includes (besides the item number) a title, the sponsoring agency, a main (and if available, alternative) address, a summary, subject headings and the Superintendent of Documents numbers of available primary

series of serials. This information is laid out in an easy-to-read fashion. ... The summaries are quite well written. ... If there is one area that needs major improvement, it is the subject index."

Reviewer: Barbara A. Bishop  
*Journal of Government Information*, 25, no. 2 (March/April 1998), pp. 212-213.

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## HIGHER EDUCATION

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**Student Development in College: Theory, Research and Practice**, by Nancy J. Evans, Deanna S. Forney & Florence Guido-DiBrito. San Francisco, CA: Jossey-Bass, 1998. \$32.95. ISBN 0-7879-0925-4.

This work describes and explains the major theories underlying the study of students' intellectual, cognitive, social, moral, and identity development during the college years. The authors also show how these theories are used in day-to-day practice in student affairs, and to counsel and advise groups and individuals.

**The Relationship between Work Roles and Information Gathering of the Faculty at SUNY, College of Fredonia**, by Richard L. Hart. *Library & Information Science Research* 20, no. 2 (1998): 163-185.

This study found that, at least for the Fredonia faculty, predictable patterns of information gathering do vary from one faculty member to the next as a result of their varying commitments to teaching, research, and service. In particular, the most highly active researchers placed great reliance on their personal collections and libraries other than the one on the campus.

**Recognizing Excellence in the Mathematical Sciences: An International Compilation of Awards, Prizes and Recipients**, edited by Janice M. Jaguszewski. Greenwich, CT: JAI Press, 1997. \$78.50. ISBN 0-7623-0235-6. *Foundations in Library and Information Science*, 41.

International in scope, this reference book is a compilation of over 100 awards, honors and prizes granted for outstanding achievement in the mathematical sciences and includes a list of recipients for each award. Coverage for most honors is from the date of first award through 1995. Several entries with very long lists of honorees cover the most recent 25 years, from 1970 through 1995.

**When Hope and Fear Collide: A Portrait of Today's College Student**, by Arthur Levine & Jeannette S. Cureton. San Francisco, CA: Jossey-Bass, 1998. \$29.95. ISBN 0-7879-3877-7.

Levine and Cureton surveyed over 9,000 college students asking for both their hopes and fears regarding the futures at campuses across

the nation. They found that while students fear a great many things on both a global and local level, they are less pessimistic than the previous generation as they look for ways to make a difference in the world.

**Creating the Cold War University: The Transformation of Stanford**, by Rebecca S. Lowen. Berkeley, CA: University of California Press, 1997. \$45.00. ISBN 0520205413.

"Stanford became great because of federal funding inspired by the Cold War. As a historian critical of the Cold War university, Lowen finds this development deeply disturbing. ... In her ideal university, it appears, little research would be done that required serious money... Lowen ends up with a narrow monograph that does not support her sweeping generalizations about universities and the Cold War and does not even give a full history of Stanford during the period."

Reviewer: William L. O'Neill  
*Academe*, 84, no. 3 (May/June 1998), pp 74-76.

**American Higher Education: A History**, by Christopher J. Lucas. New York: St. Martin's Press, 1994. \$35.00. ISBN 0-312-12294-2.

"The book's real contribution comes from its well-documented account of how higher education has developed in the U.S., with extensive references to sources for additional study. ... As higher education continues to come under public attack, all of its supporters would benefit from knowing how our institutions developed and what their contributions to society have been. Moreover, in addition to Lucas's readable prose, one can be thankful for the fact that he provides useful summary statistics without being boring."

Reviewer: Edward G. Holley  
*Library Quarterly*, 68, no. 2 (April 1998), pp. 245-247.

**Digital Diploma Mills: The Automation of Higher Education**, by David Noble. *Educom Review* 33, no. 3 (May/June 1998): 22-34.

Noble's essay, summarized in this issue of *Educom*, is scornful of what the author sees as the commercialization of higher education and singles Educom out for special blame. Following the summary are critiques of Nobel's comments by Ben Shneiderman, Richard Herman, Phil Agre, and Peter J. Denning, four individuals who have a rather more sanguine view of the use of information technology in higher education.

**The Cold War and the University: Toward an Intellectual History of the Postwar Years**, edited by Andre Schiffrin. New York: The New Press, 1997. \$12.00. ISBN 1565840054.

This volume "is an honorable effort to deal with the issues and includes a number of useful articles. Its value is limited, however, as essay collections often are, by a lack of integration. It also

suffers, to an outsider at least, from the fact that some authors belong to the adversarial culture and have a partisan outlook."

Reviewer: William L. O'Neill  
*Academe*, 84, no. 3 (May/June 1998), pp. 74-76.

**Academic Capitalism: Politics, Policies and the Entrepreneurial University**, by Sheila Slaughter & Larry L. Leslie. Baltimore, MD: Johns Hopkins University Press, 1997. \$39.95. ISBN 0-8018-5549-7.

