

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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ACADEMIC LIBRARIES

Things They Carry: Attitudes toward, Opinions about, and Knowledge of Libraries and Research among Incoming College Students, by Bryn Geffert & Beth Christensen. *Reference & User Services Quarterly* 37, no. 3 (Spring 1998): 279-285.

This survey of 521 incoming students at a small college gathered data on the student's perceptions of libraries. Some findings corroborated stereotypes, some contradicted them. Those with high GPAs from high school were more likely to doubt the reliability of Internet material, enjoy unstructured time in the library, and have used both interlibrary loan and newsgroups. Female students were more likely to have read five or more books over the summer, and to think that there was a 50/50 chance that the Internet would replace libraries.

The Status of Academic Libraries in the United States: Results from the 1990 and 1992 Academic Library Surveys, by National Center for Educational Statistics. NCES 97-413. Washington DC: NCES, 1997.

"Research Universities reduced their libraries' share of the pie 18.99% between 1979 and 1990. The percentage drop sharpened according to the biennial survey, with specialized public schools taking the hardest hit at 21.4%." The report is available as downloadable PDF files at <http://nces.ed.gov/pubs>.

Reviewer: Albert Henderson

Publishing Research Quarterly, 14, no. 1 (Spring 1998), pp. 88-89.

CATALOGING & CLASSIFICATION

Added Access Points in Thesis Cataloging: Enhancing Public Service without Running Athwart Input Standards, by Kay E. Lowell. *Cataloging & Classification Quarterly* 26, no. 2 (1998): 57-71.

Library users often need to search for locally-produced dissertations and theses by access points, such as advisor or department of origin, that have not been supported in the cataloging rules or US-MARC format. However format integration and changes in OCLC fields have provided ways for libraries to bring local practice in conformity with AACR2 and OCLC standards. This paper describes the evolution of local policies at the University of Northern Colorado Libraries to meet these requirements

Cataloging Procedures on the Web: The Greatest Thing since MARC, by Virginia M. Scheschy. *Cataloging & Classification Quarterly* 26, no. 2 (1998): 11-23.

By using Web technologies, local cataloging procedures are easily updated, broadly available, searchable, and capable of linking directly to related resources. Catalogers' skills in organization and classification provide a good foundation for learning the basics of Web creation. This article presents some guidelines dealing with the logical organization of procedures on the Web, along with the use of appropriate language and consistent design.

CIRCULATION

Optimizing a Library's Loan Policy: An Integer Programming Approach, by Hesham K. Al-Fares. *Journal of the American Society for Information Science* 49, no. 13 (November 1998): 1169-1176.

Previous studies of loan policies have focused only on the length of the loan period, not considering the maximum number of books allowed to be borrowed. This article combines both variables into a more complete model. An integer programming model is formulated whose solution yields the optimum loan period and optimal limit on the number of books that can be borrowed to maximize user satisfaction.

COLLECTION MANAGEMENT

Faculty—Library Teamwork in Book Ordering, by Robert Neville, James Williams III, & Caroline C. Hurt. *College & Research Libraries* 59, no. 6 (November 1998): 524-533.

The authors describe the method they have developed for faculty liaison, respecting the varied nature of the collections, the uneven pricing, and departmental cultures involved. Two examples, the computer science collection and the English collection, illustrate this range. The former requires the most recent information available and uses relatively little faculty input; the latter seeks to balance primary and secondary materials and benefits from extensive faculty advice.

Acquisitions and Collection Development in the Humanities, edited by Irene Owens. (Also published as *Acquisitions Librarian*, nos. 17/18). Binghamton, NY: Haworth Press, 1997. \$49.95. ISBN 0-7890-0368-6.

"This book guides the selector through the current humanities environment by focusing on the electronic landscape and emerging subject

areas. It also suggests ways to maximize one's spending effectiveness during austere times. ... The book is topical, describing the current library climate adequately. It includes citations to many web sites, a fact that may affect its shelf-life, given that electronic resources evolve so rapidly."

Reviewer: Christopher G. Lewis
Reference & User Services Quarterly, 37, no. 4 (Summer 1998), pp. 387-388.

CONSERVATION & PRESERVATION

Computerization of the Archivo General de Indias: Strategies and Results, by Pedro González. Washington, DC: Council on Library and Information Resources, 1998. \$20.00. ISBN 1-8887334-61-0.

The project of the Archivo General de Indias (AGI) in Seville, Spain is an important case study both for its size and for its track record. The objective was to offer digital surrogates to reduce the handling of originals. The report illustrates the range of difficult decisions that managers faced throughout the project. It is hoped that the experience of the AGI will be a useful case study for planners facing the myriad challenges posed by their own digitizing projects.

COPYRIGHT & INTELLECTUAL PROPERTY RIGHTS

Royalty Fees Part IV: Authors' Rights, by Stephanie C. Ardito & Paula Eiblum. *Online* 22, no. 6 (November/December 1998): 70-74.

In their ongoing series about copyright, the authors surveyed a number of writers, some free-lance, some academic. They found that over three-quarters of the authors retained all or some of their rights when negotiating contracts with publishers, but most do not negotiate separate print and digital rights. Whether publishers have a blanket right to reprint an article in digital form without the author's permission is still undecided, as a court case on the issue is on appeal.

Copyright: A Challenge to Distance Learning—Part II, by Laura N. Gasaway. *Information Outlook* 2, no. 11 (November 1998): 15.

An instructor in a distance education class may use the Internet in a number of useful ways, such as communicating via e-mail, or giving a test. However, copyright issues become involved when the instructor wishes to post course material on the Web, particularly regarding multimedia presentations, which

raise not only the question of reproduction rights, but of performance rights as well.

Copyright: A Challenge to Distance Learning—Part III, by Laura N. Gasaway. *Information Outlook* 2, no. 12 (December 1998): 13.

Copyright laws make a distinction between for-profit and non-profit organizations regarding the need to get permission to perform or display copyrighted works. The latter group has an exemption for educational purposes, while the former does not. In either case, however, the copyright holder will almost always require that the provider have a way to limit access only to students enrolled in the course in question.

Guidelines for Educational Use of Copyrighted Materials, edited by Peggy Hoon. Pullman, WA: Washington State University Press, 1997. \$15.00. ISBN 0-87422-161-7.

This work is "an excellent digest of current copyright law—concise, practical, and easy to use. It takes a conservative approach to interpretation of the law, erring (if at all) on the side of caution. ... It condenses a relatively indigestible law into manageable and comprehensible bites, providing a solid overview of copyright law as well as answers to specific application problems."

Reviewer: Janita Jobe
College & Research Libraries, 59, no. 6 (November 1998), pp. 588-590.

Licenses and Information Wares: An Update on UCC Article 2B, by Laurel Jamtgaard. *Information Outlook* 2, no. 11 (November 1998): 31-36.