"The authors have produced a convincing analysis of the transition of the academy from its own protected form of feudalism to a predatory capitalism. This is not happy reading, but few librarians who have spent their careers in university libraries will fail to recognize their own institutions in the transformations the authors chart. The institution for which I work recently hired a manager for library enterprises. Now I know why. ... Academic Capitalism does not address the special problems faced by research libraries. But its message seems to be: Because you cannot beat it (the market) join it. ... Do we charge entrance fees? circulation fees? information fees? It is not at all clear to this reviewer what our niche in the global marketplace is or could be. But because we now have a manager of library enterprises, it is not my problem!"

Reviewer: Michael Ryan  
*College & Research Libraries*, 59, no. 3 (May 1998), pp. 293-294.

**Handbook for the College Admissions Profession**, edited by Claire C. Swann & Stanley E. Henderson. Westport, CT: Greenwood Press, 1998. \$69.50. ISBN 0-313-29113-6.

The 19 essays in this volume cover six broad topics related to college admissions: Perspectives and History; The Admissions Officer; Understanding Enrollment Management; Admissions Tools; Admissions Programs; and Perspectives on the Twenty-First Century. Appendices include Professional Practices and Ethical Standards; Statement of Principles of Good Practice; and Students' and Transfer Students' Rights and Responsibilities in the College Admission Process

**Fitting Form to Function: A Primer on the Organization of Academic Institutions**, by Rudolph H. Weingartner. Phoenix, AZ: Oryx Press, 1996. \$35.50. ISBN 1-57356022-7.

"The strength of this book is not so much in its illumination of new organizational forms or concepts, but in its support of common sense understandings about personnel arrangements that deserve restatement and reminder. Administrators in all types of institutions already know about the reporting arrangements and lines of communication suggested here, but they can benefit from ideas about what forms make sense in what situations and toward what goals, as well as why some problems occur and reoccur throughout academe."

Reviewer: Katherine C. Reynolds  
*Community College Journal of Research and Practice*, 22, no. 2 (March 1998), pp. 169-170.

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## INFORMATION SCIENCE

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**Information Seeking and Subject Representation: An Activity-Theoretical Approach to Information Science**, by Birger Hjørland. Westport, CT: Greenwood Press, 1997. \$59.95. ISBN 0-313-29893-9. *New Directions in Information Management*, 34.

"This work should interest theoretically inclined research librarians because it is centered on information gathering by and for researchers—indeed, it is almost exclusively focused on researchers. It is a work on theoretical foundations, not of practical details."

Reviewer: Patrick Wilson  
*College & Research Libraries*, 59, no. 3 (May 1988), pp. 287-288.

**Knowledge, Concepts and Categories**, edited by Koen Lamberts & David Shanks. Cambridge, MA: MIT Press, 1997. \$30.00. ISBN 0-262-62118-5.

"This collection contains state-of-the-art reviews by leading cognitive researchers of mental representation, concepts, and categories. Translated into the coinage of information science, these are the fundamental concerns of indexing, online searching, search strategies, relevance research, etc., summarized and presented with the supporting empirical research. ... This book would make an excellent textbook in a course on the cognitive aspects of information use."

Reviewer: Terrence A. Brooks  
*Journal of the American Society for Information Science*, 49, no. 7 (May 15, 1998), p. 671.

**Computer-Supported Decision Making: Meeting the Decision Demands of Modern Organizations**, by Charles L. Smith Sr. Greenwich, CT: Ablex, 1998. \$73.25. ISBN 1-56750-356-X.

The author discusses the decision-making process and proposes a model that can be embedded in a computer system. Such models are commonly called decision support systems (DSS). The model described in this work is largely dependent upon the cognitive sciences, mathematical sciences, and organizational studies of the past few years. It offers the possibility of providing the kind of support decision makers desire.

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## INFORMATION SOCIETY

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**The Digital Economy: Promise and Peril in the Age of Networked Intelligence**, by Don Tapscott. New York: McGraw-Hill, 1996. \$24.95. ISBN 0-07062200-0.

"What severely flaws Tapscott's book is the basing of his vision on a combination of unsophisticated historical determinism and warrantless optimism. ... Tapscott's vision is one of creating people who are good employees. If Tapscott is correct on the future and education becomes the make/break institution, his view of education's future as an institution expressing society's purpose and aspirations is dim indeed. Being educated to be a good person and a good citizen has no future. Knowledge is the desideratum, not wisdom."

Reviewer: Dale Hites  
*Journal of Information Ethics*, 7, no. 1 (Spring 1998), pp. 88-89.

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## INFORMATION STORAGE & RETRIEVAL

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**Geographic Information Systems**, by Jennifer Stone. *Online* 22, no. 3 (May/June 1998): 65-70.

Geographic Information Systems (GIS) have become increasingly well known as map-making and direction-finding applications have grown on the Web. Similar systems allow the superimposition of demographic or other statistical data onto maps, providing a powerful way to display information. There is an abundance of publicly available map data as well. Several URLs pointing to relevant sites are given in a table.

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## INFORMATION TECHNOLOGY

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**Self Service Systems in Libraries: Final Report**, by Peter Brophy. Preston, UK: Centre for Research in Library and Information Management (CERLIM), 1996. £25. ISBN 0-9066-9495-7.

"This report investigates the development of self-service library information technology projects, such as self-checkout systems. It examines the implementation and operational problems of such systems and identifies areas for further analysis and development."

Reviewer: Barbara J. D'Angelo  
*College & Research Libraries*, 59, no. 3 (May 1988), pp. 285-287.

**Upgrading Application Software: Problems and Perspectives**, by James E. Corbly. *Information Technology and Libraries* 16, no. 4 (December 1997): 193-196.

Whether or not to update an old version of an application program is a perplexing issue in most libraries. The author counsels librarians responsible for making such judgments to avoid impetuous conclusions and examine every aspect of the problem using 10 guidelines which will yield the information needed to for a sound resolution. He then examines the Internet client/server LAN architecture, developments in contemporary stand-alone systems, and graphic user interfaces to determine their impact on the upgrading process.

**Information Ecology: Mastering the Information and Knowledge Environment**, by Thomas H. Davenport & Laurence Prusak. New York: Oxford University Press. \$29.95. ISBN 0-19511168-0.

"In *Information Ecology* Davenport argues that it's time to 'put human back at the center of the information world, banishing technology to its rightful place on the periphery.' ... Anyone who's concerned with the human dimension of an organization would do well to pay particular attention to the chapter titled 'Information Staff' where Davenport attempts to answer the question of just how and where companies will find the sort of 'bright, well-informed, plain-speaking and patient' individuals needed to shape and support information activities."

Reviewer: David Stamps  
*Training*, 35, no. 4 (April 1998), pp. 93-94.

**Feeling Squeezed by Technology?**, by Rebecca Ganzel. *Training* 35, no. 4 (April 1998): 62-70.

Many people are beginning to feel stressed by the volume of information they receive at their jobs via e-mail, voice mail, fax and other sources. Among the reasons for this stress are that so much information is available, that the machines set a frantic pace, and that technology can fail at inopportune times. Further, computing is not a social activity. E-mail is common, but face-to-face encounters are becoming rarer.

**Information Technology: Seduction & Peril**, by Robert Hauptman. *Educom Review* 33, no. 3 (May/June 1998): 48-49.

Hauptman, editor of the *Journal of Information Ethics*, argues that students who are learning to use information technology should be taught the ethics of such usage, particularly with regard to individual privacy. The current focus on keyboarding, surfing the net and search engines neglects the ethical issues involved.

**Classroom Technology: A View from the Trenches**, by Aline Soules & Edward Adams. *Educom Review* 33, no. 3 (May/June 1998): 50-52.

The dream of having fully operational high-technology classrooms faces a number of challenges. Among these are: unrealistic expectations, lack of equipment, copyright, incompatibilities in equipment and networks, and that old problem, lack of time. The amount of "behind the scenes" work necessary to implement such classrooms is often significantly underestimated. It is, however, not always necessary to have the "latest and greatest" equipment. In many instances, the equipment on hand is underused because of lack of knowledge and skills on the part of those who might use it.

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## INTERNET

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**User Satisfaction with Information Seeking on the Internet**, by Harry Bruce. *Journal of the American Society for Information Science* 49, no. 6 (May 1, 1998): 541-556.

The research described in this article focused on how satisfied Australian academics are when they use the Internet to search for information. The study found that they generally have a high expectation of success when they use the Internet, and are satisfied with the process regardless of how frequently they use the network or whether or not they have received any formal training.

**Academic Freedom and the Internet**, by Marjorie Heins. *Academe* 84, no. 3 (May/June 1998): 19-21.

In 1996, the Virginia legislature voted to prohibit commonwealth employees from using state computers "to access, download, print, or store" any communications "having sexually explicit content." The law was immediately challenged, and was declared unconstitutional in February 1998. However, the extent to which universities themselves may limit access to the Internet is not yet clear.

**The Internet Searcher's Handbook: Locating Information, People and Software**, edited by Peter Morville, Louis Rosenfeld, & Joseph Janes. New York: Neal-Schuman, 1996. \$35.00. ISBN 1-55570-236-8.

"*The Internet Searcher's Handbook* has a current place on the ready reference shelf. Surely new online services will appear, but the detailed reviews in this book will hold their value. This collection of works by multiple authors reflects the multiplicity of the electronic media. The various perspectives give the reader ideas on how to think about searching for information online, as well as providing a catalog of notable sites."

Reviewer: Valerie Jaffe

*Journal of the American Society for Information Science*, 49, no. 6 (May 1, 1998), p. 567.

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## LIBRARY AUTOMATION

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**Library Systems: Current Developments and Future Directions**, by Leigh Watson Healy. Washington, DC: Council on Library and Information Resources, May 1998. ISBN 1-887334-58-0.

This report is an overview of the state of the art in library management systems. Following a general overview, it covers four case studies: Argonne National Laboratory; Los Angeles Public Library's Virtual Electronic Libraries; Stanford University Libraries Redesign of Workflows; and the University of Pennsylvania Library's Digital Library. This is followed by descriptions of 12 library management systems: Ameritech, CARL, DRA, Endeavor Information Systems, EOS International, Ex Libris, Gaylord, Information Dimensions, Innovative Interfaces, SIRSI Corporation, The Library Corporation, and VTLS.