Article 2B of the Uniform Commercial Code (UCC) deals with the question of *licensing* of information, rather than its sale. This represents a dramatic break with past practice. When a book is sold, the purchaser has the right to do virtually anything with it short of making a copy. A license, on the other hand, could have strings attached to use, such as publishing criticism of the work, or lending it to anyone anytime. The entire question of Article 2B is still extremely controversial. The author urges librarians to join in this controversy, and provides addresses to which comments can be sent.

DISTANCE EDUCATION

The New MBA, by Ron Donoho. *Training* 35, no. 10 (October 1998): DL4-DL9.

A number of institutions are now providing advanced degrees, typically a Master's degree in Business Administration, by one form or another of distance education. The degree program at National University in San Diego is described in some detail. URLs are given for that school and a number of others addressing the same group of adult learners.

Issues and Innovations in Distance Learning, by William G. Jones. SPEC Kit 234. *Transforming Libraries* 6. Washington, DC: Association of Research Libraries, 1998. \$28.00.

This report explores the ways that libraries are currently supporting distance learning, both in its traditional and newer Internet-based forms. The projects of 10 institutions, ranging from the University of Maine to South Florida and Western Governors University, are described. The issues involved in library support of these programs are still unresolved. Will it provide document delivery? Will it provide pointers to Web-based related materials? Will it provide technical support to distant users?

The Role of ARL Libraries in Extension/Outreach, by Tamera Lee & Claudine Jenda. SPEC Kit 233. Washington, DC: Association of Research Libraries, 1998. \$40.00.

This survey aimed to: (1) identify the ARL libraries involved in extension/outreach services and the level of participation; (2) determine the types of services extended and the nature of the user population; and (3) determine the impact of these services on the library, including its financial donor programs. It includes policy and mission statements from six institutions, and descriptive literature from another 10.

Educational Journeys on the Web Frontier, by Ben Schneiderman. *Educom Review* 33, no. 6 (November/December 1998): 10-14.

The author describes the methods he has designed for teaching of Web-based courses. In one, he involved the students in a real-world project to provide computing support at a nearby old-age home. He has called this approach the "Relate-Create-Donate" method, in which students collaborate to understand a problem, create a solution for it, and give it to the parties involved.

Does the Virtual Classroom Really Exist or Is It Still out There, by Jim Sinclair. *Electronic Library* 16, no. 5 (October 1998): 297-299.

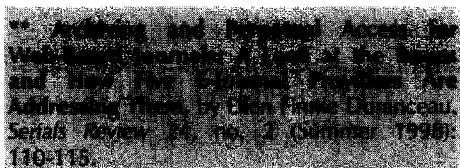
The advantages of the virtual classroom have been exaggerated by the "technoharbingers of the coming electronic good." At the same time, the advantages of real classrooms, which include identification, role modeling, guidance, socialization, and interactions, are being sacrificed. For the foreseeable future, the virtual classroom does not provide a viable alternative to conventional education.

Changing Global Scenario of Research on Distance Education: A Bibliometric Analysis, by M Suriya. *Malaysian Journal of Library and Information Science* 3, no. 2 (July 1998): 99-110.

Analysis of publications on distance education shows that articles dealing with the technology of delivering the program are the most popular

topic within the field. European countries accounted for 40% of the research, followed by North and South America (23%), Asia (18%), Oceania (16%), and Africa (3%).

ELECTRONIC JOURNALS



The author reviews the archiving and perpetual access approaches of five full text e-journal providers (Blackwell's Electronic Journals Navigator, Highwire Press, JSTOR, OCLC's Electronic Collections Online, and Project Muse) placing these approaches in the broader context of archiving issues for Web-based journals.

Net.Journal Directory: The Catalog of Full Text Periodicals Archived on the World Wide Web, by Lawrence Krumenaker. 3d ed. Woodstock, GA: Hermograph Press, 1998. ISBN 0-9659775-4-0.

"If you work in a library that relies on web-based access to obtain the full text of articles from periodical journals and research publications, the *Net.Journal Directory* is for you. . . . It is focused on those services that provide archives of information through web-based services, either as the direct publisher of the information or as an aggregate vendor." Reviewer: Roger Vicarius Skalbeck *Information Outlook*, 2, no. 12 (December 1998), p. 38.

ELECTRONIC PUBLISHING

Electronic Publishing and Libraries: Planning for the Impact and Growth to 2003, by David J. Brown. London: Bowker-Saur, 1996. £34.00. ISBN 1-85739-166-7.

"In summary, this book is a valiant effort to bring together the data relevant to British libraries' relationship with electronic media. It would have been difficult to do a better job of this in 1995, but the field changes so rapidly that the most important information is more about libraries and publishing in general than about the electronic media treated in depth in this book."

Reviewer: Thomas B. Hickey *Library Quarterly*, 68, no. 4 (October 1998), pp. 508-509.

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

Issues and Innovations in Electronic Theses and Dissertations, by George J. Soete. SPEC Kit 236. *Transforming Libraries* 7. Washington, DC: Association of Research Libraries, 1998. \$28.00.

The trend toward submission of dissertations and theses in electronic form is continuing to grow. Two institutions now require that students submit their work in this format. However, most schools are much more cautious. The technical issues are solvable, but the policy issues, such as the format of the submitted work, the form and extent of its distribution, and the division of responsibilities between the student and the various institutional departments (graduate college, the library, etc.) are very unsettled.

ELECTRONIC RESOURCES

Going Digital: Strategies for Access, Preservation, and Conversion of Collections to a Digital Format, edited by Donald L. DeWitt. (Also published as *Collection Management*, 22, nos. 3/4). Binghamton, NY: Haworth Press, 1998. \$59.95. ISBN 0-7890-0521-2.

This collection of papers addresses several topics related to the conversion from paper or film to electronic storage. Among the issues covered are: advantages and disadvantages of microfilm preservation or conversion; hardware and software choices required; questions of both staff and patron access; and cost comparisons between hardcopy and digital storage methods.

Converting a Card Index Backfile, by Ernest Perez. *Database* 21, no. 6 (December 1998): 63-65.

The conversion of any reasonably large card index into electronic form will inevitably be a complex and costly process no matter how one approaches it. Perez has been through this process a number of times, and discusses the comments of two vendors that specialize in the task. The advice from both is that one should "plan, plan, plan" before making a decision. They also recommend rekeying the data rather than scanning them, since the former allows you to add and update in ways that the latter does not.

Costing and Pricing in the Digital Age: A Practical Guide for Information Services, by Herbert Snyder & Elizabeth Davenport. London: Library Association Publishing, 1997. £24.95. ISBN 1-85604-189-1.

"Overall this approach not only represents a very interesting, informative and instructive overview of the financial management aspects of electronic service provision, but by providing a series of contextualized examples, case studies and practical exercises enables practitioners, teachers and students alike to explore the complexities of the topic effectively. It can be

strongly recommended to anyone intimately involved or likely to become involved in the production, development, management or exploitation of electronic resources."

Reviewer: Brenda Loughridge

Electronic Library, 16, no. 5 (October 1998), pp. 342-343.

Cost-Benefit Analysis of Electronic Information Services, by Peter I. Hajnal, Daniel C. Barkley, and Marianne A. Ferber. *Government Information Quarterly* 15, no. 6 (November 1998): 505-510.

Cost-Benefit Analysis (CBA) involves analyzing the benefits, or potential benefits, of offering a product or service and comparing them to the costs of offering that product or service. This article describes a study in which CBA was used to examine the cost-effectiveness of using Business Periodicals Online (BPO) at Penn State-Harrisburg. The analysis found that the cost of BPO was more than offset by the reduction in ILL costs to obtain the same materials. Although BPO was purchased through the materials budget, while the ILL reductions were in the operations budget, muddying the waters somewhat, CBA can provide insight into the true costs of providing services, regardless of budget line.

New Database Products: Social Science, Humanities, News and General (Issue 12), by Martha E. Williams & Daniel E. Burgard. *Online & CD-ROM Review* 22, no. 5 (October 1998): 323-336.

A total of 254 new social science, humanities, news, and general databases are reported in this article. Some 65% are totally new, while the remainder were new publications of existing databases in the same medium but by a different vendor, or in a new medium. Most of these databases are on CD-ROM, although online versions account for about 20% of the total.

ELECTRONIC TEXTS

The Coming of the Electronic Book, by Brian McKenna. *Online & CD-ROM Review* 22, no. 5 (October 1998): 346-348.

Four different versions of the electronic book are either already on the market or soon will be. RocketBook, roughly the size of a paperback, can store 4,000 pages. It receives electronic text via the WWW. Softbook, which has its own database reached over phone lines, can hold about 100,000 pages. A third competitor is Everybook, which has two color screens, but is projected to cost over \$1,000. The fourth, Milenium Reader, is similar to Rocketbook.

Government Information Quarterly, 15, no. 4 (1998): 419-443.

GOVERNMENT INFORMATION

International Information: Documents, Publications and Electronic Information of International Government Organizations, edited by Peter I. Hajnal. 2nd ed. Englewood, CO: Libraries Unlimited, 1997. \$105.00. ISBN 1-56308-147-4.

"The second edition achieves its goal of not only updating and revising the content of the first edition but also enhancing one's understanding of a very complex set of materials. Hajnal's knowledge coupled with that of his contributors had produced a reference guide which should be in every library collection or on the desk of the person responsible for working with international government organization materials."

Reviewer: Daniel C. Barkley

Government Information Quarterly, 15, no. 4 (1998), pp. 447-449.

Government on the Web: A Comparison between the United States and New Zealand, by Peter Herson. *Government Information Quarterly* 15, no. 4 (1998): 419-443.

Both the U.S. and New Zealand have views of information management and information delivery through the WWW. The U.S. links the actions of agencies to a strategic planning process involving the use of performance indicators, whereas New Zealand has a lesser commitment to information dissemination. Performance indicators reflecting a customer's perspective could apply to U.S. government sites, thereby improving the public's right to know, open government, and public access. The article identifies future directions for research and evaluation, and illustrates that government information for both countries need not appear in textual form.

The Impact of the National Performance Review and Other Forces on the Rights of an Informed Citizenry: A Case Study in Reinvention—Reforming Government Publication, by Eric C. Peterson. *Government Information Quarterly* 15, no. 4 (1998): 383-392.

Title 44 of the *United States Code*, governing the printing, publication, dissemination, and access to government publications, was written over 100 years ago. Over the past decade there has been a steady migration of printing and related services away from the Government Printing Office. Most of this migration is due to changes in technology, the open encouragement of the present administration, and the slowness of GPO to adapt to agency needs and demands.

However, this migration has had severe effects on the formerly comprehensive, if slow, distribution of government publications. Many materials are no longer being sent to depository libraries, and others are not kept track of in any way. A revision of Title 44 sponsored (S.1288) will, it is hoped, correct these problems.

HIGHER EDUCATION

Campus Climate: Understanding the Critical Components of Today's Colleges and Universities, edited by Karen W. Bauer. *New Directions for Institutional Research* No. 98. San Francisco: Jossey-Bass, 1998. \$23.00. ISBN 0-7879-1416-9.

This collection of six essays discuss characteristics of the students, faculty, and staff that define campus climate. In addition they offer some guidelines for effective assessment of the diverse campus populations and comment on the future of higher education based on the student trends of today. The last chapter, "Measures of Campus Climate," lists a large number of paper and pencil survey instruments and Web sites related to the assessment of campus climate from the perspectives of students, both current and withdrawn, alumni, and employees.

Academic Couples: Problems and Promises, edited by Marianne A. Ferber & Jane Loeb. Champaign, IL: University of Illinois Press, 1997. \$44.95. ISBN 0252023161.

"Writing from the perspectives of economics, history, sociology, law, and administration, the editors and contributors to *Academic Couples* illuminate a subject sure to be of interest to at least one third of all faculty who are married or living with partners. ... They have gone far to stimulate investigation of these and other essential questions about the intersection of higher education with the domestic lives of its workers."

Reviewer: David Post

Journal of Higher Education, 69, no. 6 (November/December 1998), pp. 701-703.

Quality Assurance in Higher Education: An International Perspective, edited by Gerald H. Gaither. *New Directions for Institutional Research* No. 99. San Francisco: Jossey-Bass, 1998. \$23.00. ISBN 0-7879-4740-7.

The first of eight essays in this work describes the evolution of the notion of quality assurance in higher education. Subsequent ones discuss the approach taken to it in the Netherlands, in Spain, in the U.S. and Britain, and in Scotland. These are followed by a chapter on quality assurance in the entrepreneurial university, one on the future dynamics of the entire process, and a selective resource guide covering Web sites and other electronic resources.

Current Funds, Revenues and Expenditures of Institutions of Higher Education: Fiscal Years 1987 through 1995, by National Center for Educational Statistics. NCES 97-441. Washington DC: U.S. GPO, Superintendent of Documents, 1997. \$4.00.

This report "is disappointing to the extent that it does not reflect the highly segmented nature of higher education. ... In short, trade and vocational schools are lumped with liberal arts col-

leges and research institutions. Further use of the Carnegie Foundation classifications would have been welcome." The report is available as downloadable PDF files at <http://nces/ed/gov/pubs>.

Reviewer: Albert Henderson
Publishing Research Quarterly, 14, no. 1 (Spring 1998), pp. 88-89.

The Order of Learning: Essays on the Contemporary University, by Edward Shils. New Brunswick, NJ: Transaction Publishers, 1997. \$34.95. ISBN 1-56000-298-0.