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## LIBRARY HISTORY

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**Libraries and Philanthropy: Proceedings of Library History Seminar IX**, edited by Donald G. Davis. Austin, TX: University of Texas at Austin, 1996. \$25.00. ISBN 0-938729-03-9.

The theme of the seminar (held in 1995) was the role of philanthropy and philanthropists in the history of libraries. "All the predictable and obvious subjects are here—and the book is none the worse for that, for there is much that is new, even about the most familiar of topics. ... The papers here do show how effective and instructive a truly scholarly approach to the history of libraries can be."

Reviewer: John Feather

*Library Quarterly*, 68, no. 2 (April 1998), pp. 231-232.

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## LIBRARY INSTRUCTION

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**The Student-centered Electronic Teaching Library: A New Model for Learning**, by Paul T. Adalian Jr., Irene M. Hoffman, Ilene F. Rockman, & Judy Swanson. *Reference Services Review* 25, no. 3-4 (Fall/Winter 1997): 11-22.

The authors describe the conceptualization, funding mechanisms, and creation of a Student-centered Electronic Teaching classroom (SET) in a medium-sized academic library. The SET is viewed as a combination of several elements: electronic classroom, information concourse, and multimedia laboratory. It is designed to foster collaborative learning among students and faculty, while teaching library users specific

techniques to increase their information competency abilities.

**Legal Bibliography Presentations Can Be Murder: An Alternative to the Lecture**, by Joe C. Morris & Rhea Ballard-Thrower. *Legal Reference Services Quarterly* 16, no. 3 (1998): 23-44.

Attempts to provide legal bibliography instruction to non-law librarians can be pretty tedious. Librarians at the Georgia State University's College of Law Library wrote and presented a play—a murder mystery—which makes extensive use of audience participation and introduces a number of legal bibliographic references. The full script is presented in the article.

**Development of Critical Thinking Skills: An Analysis of Academic Library Experiences and Other Measures**, by Ethelene Whitmire. *College & Research Libraries* 59, no. 3 (May 1998): 266-273.

The purpose of this study was to determine the influences that affect the development of critical thinking skills in undergraduate students. It examined students' background characteristics, library experiences, experiences with faculty, course learning and experiences with writing to determine the greatest influences. The findings suggest that academic librarians should design library research skills courses to increase students' focused use of the academic library and its resources in order to increase their critical thinking skills.

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## LIBRARY RESEARCH

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**The Utility of Electronic Mail Follow-ups for Library Research**, by Ann Roselle & Steven Neufeld. *Library & Information Science Research* 20, no. 2 (1998): 153-161.

This article compares the use of electronic mail and postal mail in the follow-up state of a library research project using a mailed questionnaire. Results show that e-mail as a follow-up method is as effective as postal mail in terms of both the speed and size of the survey response. Additional benefits and drawbacks of this use of e-mail are discussed.

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## MANAGEMENT

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**Assessment of Team Leader Effectiveness within Self-Managed Teams**, by Suzanne Gust-Thomason & John T. Yantis. *Community College Journal of Research and Practice* 22, no. 2 (March 1998): 159-167.

This study is an assessment of the effectiveness of team leaders at College of the Mainland,

Texas City, Texas. Communication skills were found to be among the most valued within the team management structure. Team leaders perceived their communication skills and activities to be more effective than did the team members.

**The Works for Library and Media Center Management: DOS and Windows Edition**, by Janet Noll Naumer & Glenda B. Thurman. Englewood, CO: Libraries Unlimited, 1998. \$32.50. ISBN 1-56308-543-7.

This handbook explains how librarians can use the integrated software package Microsoft Works to automate and manage their libraries. Over 50 templates are provided on a 3.5" disk, for a variety of tasks, such as inventory, budgeting, collection analysis, correspondence, newsletters, and similar functions.

**How to Satisfy and Delight Your Customer: How to Manage for Customer Value**, by William J. Pardee. New York: Dorset House, 1996. \$40.00. ISBN 0-932633-35-8.

"Pardee describes a process for optimizing product performance by achieving the discovery of desired customer benefits for any potential product or service and a method for building those benefits into the design and delivery of those products and services. .... Pardee presents well-organized, practical instruction and advice that can be applied to settings in both the private and public sectors." Reviewer: Matthew L. Saxton *Library Quarterly*, 68, no. 2, (April 1998) pp. 240-242.

**Costing and Pricing in the Digital Age: A Practical Guide for Information Services**, by Herbert Snyder & Elisabeth Davenport. New York: Neal-Schuman, 1997. \$45.00. ISBN 1-55570-311-9.

"Costing and pricing issues can be complex. However, Snyder and Davenport do an excellent job of simplifying many of the difficult principles of managerial accounting. ... Given the complexity of managerial accounting, this book is a worthwhile addition to any information manager's collection of resources needed to deal with costing and pricing." Reviewer: Bruce R. Kingma *Journal of the American Society for Information Science*, 49, no. 7 (May 15, 1998), p. 668.