"This volume is a collection of fourteen essays by Edward Shils dealing with the general subject of the university as we know it today." Topics include academic freedom, universities and government, and the confidentiality and anonymity of assessment. "This is a volume that will be a good addition to the library of anyone seriously interested in the state of the modern university."

Reviewer: Charles E. Young
Library Quarterly, 68, no. 4 (October 1998), pp. 486-488.

Making Student Retention an Institutional Priority, by Debbie L. Sydow. *Community College Journal of Research and Practice* 22, no. 7 (October/November 1998): 635-643.

A study was conducted to determine the reasons for the unusually high rate of student attrition at a community college in Virginia. The results indicated that work and family conflicts were the primary reasons. The college formed a task force to develop and institute retention strategies, and a permanent committee was formed to ensure that the efforts at retention will continue.

IMAGE RETRIEVAL SYSTEMS

Searching for Images by Similarity Online, by Petér Jascó. *Online* 22, no. 6 (November/December 1998): 99-104.

While keywords and classification codes can help in searching for images, searching by similarity addresses the properties of the images themselves, independent of their content. The author describes the abilities of three such programs. The Virage image search engine allows searching by color, composition, texture, and structure. Excaliber offers six attributes for searching. QBIC, developed by IBM, is used by art museums which want to offer searchable art collections.



INFORMATION POLICY

Information Rules, by Carl Shapiro & Hal R. Varian. Boston, MA: Harvard Business School Press, 1998. \$29.95. ISBN 0-87584-863-X.

The advent of the "Information Age" has changed many things. However, the authors argue that, while technology changes, economic principles do not. This work distills the economic principles of information and networks into practical business strategies. The sections on "locked-in" and "switching" costs are particularly relevant to librarians considering contracts with database and other information service providers.

INFORMATION SCIENCE

Librarianship and the Information Paradigm, by Richard Apostle & Boris Raymond. Lanham, MD: Scarecrow Press, 1998. \$32.00. ISBN 0-8108-3273-9.

"Contests between champions of the L-word and the I-word are as near to culture wars as things get in library and information science. Readers with a lingering nostalgia for such debates, especially the L-side's fellow travelers, will take some delight in this vigorous, and occasionally abrasive, attack on the evils of 'the information paradigm.' ... The book offers very little however, to convince any but the converted. Not only are the contests between the L- and I-words beside the point because they rest on a false dichotomy, but also the antipathy shown by the authors to research is destructive."

Reviewer: Bernd Frohmann
Library Quarterly, 68, no. 4 (October 1998), pp. 498-500.

Meaning and Method in Information Studies, by Ian Cornelius. Norwood, NJ: Ablex, 1996. \$39.50. ISBN 1-56750-228-8.

"The quotation that begins the first chapter of this book opens with the question, 'What is a librarian?' To some extent the rest of the book is an attempt to provide an answer, but its scope is broader. It is an attempt to provide a coherent way of viewing library and information studies. ... The assumption is that some overarching method that links all of the [library and information science] activities is necessary. A problem with this assumption is that it is far from obvious. Why does it matter? There is something to be gained from reading the book, both for doubters like me, and for the less cynical, but do not expect light work."

Reviewer: John Weckert
Library Quarterly, 68, no. 4 (October 1998), pp. 500-502.

Zipf's Law and Writings on LIS, by B. K. Sen, Khong Wye Keen, Lee Soo Hoon, & Lim Bee Ling. *Malaysian Journal of Library and Information Science* 3, no. 2 (July 1998): 93-98.

This article presents the results of a study conducted to find the validity of Zipf's law related to the word length and the frequency of use in the case of library and information science literature. The results obtained from six different samples obey Zipf's law in all the cases with small deviations. The result provided by the sample comprising about 5,800 words fits the law best with just one deviation. The main exception is found to be one-letter words.

INFORMATION STORAGE & RETRIEVAL

**** Is Data Mining Right for Your Library?** by Kyle Banerjee. *Computers and Libraries* 18, no. 10 (November/December 1998): 28-31.

"Data mining" is a form of artificial intelligence that uses automated processes to find information. Though little used in libraries at present, it offers two advantages: (1) it can provide faster and more thorough access to materials than is provided by manual cataloging, and (2) it allows patrons to find materials without the assistance of highly-skilled staff. One example of a data mining program is the Web search engine, Northern Light. It automatically classifies hits into sub-folders based on data in the hits which was not specified in the original search. However, data mining is as yet unstandardized, and faces many technical hurdles before it can be widely used in libraries.

Indexing and Access for Digital Libraries and the Internet: Human, Database and Domain Factors, by Marcia J. Bates. *Journal of the American Society for Information Science* 49, no. 13 (November 1998): 1185-1205.

Current discussion regarding indexing on the Internet has ignored earlier research on a number of factors important in designing such systems. Bates describes three of these research areas: human factors, such as subject searching vs. indexing, and multiple terms of access; database factors, such as Bradford's Law and lognormal distributions; and domain factors (the general area under consideration). Better access might be possible if this research were made use of in designing retrieval systems for the Internet.

A Natural Language Thesaurus for the Humanities: The Need for a Database Search Aid, by Sara D. Knapp, Laura B. Cohen, & D. R. Juedes. *Library Quarterly* 68, no. 4 (October 1998): 406-430.

In the first part of this study, a comparison of terms in the *Humanities Index* with those in *The Contemporary Thesaurus of Social Science Terms and Synonyms* revealed a high degree of

overlap between the two. In the second part, some searches were conducted using controlled-vocabulary terms, some using free-text terms, and some using both in a single search. The results showed that using both yielded the best results.

INFORMATION TECHNOLOGY

Benching the Information Technology Analysts: Net Gain or Net Pain?, by Carol Beckman, Robert Schwartzwalder, & Charles Myers. *Online 22*, no. 6 (November/December 1998): 34-45.

A number of firms now offer consulting services relative to computer and network issues. This article describes seven of the larger and better known firms: Datapro, Forrester Research, Gartner Group, Giga Information Group, Yankee Group, Jupiter Communications, and Meta Group. Each is evaluated in terms of scope, kinds of services, prices, audience, time scale in which they work, target market, and level of customer service. Choosing the right firm for your needs depends on several factors such as the time scale you wish to have examined, the kinds of reports you want to get, and the amount you are able to spend on the service.

Bad Software: What to Do When Software Fails, by Cem Kaner & David Pels. New York: Wiley, 1998. \$29.99. ISBN 0-471-31826-4.

Computer programs which do not perform as advertised or which have defects represent not only the loss of money in their purchase, but in the loss of time while dealing with the problems. The authors provide information on how to get a refund, how to communicate with the publisher's technical staff, and how to understand and exercise your legal rights as a buyer.