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## ONLINE INFORMATION SYSTEMS

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**Dialog Tackles Renewal in the New Information Age**, by Mick O'Leary. *Online* 22, no. 3 (May/June 1998): 57-64.

O'Leary provides a brief history of Dialog, from its beginnings as a "step-child" of the Lockheed

corporation, through its purchase and subsequent re-sale by Knight-Ritter in the Fall of 1997. The new owner is M.A.I.D, a firm based in Great Britain. He then outlines the obstacles Dialog (M.A.I.D.) must overcome to continue to be successful, among which are (1) the maintenance of its present base of information professionals, and (2) the development of a substantial end-user market.

**Head to Head: Searching the Web Versus Traditional Services**, by Jeffery K. Pemberton, Marydee Ojala, & Nancy Garman. *Online* 22, no. 3 (May/June 1998): 24-28.

The first two authors of this article each searched for information on "virtual communities," Pemberton on the Web, Ojala on LEXIS-NEXIS. Garman evaluated the results of the two searches. While the result was not clear-cut, she recommends that, for a broad topic related to the Web, such as this one, the Web is probably the place to begin.

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## OUTSOURCING

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**Outsourcing Library Technical Services Operations: Practices in Academic, Public and Special Libraries**, edited by Karen A. Wilson & Marylou Colver. Chicago, IL: American Library Association, 1997. \$38.00. ISBN 0-8389-0703-2.

"More appendices outlining contract specifications would have strengthened the case studies and provided potential assistance to those who are anticipating outsourcing. The book was intended to present case studies of successful outsourcing, however; and this purpose was fulfilled.... Anyone with an interest in the subject will find this work a useful addition to the literature."

Reviewer: James W. Williams *College & Research Libraries*, 59, no. 3 (May 1988), pp. 288-289.

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## PERSONNEL & STAFF DEVELOPMENT

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**Recruiting Employees: Individual and Organizational Perspectives**, by Alison E. Barber. Thousand Oaks, CA: Sage Publications, 1998. \$21.95. ISBN 0-7619-0943-5.

The author delineates three separate stages of recruitment (generating applications, maintaining applicant status, and influencing job choice) and discusses existing knowledge and important unanswered questions relevant to each of these stages. Traditional recruitment topics such as reactions to initial interviews are covered. Alternative theoretical frameworks

and different research methods are also proposed.

**Customer Service Employees: Predictors of Job Tension and Job Satisfaction**, by Kenneth Clow, Jerry D. Rogers, & Donald Baack. *Journal of Customer Service in Marketing & Management* 4, no. 2 (1998): 39-51.

This research study examined three variables (1) employee feelings about the job expressed as job satisfaction and job tension (2) perceived role conflict and ambiguity, and (3) supervisory behaviors in the area of empathy. In essence, the data suggest that workers want emotional support more than intellectual advice or concern. Empathetic concern may indicate a kind of involvement in a situation which is not present merely by saying "I understand how you feel."

**Academic Librarians and the Pursuit of Tenure: The Support Group as a Strategy for Success**, by Jeannie P. Miller & Candace R. Benefiel. *College & Research Libraries* 59, no. 3 (May 1998): 260-265.

Faculty status with the accompanying quest for tenure is a fact of life for three out of four academic librarians. Most librarians have not received extensive training in research methodology, their work schedules lack flexibility, and they usually have limited access to research funds. Given these constraints, the support and assistance of colleagues is crucial, and the establishment of an informal tenure support group can provide a means of discussing common concerns and working toward effective solutions.

**Writing Resumes That Work: A How-To-Do-It Manual for Librarians**, by Robert R. Newlen. New York: Neal-Schuman, 1998. \$39.95. ISBN 1-55570-263-5.

This work assists the job-seeking librarian in preparing a well-organized and positive resume. It provides advice on phrasing a personal history, defining job objectives, connecting relevant skills and experience to those objectives, and attaining one's goals. Advice is also offered on keeping a resume sharp, writing cover letters, and using computers to create resumes.

**The Role of Recruitment in Achieving Goals Related to Diversity**, by Mark Winston. *College & Research Libraries* 59, no. 3 (May 1998): 240-247.

Research conducted in various disciplines, including librarianship and information science, has identified factors which have an impact on an individual's career decision. This knowledge should influence the profession's recruitment strategies, and improve its ability to increase the number of minority academic librarians.



## REFERENCE SERVICE

**\*\* Tiered Reference Services: A Survey**, by Vicki Coleman, Lynne Hambrie, Dorothy Fos, & Fatimah Ishaq. *The Reference Librarian*, no. 59 (1997): 25-35.

The Texas A&M University library used concise user surveys to elicit feedback on the different aspects of tiered services. The services are: Information Desk, Reference Desk, and Database Room. Results of the survey indicate that users detect a difference in the level of service at each tier. The staff are graded on three criteria; courtesy, informativeness, and promptness. Overall the department is perceived as courteous but needs improvement on the other two criteria.

**Surfing the Stacks in an Electronic Age**, by Betsy Darrah. *The Reference Librarian*, no. 59 (1997): 121-129.

Librarians are beginning to pay considerably less attention to the books in their reference collections than to the online sources. This is cause for concern, since materials in the print format are often preferable to the electronic. They can be more accessible, quicker, and easier to use. Their content are likely to be more comprehensive and are often unique. Librarians are urged to continue to become familiar with and use the books in the reference collection.