Information Systems Innovation and Diffusion: Issues and Directions, edited by T. J. Larsen & E. McGuire. *Series in Information Technology Management*, Idea Group. \$49.95. ISBN 1-878-28946-2.

"Overall this book provides a very good mixture of theoretical and practical chapters on information systems which although clearly targeted at the business manager will appeal to any library manager wishing to keep abreast of current thinking in what is becoming an increasingly important issue within strategic management."

Reviewer: William Foster
Electronic Library, 16, no. 5 (October 1998), p. 345.



Restructuring Academic Libraries: Organizational Development in the Wake of Technological Change, edited by Charles A. Schwartz. (*ACRL Publication in Librarianship* no. 49). Chicago: Association of College and Research Libraries, 1997. \$28.00. ISBN 0-83-893478-1.

"This work is different from other writings in the field because it looks at the effect of technological change at the organizational level and not at the individual level. ... Librarians at every level and in every academic area will identify with issues from at least one article in this book. In fact, some of the articles may even be of interest to university administrators outside of the library, including those in computing centers."

Reviewer: Emma Duncan
Reference & User Services Quarterly, 37, no. 4 (Summer 1998), pp. 389-390.

INTERNET

Challenges and Opportunities: A Report of the 1998 Library Survey of Internet Uses at Seton Hall University, by Xue-Ming Bao. *College & Research Libraries* 59, no. 6 (November 1998): 535-543.

This survey of 786 students and faculty at Seton Hall revealed three challenges for academic librarians in providing Internet services. The challenges were: (1) to raise the users' level of satisfaction with the Internet; (2) to find ways to assist students and faculty in their use of the Internet; and (3) to find ways to provide effective Internet search training. The author concludes that: (1) the Internet is becoming more important as an information resource; (2) budget reallocations will be necessary to accommodate the changes occurring; (3) closer cooperation with the computer center is needed; (4) better instruction in search engines is needed; and (5) library home pages need to be better promoted among the potential users.

Proliferation and Categories of Internet Directories: A Database of Internet Subject Directories, by Subash Gandhi. *Reference & User Services Quarterly* 37, no. 4 (Summer 1998): 319-333.

The author has compiled a bibliography of articles which contain lists of Internet sites pertaining to a particular subject. He lists over 350 subject guides which have appeared in print in both popular and scholarly publications. Most of these bibliographies of URLs were compiled by non-librarians, and published in non-library journals.

Internet in the Workplace: Managing the Unmanageable, by Mary McCarty. *Online 22*, no. 6 (November/December 1998): 27-32.

In the face of hyperbole and exaggeration about the resources of the Internet from the uninformed or financially-motivated, professional

librarians should assert themselves as authorities on the content and quality of the available information. Since it is no longer possible to control the content of resources available to users, it is necessary to educate them regarding those resources. Several suggestions for educating upper and middle management, and for combating the various myths which have grown up around the Internet and the Web are given. Among these are: establishing yourself as the quality judge; demonstrating the advantages of using a professional searcher; and delegating some tasks to the end-user.

LAWS & LIBRARIANSHIP

** The Librarian's Duty of Care: Managing Professional Liability. *Reference & User Services Quarterly*, 38, no. 4 (October 1998): 365-385.

The issue of whether librarians and related information workers can and should be held accountable for negligent misinformation is explored. The article examines case studies that highlight the issue of accountability and relates it to the duty of care. It also discusses the customary arguments against holding librarians accountable for misinformation, namely the lack of contract between librarian and patron. The ethical approach taken by the profession has recently undergone a shift, partly as a result of certain legal decisions and partly as a result of changes in the profession, such as the need for librarians to formulate online searches on behalf of clients and interpret search results.

LIBRARIANSHIP

Books, Bricks & Bytes: Libraries in the Twenty-First Century, edited by Stephen R. Graubard & Paul LeClerc. New Brunswick, NJ: Transaction Publishers, 1998. \$24.95. ISBN 1-56000-986-1.

"Graubard and LeClerc have compiled and edited an engaging, eclectic, and thought-provoking collection that rises above being just another future prognosticator. Its appeal will most likely be to bibliophiles, those who work in libraries, and students who study information and library science, or, perhaps, communications or computer science."

Reviewer: Janie L. Hassard Wilkins
Journal of the American Society for Information Science, 49, no. 14 (December 1998), pp. 1336-1338.

Peer Review in Carnegie Research Libraries, by Joan M. Leysen & William K. Black. *College & Research Libraries* 59, no. 6 (November 1998): 512-522.

This article reports the results of a survey on structure, support, and expectations in place for peer review of librarians. The authors provide comparisons to previous research and discuss new information on the value placed on individual contributions in the review process. Librarian status is reviewed to uncover important differences in the specific structure of the review process and in how professional activities are weighed. "Regardless of the status assigned, [librarians] are expected to provide and interpret information resources, participate in university and professional committee activity and share scholarly and creative expertise." (p. 519)

The Information of the Image, by Allan D. Pratt. 2nd ed. Greenwich, CT: Ablex, 1998. \$73.25. ISBN 1-56750-346-2.

"This is the second edition of Pratt's classic work on information and librarianship, first published in 1982. Pratt starts from the basic concept of information—What is it? Why do people seek it?—then constructs principles of librarianship based on the answers to those questions. ... This short, exceptionally well-conceived book has been entirely updated from the first edition."

Reviewer: Charles Cole

Journal of the American Society for Information Science, 49, no. 14 (December 1998), pp. 1333-1334.

Criteria for Promotion and Tenure for Academic Librarians, compiled by Virginia Vesper & Gloria Kelly. (CLIP Note no. 26). Chicago: ALA, 1997. \$28.50. ISBN 0838979289.

The authors "have done a remarkable job in compiling CLIP Note no. 26. This volume will provide guidance for academic libraries and librarians who are in need of instruments or templates for their promotion and tenure review process. It will be indispensable for administrators and librarians interested in faculty status, tenure, or promotion for academic librarians."

Reviewer: Felix E. Unaeze

College & Research Libraries, 59, no. 6 (November 1998), p. 586.

LIBRARY AUTOMATION

Planning and Implementing Successful System Migrations, edited by Graeme Muirhead. London: Library Association Publishing, 1997. £35.00. ISBN 1-85604-218-9.

"The case studies presented are recent and cover a variety of types of institutions. ... Of particular interest is the Pachent and Reed

chapter which has a nice balance of both technical and human aspects. It was useful too to have a couple of cases which give the views from the 'other-side'—the vendor. The book is well presented and will no doubt be useful to anyone contemplating a library system migration in the next few years."

Reviewer: Anne Morris

Electronic Library, 16, no. 5 (October 1998), p. 342.

**** Achieving a "State of GUI," Nirvana and Beyond**, by Michael Schuyler. *Computers and Libraries* 18, no. 10 (November/December 1998): 32-34.