**\*\* Master Reference Librarians for a New Age: A Study of Characteristics and Traits**, by JoAnn DeVries & Patricia M. Rodkewich. *The Reference Librarian*, no. 59 (1997): 203-214.

In a follow-up to a 1990 study of characteristics of persons considered "Master Librarians" in the Minneapolis area, the authors interviewed a broader group to determine if the characteristics had changed much in view of the rapid growth of electronic resources. The original six traits were: to be approachable, to be curious, to have empathy, to be persistent, to have logical thought patterns, and to be intuitive. The new survey added two more: to be flexible/adaptable, and to have the ability to collaborate/work with others.

**Tears Live in an Onion**, by Paul Doty. *The Reference Librarian*, no. 59 (1997): 113-119.

Efforts to create a standard interface for computer networks on either a local or a global scale brings the advantage of simplifying bibliographic instruction, but also brings a new set of issues to reading. This essay argues that online mediums of publication erase genre distinctions, and that reference service should move toward instructing people in mediums, not systems.

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

**Forming a Reference Philosophy: The Role of Shared Values**, by Jeffrey A. Franks. *The Reference Librarian*, no. 59 (1997): 15-23.

In order to provide service which is consistent in nature and scope, individuals within the department must embrace the same or very similar service philosophy. It is the role of the department chair to lead the unit toward a service philosophy which all members of the department can embrace. The overall nature of this philosophy, while reflecting the library's mission and existing resources, should be based primarily upon the department's shared values.

**The Reference Realist in Library Academia**, by Patricia Gebhard. Jefferson, NC: McFarland & Co., 1997. \$34.50. ISBN 0-78643-0237-7.

This is "an excellent, clear, and easy-to-read book about what it means to be a reference librarian in an academic library. An experienced reference librarian herself, Gebhard intends her book for the library school student, the neophyte librarian, and 'someone contemplating becoming a librarian.' .. It is a well-researched book with extensive endnotes and an index, and it is imbued by the work experience of the author. Highly recommended for all reference librarians and library administrators." Reviewer: Marika Asimakopulos *Information Outlook*, 2, no. 5 (May 1998), p. 42.

**Leveraging the Wave: The Role of Today's Academic Reference Librarian**, by Deborah S. Grealy. *The Reference Librarian*, no. 59 (1997): 93-102.

External factors like institutional mission and the availability of resources can determine the ease with which the reference librarians can stay afloat in the vast sea of technological change, and may influence the direction of flow, but ultimately it is the flexibility, resourcefulness, and creativity of the librarian that will determine whether the library's contribution is of lasting value, or not.

**\*\* Making the Right Assumptions: Know Your User and Improve the Reference Interview**, by Tam Hoskisson. *The Reference Librarian*, no. 59 (1997): 67-75.

The most common (but incorrect) assumptions reference librarians make about their patrons are: (1) the user has stated his actual information need; (2) the user has some idea of the sources which contain the information; (3) the user knows something about the library's arrangement; (4) the user has understood what the librarian has said; (5) the user will let the librarian know if the question has been interpreted correctly; (6) the user will let the librarian know if the answer is not satisfactory; and (7) the user is interested in the librarian's "professional competency."

**Pleasures and Pitfalls That Can Make or Break a Reference Encounter**, by David Isaacson. *The Reference Librarian*, no. 59 (1997): 59-65.

A successful reference encounter is one in which (a) the librarian has effective knowledge of sources, (b) the question has been properly negotiated, and (c) the patron feels positive about the department even if no answer was found to a particular question. Several examples of encounters, some pleasurable and some with pitfalls, are described.

**Crossing the Line: A Cataloger Goes Public**, by Bonnie E. Johnson. *The Reference Librarian*, no. 59 (1997): 147-151.

Working in both public and technical services can be beneficial to one's job performance in each area. Working as a cataloger and reference librarian helps diminish animosities that may exist between the two groups and promotes understanding and cooperation.

**Plays Well with Others, or the Importance of Collegiality within a Reference Unit**, by Dixie A. Jones. *The Reference Librarian*, no. 59 (1997): 163-175.

Provision of consistently excellent service is more easily done when each member of the unit feels that his or her individual contribution is valuable, and each is treated fairly, receives due credit, is secure enough to consult with a colleague with the expectation of receiving help, and is secure enough to provide such help willingly. The tone for setting such an atmosphere is largely dependent upon the actions of the head of the unit who must set an example of fairness, cooperation, and striving for excellence, while providing encouragement to update skills.

**Management by Wandering around: Reference Rovering and Quality Reference Service**, by Michael Lorenzen. *The Reference Librarian*, no. 59 (1997): 51-57.

Reference rovering is the practice of leaving the desk and moving about the reference area to actively assist patrons. Among the benefits are: the librarian is free to go to patrons and help as needed; problems are discovered more quickly; patrons are taught at the point of use; and hands-on individual instruction becomes feasible. A major disadvantage is the problem of staffing. Rovering leads to a noisier reference area. Some patrons dominate a librarian's time, and expect that the rover will help with their problems every time they come to the library.