Schuyler comments on the growing trend among library automation vendors to adopt standard database design methods, and to allow libraries to "swap out" subsystems, such as circulation, for a new version without having to replace everything totally. It will soon be possible to mix and match subsystems from different vendors. He also notes the ways in which Amazon.com customizes its services to individual customers and suggests that libraries could learn much from that firm's methods.

LIBRARY COOPERATIVES

Collaborative Collections Management Programs in ARL Libraries, by George J. Soete. SPEC Kit 235. Washington, DC: Association of Research Libraries, 1998. \$40.00.

Collaborative collections management (CCM) programs are those which have written agreements or contracts between libraries which outline the commitments and responsibilities of the participants. Most survey respondents reported that they were members of at least one. Most CCM programs are either geographically based or are concerned with area studies.

LIBRARY INSTRUCTION

Librarian in a Strange Land: Teaching a Freshman Orientation Course, by Sarah Blakeslee. *Reference Services Review* 26, no. 2 (Summer 1998): 73-78.

The author discusses the events which led to her teaching a general education course, as well as the planning and background, course content, challenges of being a new teacher, combining librarianship and teaching, and the benefits derived from the teaching experience. Her better understanding of the students, she concludes, stems from having had extended opportunities to see what motivates them and interests them, and how they approach their assignments and learning.

Effectiveness of Hands-On Instruction of Electronic Resources, by Barbara Bren, Beth Hillemann, & Victoria Topp. *Research Strategies* 16, no. 1 (1998): 41-51.

This research focuses on the effectiveness of using hands-on instruction in a multiple-workstation instruction laboratory. Students receiving guided hands-on instruction retained more information than those experiencing a lecture/demonstration method. There were no differences related to gender. The results reinforce current views on the effectiveness of active learning.

Bibliographic Instruction and Mass Media News Literacy: A Theoretical Background, by Juris Dilevko. *Library Quarterly* 68, no. 4 (October 1998): 431-474.

This article suggests that bibliographic instruction librarians consider integrating a mass media news literacy and awareness component into their teaching duties. To this end, a theoretical framework for understanding mass media news influence is offered. A teaching strategy incorporating this framework is described. The strategy highlights one news event, and compares how different news sources report that event. Students should possess the skills to evaluate critically mass media sources such as mainstream newspapers and magazines.

Teaching News Media Practices in Bibliographic Instruction Classes: A Strategy Involving Framing and Sourcing Theory, by Juris Dilevko. *Research Strategies* 16, no. 1 (October 1998): 53-69.

This article urges bibliographic instruction librarians to develop programs in mass media news sources, and suggests how the theory of news framing and sourcing may be used to develop critical thinking skills. Coverage of the same two topics by mainstream corporate news sources and independent non-corporate sources is compared.

Computer Literacy and the Library: A New Connection, by Rachel F. Fenske. *Reference Services Review* 26, no. 2 (Summer 1998): 67-72.

At Eastern Washington University, library skills have become a part of the computer literacy program. In addition to the basic computer skills, the literacy program included seven sessions on the use of the library's information system. The author examines the development and design of the instructional program, the assessment of students' learning, and the overall effectiveness of the program.

**** Don't miss important and interesting items.**

Teaching Librarians to Teach: Recommendations on What We Need to Know, by Maureen Kilcullen. *Reference Services Review* 26, no. 2 (Summer 1998): 7-18.

As the teaching responsibilities of librarians increases, they need to follow certain guidelines, as well as understand critical thinking skills, methods of instruction, learning and motivational theories, how to plan instruction sessions, how to deliver a lecture, and how to work with classroom faculty. Kilcullen summarizes useful information regarding these issues, and provides an extensive list of resources on them.

Meeting Students on Their Own Turf, by Julia K. Nims. *Research Strategies* 16, no. 1 (October 1998): 85-89.

At Bowling Green State University, librarians left the library building and offered reference and research assistance to undergraduate students around the campus. This article describes an effort to take library instruction to residence hall computer labs and discusses possible reasons why this attempt to extend library instructional services outside the library failed. One reason was that the students saw the librarians as "intruders" in their domain. Another was that students were rarely accessing the library's resources from the residence hall labs. Instead they were using the computers for word-processing and spreadsheet work.

The Value of Student Evaluation of a Web Site, by Linda Sabol. *Research Strategies* 16, no. 1 (October 1998): 79-84.

A collaboration between the library and the biology department at Tufts University has evolved into a Web-based library skills tutorial which introduces students to a number of library techniques. Students are required to work through the site to gather sources for a paper. Student evaluations of the site taught its developers much about how students approach this kind of assignment and how it can be improved.

Partnering with Faculty to Interweave Internet Instruction into College Coursework, by Topsy N. Smalley. *Reference Services Review* 26, no. 2 (Summer 1998): 19-27.

One approach in integrating the use of the WWW into library instructional programs is to form partnerships with classroom faculty to create course-related instructional exercises that include Internet resources. Several examples of such exercises are discussed, and one, an exercise for a basic oceanography course, is provided in an appendix.

Not Just Another BI: Faculty-Librarian Collaboration to Guide Students through the Research Process, by Linda L. Stein & Jane M. Lamb. *Research Strategies* 16, no. 1 (1998): 23-39.

In order to coordinate research guidance for a senior-level class at the University of Delaware,

a library instruction session was expanded into a program of continuous faculty-library support for students completing the class project. A flow chart of project steps was modified successfully to include opportunities for instructor and librarian consultation and checkpoints for problem identification.

MANAGEMENT

Library and Learning Resource Programs: Evaluation and Self-Study, by Wanda K. Johnson. *CJCLS Guide #3*. Chicago: ALA, 1998. \$31.00. ISBN 0-8389-7989-0.

To achieve accreditation, colleges must engage in regular assessment and planning. This volume addresses major areas of evaluation and self-study through a survey of libraries' practices. Topics covered include how respondents use reports and plans, such as annual reviews, statistical reports, and user satisfaction surveys, with extensive sample documentation in each of these areas. An appendix includes the criteria for each of the regional accrediting agencies.

Team Concepts for Emerging Organizational Architectures, by Linda M. McFadden & Kay L. Hubbard. *Information Outlook* 2, no. 12 (December 1998): 18-23.

The authors describe four significant dimensions of study and thought about teams: (1) the drivers and inhibitors which influence the ways in which teams operate; (2) the types of teams; (3) the competencies required of the members of the teams; and (4) the idea of the entire organization as a single "team." The authors claim that teams are necessary to future organizational success, identify competencies to be acquired to overcome constraints, and believe in the potential of teams.

Managing Food and Drink in ARL Libraries, by George J. Soete. *SPEC Kit 237*. Washington, DC: Association of Research Libraries, 1998. \$40.00.