**Scheduling Technical Services Staff at the Reference Desk**, by Ruth H. Makinen. *The Reference Librarian*, no. 59 (1997): 139-146.

The scheduling of technical services staff at the reference desk of the University of Minnesota's bio-medical library achieved several benefits. Among them were: improved service due to the technical services staff expertise; improved flex-

ibility in staffing; improved knowledge of the system on the part of reference librarians; improved morale; and a stronger sense of the value of their work on the part of technical services staff.

**An Attitude of Caring**, by Dennis S. Miller. *The Reference Librarian*, no. 60 (1998): 139-144.

As reference librarians, our goal with every patron contact should be to go the extra mile, to make patrons stop and realize that they have received service beyond their expectations. Outstanding customer service is not so much a skill to be learned as it is an attitude. It is an attitude of genuine caring for people, a desire to help people to the fullest extent of our capabilities. Public librarians who do not possess this desire simply do not belong in the public sector of the library.

**Managing Reference Services in the Electronic Age: A Competing Values Approach to Effectiveness**, by Virginia A. Papandrea. *The Reference Librarian*, no. 60 (1998): 111-126.

The competing values approach to effectiveness is presented as an integration of three existing models of organizational effectiveness, encompassing the contradictory values of an internal and an external focus, a control and a flexibility orientation, and means and ends. Implications of the approach for reference management are discussed, and the movement toward diversified team structures examined as a possible solution to the problems of managing reference in the electronic age.

**The Human Side of Reference in an Era of Technology**, by Kwasi Sarkodie-Mensah. *The Reference Librarian*, no. 59 (1997): 131-138.

As libraries become more technologically challenging in their use, reference librarians have to be aware of the human aspects viable in the performance of their duties. They are challenged to recognize the diverse users and their needs, to be clear in their definition of the terminology used in this new era, to emphasize critical thinking and the existence of print, and to be willing to learn as much as possible.

**\*\* Eight Days a Week: The Art of Reference Desk Scheduling**, by Roger Stelk & Suping Lu. *The Reference Librarian*, no. 59 (1997): 37-50.

Even though desk scheduling is an indispensable element in the smooth functioning of most reference operations, there is little to be found in library literature which addresses the problem. This paper focuses on the philosophical issues and human elements involved in reference desk scheduling. It also examines the relationship between the scheduler and schedulee and the management of conflicts which will inevitably occur.

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

**Patron Attitudes toward Computerized and Print Resources: Discussion and Considerations for Reference Service**, by Jane M. Subramanian. *The Reference Librarian*, no. 60 (1998): 127-138.

Many patrons in an academic setting have preconceived attitudes regarding the use of particular formats of indexes and other materials. These attitudes can interfere with a patron's more successful retrieval of needed resources from other formats. The impact of these preconceived views is explored in terms of providing reference service and in overcoming these views which present obstacles to retrieval.

**Techno Reference: Impact of Electronic Reference Resources on Traditional Reference Service**, by Terri Petersen Summey. *The Reference Librarian*, no. 59 (1997): 103-111.

In order to continue to provide needed services to library users, institutions must change from passive, reactive reference service to proactive reference assistance targeted to the users' needs. The goal of meeting the needs of library users will mold the future of library reference services. Using market research techniques, libraries need to find out what their customers want and begin to tailor reference services to those demands.

**\*\* Automated Reshelving Statistics as a Tool in Reference Collection Management**, by Jeanie M. Welch, Lynn A. Cauble, & Lara B. Little. *Reference Services Review* 25, no. 3-4 (Fall/Winter 1997): 79-85.

The authors discuss a project to track the usage of print reference titles through automated reshelving statistics and the usefulness of these statistics in making reference collection development and management decisions. The data proved to be useful in making weeding and acquisitions decisions in the reference collection.

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## SCHOLARLY COMMUNICATION

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**From Print to Electronic: The Transformation of Scientific Communication**, by Susan Y. Crawford, Julie M. Hurd, & Ann C. Weller. Medford, NJ: Information Today, 1996. \$39.50. ISBN 1-57387-030-7.

"This book joins the growing body of literature on changes in scholarly communication patterns brought about by advances in technology. ... At the core of this book are three case studies that show how technology has changed communication modes in three specific scientific disciplines. ... The book manages to bring to the fore the importance of the changes that have occurred in scientific communication in the increasingly electronic world."  
Reviewer: Marianne Afifi

*Journal of the American Society for Information Science*, 49, no. 7 (May 15, 1998), p. 670.

**How to Get Research Published in Journals**, by Abby Day. London: Gower, 1996. \$28.95. ISBN 0-566-07886-4.

This work "reintroduces researchers, academics, and students to the idea of writing as work, the dynamics of the writer-audience relationship, and general rules of thumb for manuscript preparation. ... the book provides crucial information for researchers, academics and students in many fields and at different stages in their publishing careers. .... If you want to write and publish but never quite get around to doing it, there is a very good chance that this book will help you get ideas into print."