Of the 72 ARL libraries responding to this survey, about 70% prohibit food and drink entirely. The remainder do not do so, but usually there are restrictions on what food and drink may be consumed and where. Policies appear to have become more liberal recently. Libraries should have a clear policy with a rationale for prohibition; manage the policy as much as possible at library entrances and by signage; and train staff in how to enforce the rules with patrons.

** Denotes important and interesting item.

Library and Information Center Management, by Robert D. Stueart & Barbara B. Moran. 5th ed. Englewood, CO: Libraries Unlimited, 1998. \$55.00. ISBN 1-56308-593-3.

The authors present the principles of library and information center management in a conceptual framework as they examine dynamics within the organization (e.g., mission, goals, policies and programs, and people) as well as the external forces, such as users and funding authorities, that encourage change. The current edition features expanded sections on the change process, strategic planning, and managing conflict in a technology-intense environment.

ONLINE INFORMATION SYSTEMS

The Year Databases Moved to the Web, by Greg R. Nottess. *Database* 21, no. 6 (December 1998): 56-58.

All the major search systems and CD-ROM vendors are working toward Web access. This can be provided either for locally-loaded CD-ROMs, or for a remote database maintained by the vendor. The latter requires less support from the subscribing institution, but is often more difficult to customize for individual sites. The response speed on a Web database is usually slower than on a locally-loaded CD-ROM network as well.

Retailing Information: The Case of the Online Search Services, by Jennifer E. Rowley. *Online & CD-ROM Review* 22, no. 5 (October 1998): 317-322.

The author reviews the differences between consumer and business markets, then notes the characteristics of the online search services that have changed to facilitate the transition to end-user services. Products have been significantly re-designed to meet the needs of the end-users. Interfaces have been improved, a range of different distribution channels are available, and products and services have been clustered. However, pricing strategies remain reminiscent of business markets.

ONLINE PUBLIC ACCESS CATALOGS

** **Bibliographic Displays and Web Catalogs: User Interfaces of Three Prototype Displays**, by Richard W. Kopar & Joan M. Cherry. *Electronic Library* 16, no. 5 (October 1998): 309-323.

Three prototype displays were designed and tested in this study. The first design consisted of the familiar text-only display common to most OPACs today. Prototype 2 was designed using the title page/back cover model, with a simulated book spine displaying the call number. Prototype 3 was similar to 2, except that it included identification of electronic texts, displaying the URL rather than a call number. Prototype 2 was preferred by the focus group of users.

PERFORMANCE EVALUATION

**** Defining and Measuring the Library's Impact on Campuswide Outcomes**, by Bonnie Gratch Lindauer. *College & Research Libraries* 59, no. 6 (November 1998): 546-570.

Academic libraries are expected to document how their performance contributes to institutional goals and outcomes. Using accreditation and ACRL sectional standards/criteria, higher education outcomes assessment research findings and recent findings from performance effectiveness studies, this article identifies important institutional outcomes to which libraries contribute. It also describes specific performance indicators whose measures of impacts and outputs provide evidence about progress and achievement, and offers a conceptual framework of assessment domains for the teaching-learning library.

PERSONNEL & STAFF DEVELOPMENT

What Sexual Harassment Training Really Prevents, by Rebecca Ganzel. *Training* 35, no. 10 (October 1998): 86-94.

How effective is training in preventing sexual harassment? The answer is almost irrelevant in light of two recent Supreme Court decisions. Training's main role may lie in warding off potential lawsuits. The current thinking seems to be that, if a firm has an explicit policy on this matter and ensures that the employees know about it, lawsuits will become less common.

Outsourcing, Teaming and Special Libraries: Threats and Opportunities, by Doris Small Helfer. *Information Outlook* 2, no. 12 (December 1998): 26-29.

In order to prosper in an era of downsizing, librarians in corporate environments should stay aware of the financial and political realities of the organization, and actively market their skills to management. Librarians who become part of teams in which they can show their research

skills may thrive more than those who stay in the corporate library.

**** The Business Trap**, by Barbara Moses. *Training* 35, no. 11 (November 1998): 38-42.

Many people complain about being overworked, tired and grumpy, yet do little or nothing to alleviate the situation. While much "busyness" is real, to some degree many people have become addicted to this relentless pace. It is almost as if they feel "I work, therefore I am." The author asks the busy people to reflect on five questions:

- Is your work really meeting your most important needs?
- Are you defining yourself purely in terms of your accomplishments?
- Why are you working so hard?
- Are you making significant sacrifices in favor of your work?
- Is your work schedule affecting other people who are important in your life?

REFERENCE SERVICE

The Imposed Query: Implications for Library Service Evaluation, by Milissa Gross. *Reference & User Services Quarterly* 37, no. 3 (Spring 1998): 290-297.

An "imposed query" is one asked by a patron on behalf of someone else, such as one an employee might ask regarding a company project, that an immigrant child might ask on behalf of non-English-speaking relatives or friends, or that a student might ask in seeking to complete a school assignment. This kind of query has long been informally recognized, but explicit inclusion of it as a distinct category for analysis will improve our understanding of reference service.

Application and Implications of Agent Technology for Libraries, by Bonnie A. Nardi & Vicki L. O'Day. *Electronic Library* 16, no. 5 (October 1998): 325-337.

In their ongoing research regarding the use of software agents to retrieve certain kinds of information automatically from electronic sources, the authors have examined what reference librarians (in two corporate libraries) actually do and how they do it. They conclude that, while agents could in some cases assist the librarians, they are not able to replace them.

Browser's Choice: A Comparative Use Study of Traditional and Electronic Vertical Files, by Chris Neuhaus. *Reference Services Review* 26, no. 2 (Summer 1998): 79-86.

The utility and viability of print vertical files often have been questioned. The use and maintenance of a print vertical file and the newly

created WWW version of this file were studied during the 1997 summer and fall semesters at the University of Northern Iowa. As Neuhaus shows in this article, results indicate that a WWW vertical file is both more popular and easier to maintain than a traditional print vertical file.

A Focus Group Approach to Assessing Technostress at the Reference Desk, by Pamela M. Rose, Kristin Stoklosa, & Sharon A. Gray. *Reference & User Services Quarterly* 37, no. 4 (Summer 1998): 311-317.

To test the assumption that technology is the cause of anxiety among staff at the reference desk, the investigators conducted a focus group with segments of the reference desk staff who seemed to experience the most strain. This qualitative study resulted in the identification of technological and other factors that contribute to this anxiety. Among these were insufficient training, lack of backup on weekends and evenings, and understaffing at the desk

The Impact of Digital Reference on Librarians and Library Users, by Carol Tenopir & Lisa Ennis. *Online* 22, no. 6 (November/December 1998): 84-88.

In a survey of academic reference librarians, the authors found that the biggest change was in user expectations. Reference librarians also found that they see a direct correlation between the proliferation of electronic reference sources and their own increased job satisfaction. The major direct impact is, contrary to expectations in 1991, a strong increase in the need for both more, and more intense, user instruction in using these resources.