Reviewer: Margaret Williams  
*Journal of Scholarly Publishing*, 29, no. 3 (April 1998), pp.186-188.

**Where, When, Why: Academic Authorship in the UK**, by Sarah Pedersen. *Journal of Scholarly Publishing* 29, no. 3 (April 1998): 154-166.

New data on the academic profession in the UK paints a picture of an aging and insecure workforce operating under the stress of a shift towards part-time and contract employment. The effect on scholarly publishing is profound as pressure to publish intensifies. The relative importance of various publishing formats may have affected the acceptance of electronic publishing as well.

**The Wave of the Present: The Printed Scholarly Journal on the Edge of the Internet**, by Christopher L. Tomlins. *Journal of Scholarly Publishing* 29, no. 3 (April 1998): 133-150.

Contemporary editors have an obligation to respond to the rise of electronic publishing seriously and critically, just as scholarly editors earlier established and now maintain essential critical standards for professional scholarship. The future of the editorial process is assured, because it is integral to the production of scholarship that can be trademarked as proficient and dependable. Lately, the discourse of proponents of online publishing has been moving towards precisely the same conclusion.

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## SECURITY & DISASTER PREPAREDNESS

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**Management of Library and Archival Security: From the Outside Looking In**, edited by Robert K. O'Neill. Binghamton, NY: Haworth Press, 1998. \$29.00 (Published simultaneously as the *Journal of Library Administration*, 25, no. 1). ISBN 0-7890-0519-0.

This work gives librarians and collection directors practical and helpful suggestions for developing policies and procedures to minimize

theft. In addition, it offers guidance on dealing with the aftermath of a robbery or natural disaster that destroys materials.

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## SPECIAL COLLECTIONS

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**New Roles for Special Collections on the Network**, by Peter S. Graham. *College & Research Libraries* 59, no. 3 (May 1998): 232-239.

There will be no special collections on the network in the traditional sense because electronic information is not maintained in artifacts. However, special collections will continue in importance because of the continuing importance of artifactual documents. Special collections librarians may have new and distinctive roles in the electronic environment, particularly with respect to intellectual property and in the merging of special and general digital collections.

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## WORLD WIDE WEB

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**Text Retrieval Online: Historical Perspective on Web Search Engines**, by Trudi Bellardo Hahn. *Bulletin of the American Society for Information Science* 24, no. 4 (April/May 1998): 7-10.

Hahn reviews the development of full-text retrieval systems, the first of which appeared more than 30 years ago. She notes the gradual addition of features such as the (NEAR) operator, truncation, data-range specification, and other traits as they were developed and imple-

mented by various system designers. She then notes that despite their impressive ability to search upwards of 50 million Web sites, the present search engines leave much to be desired. "The apparent ease of use masks the actual difficulty in finding useful information."

**\*\* The Retrieval Power of Selected Search Engines: How Well Do They Address General Reference Questions and Subject Questions?**, by Ingrid Hsieh-Yee. *The Reference Librarian*, no. 60 (1998): 27-47.

This study evaluated eight major search engines by searching 26 questions in each of them. Data show that the selected search engines could not produce good results for real reference questions but did well with made-up subject questions. It also found that search engines performed differently for the two types of questions: InfoSeek performed best with subject questions, whereas Open Text was best with reference questions. The other six search engines were: Alta Vista, Excite, Lycos, Magellan, WebCrawler, and WWW Worm.

**Authoritative Guide to Web Search Engines**, by Susan Maze, David Moxley, & Donna J. Smith. New York: Neal-Schuman, 1997. \$49.95. ISBN 1-5570-305-4.

The authors "have done an excellent job of explaining how search engines work, and how and why they do not. This book is clearly intended for the practicing information professional ... the *Guide* is an admirable work, well written (and printed in very large print, perhaps in recognition of the eyestrain induced by Web surfing) and amply illustrated. ... This book is recommended for any information professional who uses search engines." Reviewer: Candy Schwartz

*Journal of the American Society for Information Science*, 49, no. 7 (May 15, 1998), p. 672.

**\*\* Document + Program Hybrids on the Internet and Their Impact on Information Transfer**, by Paul Nieuwenhuysen & Patrick Vanouplines. *Online & CD-ROM Review* 22, no. 2 (April 1998): 55-72.

This article looks at some new tools and techniques related to the Internet which form the basis for mixtures of documents and services, termed "document + program hybrids." These new systems represent an evolution from documents on the one side and computer programs on the other to a hybrid which combines features of both. A collection of URLs is included which illustrate these new techniques. Recent methods, techniques, standards, and protocols on the Internet that form the basis of the evolution are listed.

**Visual Maps of the World Wide Web: Helping the User Find the Way**, by Ruth A. Palmquist & Susan P. Sokoll. *The Reference Librarian*, no. 60 (1998): 49-60.

Many Internet users report the "lost in cyberspace" phenomenon, and print publishers have tried to meet the users' need to find good content on the Web. This paper examines some of the techniques being used to create electronic "maps" of the Web's intellectual content. Some of the same features of real maps are being used to provide some cognitive sense of the contents of special topical areas.

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

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