SCHOLARLY COMMUNICATION

Research Misconduct: Issues, Implications, and Strategies, edited by Ellen Altman & Peter Herson. Greenwich, CT: Ablex, 1997. \$73.25. ISBN 1-56750-340-3.

"This collection of eight essays explores the uncomfortable topic of research misconduct from the perspective of its impact on libraries and librarians. ... This disconcerting phenomenon is not a subject that university administrators or the heads of learned societies relish discussing. To admit its existence in their own institutions or professions is to acknowledge a fundamental failure of their mission. This book shines a useful light on a very shadowy area."

Reviewer: William M. Hannay
College & Research Libraries, 59, no. 6 (November 1998), pp. 594-596.

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

Research Misconduct: Issues, Implications, and Strategies, edited by Ellen Altman & Peter Herson. Greenwich, CT: Ablex, 1997. \$73.25. ISBN 1-56750-340-3.

"The purpose of this book is to address issues that have not been dealt with before. These issues include: the impact of fraudulent publications upon libraries and the bibliographic process of abstracting, indexing and subsequent retrieval; the use of tainted works in teaching and learning; and librarians' responses (or lack thereof) to research misconduct. ... I believe that this book should be in every library—be it academic, special or public. It is a well-written and documented investigation into a little-known, yet critical, issue."

Reviewer: Jeff White

Journal of the American Society for Information Science, 49, no. 14 (December 1998), pp. 1334-1336.

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.

"It is refreshing to see the 1963-1969 Garvey/Griffith model of scientific communication recalled in this succinct review of the new media. The authors recount options and experiments as described by various visionaries, noting the curious meaning of the word 'free' often connected with costly infrastructure. The basic steps of communication have been enhanced more than changed by the advent of electronic media."

Reviewer: Albert Henderson

Publishing Research Quarterly, 14, no. 1 (Spring 1998), p. 85.

SPECIAL LIBRARIES & COLLECTIONS

Handbook of Special Librarianship and Information Work, edited by Alison Scammel. 7th ed. London: Aslib, 1997. £67.50. ISBN 0-85142-398-1.

This volume "provides a synthesis of hands-on frontline experience with in-depth research and analysis. It is therefore recommended as essential reading for all involved in special libraries and trying to keep up with a changing environment. The book can also be recommended as further reading for students of Library and Information Science."

Reviewer: Ina Fourie

Electronic Library, 16, no. 5 (October 1998), p. 344.



USE & USER STUDIES

The University of Iowa Libraries' Undergraduate User Needs Assessment, by Leo Clougherty, John Forys, Toby Lyles, et al. *College & Research Libraries* 59, no. 6 (November 1998): 572-584.

An extensive survey of users at the University of Iowa's library was undertaken. The undergraduates were, in general, satisfied with the level of service they were receiving. However, several recommendations were made as a result of the study. Among these were: improve the physical facilities of both the main and branch libraries; increase staffing at public service desks; and increase public awareness of the library's services and resources.

WORLD WIDE WEB

It's the Little Things That Count, by Janet L. Balas. *Computers and Libraries* 18, no. 10 (November/December 1998): 35-39.

Balas describes two types of small-scale technologies which simplify the Web-searching librarian's tasks. The first of these are programs which allow you to collect and store your bookmarks online, so that you can access them from any online computer. This not only eliminates the need to update two or more computers you may be using, it also allows you to share the bookmarks if you like. The second group consists of programs called "bots" or agents. These gather information or perform some other function according to a specific schedule.

Guidelines for Successfully Teaching the Internet, by Pamela R. Cibbarelli. *Information Outlook* 2, no. 11 (November 1998): 19-22.

The author recommends: that you have both "hard" and "soft" objectives (ones that must be taught and ones which may be, if time permits); exercises that are tailored to the class interests; teaching with hands-on, rather than demos or lectures; avoiding Web history/background lectures; having an equipment "troubleshooter" assistant; providing adequate and accurate handouts with URLs and other relevant data; and asking for class feedback at the conclusion.

The Internet for Library and Information Service Professionals, by Andy Dawson. 2nd ed. London: Aslib, 1997. £12.50. ISBN 0-851-42400-7.

"In many ways this is an excellent book to give LIS professionals some essential background knowledge about the Net to help in using it and in advising others. ... The book is helpful in understanding how the Internet and various tools work but is largely insufficient in explaining what the Internet is for. In addition, though

it was presumably written mid to late 1997 it includes tools that even then were little used."

Reviewer: Ian Winship

Online & CD-ROM Review, 22, no. 5 (October 1998), pp. 349-350.

Criminal Justice Web Sites, by Timothy Dodge. *Reference Services Review* 26, no. 2 (Summer 1998): 87-96.

Dodge reviews 15 Web sites concerned with criminal justice, which he selected according to the following criteria: authority, currency, purpose, objectivity, and potential usefulness to researchers. The Web sites evaluated here all provide narrative and statistical information concerning the field of criminal justice: Crime, law enforcement, the judicial system, and corrections. These Web sites are published by educational institutions, the federal government, and a few non-profit organizations.

Posting Your Reference to the Web, by Jean-François Gauvin. *Database* 21, no. 6 (December 1998): 41-47.

The author reviews five different software packages which allow one to re-format existing bibliographies for posting to the Web. In the process, he created a 50-item bibliography with three different citation manager programs: ProCite, Reference Manger, and Inmagic's DB/TextWorks. He then uploaded them to the Web using WebPoster, Inmagic DB/Text WebPublisher, WebSuite Start, askSam's Web Publisher, and Showbase Extra. He describes the various features of each in a table, and discusses their relative advantages and disadvantages.

Beyond Bartlett's: Quotation Resources on the Net, by Thomas Pack. *Database* 21, no. 6 (December 1998): 31-36.

The 9th edition of *Bartlett's Familiar Quotations* is now online as a part of Columbia University's Bartleby Library Archives. For more modern quotations, the author presents brief comments on a number of online quotation sources. Some are quite broad, others quite specific, as in one collection about libraries and librarians. URLs are provided for all the sources mentioned.

Search Engine Help: Documentation and Resources on the Web, by Chris Sherman. *Online* 22, no. 6 (November/December 1998): 51-56.

This article surveys seven of the more popular search engines, with special attention given to the location, content, and degree of assistance provided by their help files. The seven are: Yahoo!, Excite, Infoseek, Lycos, AltaVista, Northern Light, and HotBot. The help documentation varies dramatically in both scope and quality. Lycos provides the best combination of advanced search features and documentation. All the others would improve their help files with better organization. URLs for not only the search engines, but also for other sources of search engine evaluation are given as well.

List of Journals Cited in This Issue of the *JAL* Guide

- Cataloging & Classification Quarterly**, 26, no. 2 (1998)
College & Research Libraries, 59, no. 6 (November 1998)
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