

useful list of discipline centers. Although they are primarily in the science and engineering fields, the centers are fine examples of the success and logic of "documentation strategies."—*Elizabeth C. Stewart, Folsom Library, Rensselaer Polytechnic Institute, Troy, New York.*

Neway, Julie M. *Information Specialist as Team Player in the Research Process.* Westport, Conn.: Greenwood, 1985. 194p. (New Directions in Librarianship, No.9). \$29.95. LC 85-5488. ISBN 0-313-24508-8.

Using a case study approach, Julie Neway examines information services established in nonlibrary environments and serving staffs from such diverse fields as business, the social sciences, and both the pure and applied sciences. Under the auspices of a variety of funding sources, information services were tailored to meet the special needs of the target groups and were determined by direct interviews and other forms of information-need assessment. Quite frequently services included SDI, database searching, and document delivery.

The author, an advocate for proactive librarianship, provides a rough methodological framework for service development and implementation. She believes that establishment of such services may be crucial to the survival of this profession. In essence, Neway argues that information specialists, i.e., librarians, be attached to research teams in order to improve their individual or collective performance.

Significant portions of the monograph are based upon the author's doctoral dissertation (University of Illinois at Urbana-Champaign, 1982). As such, the narrative is heavily footnoted, reflecting the extensive literature review common to the medium. The book is organized into eight chapters with accompanying index and bibliography. The majority of the text is devoted to histories of specific services. The length of these descriptions varies greatly. Most noteworthy is the review of Neway's own experience with the Department of Microbiology at the University of Illinois at Urbana-Champaign. For roughly one year in the early 1980s, the

author assessed the impact of an information scientist's presence as a member of the research team. The study included a user evaluation of provided services. Use of a control group allowed the author to determine changes in information use behavior.

Undoubtedly aided by her background in biology, Neway became well integrated into the scientists' environment, attending weekly lab meetings, assessing individual information requirements, evaluating computer-based literature searches, and the like. The service required nearly twenty hours per week in order to fulfill the information requirements of approximately forty scientists. Nearly four hundred information requests resulted in about twenty-five hundred documents delivered at an average cost of \$5, which included the salary of the information specialist. The information-use habits of the control and experimental groups manifest some interesting contrasts. Neway observes that the scientists favored with the service spent less time skimming or browsing in favor of reading requested materials in depth. Also, this same group apparently spent less time in discussion with their colleagues.

This monograph encourages librarians to develop advanced information services based upon client-articulated need. In this sense, she shares common ground with certain elements of both the bibliographic instruction and collection development movements that have significant numbers advocating elaborate outreach or liaison activities.

The book wisely reviews service failures as well as success. Additionally, the author provides a useful review of the literature of information-use behavior of various disciplines and professions. Unfortunately, it remains unclear why so many apparent useful information services cannot attract ongoing support. Cost, of course, is a factor since the services described are not without significant fiscal impact. One wonders if any university would absorb the cost of such services if they were extended to the entire faculty. More important is the question of benefit. Current management science often re-

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quires us to measure our performance. Will we ever be able to establish a cost/benefit relationship between our new services and such academic output measures as scholarly productivity, grant production, or enhanced teaching?—*Ed Neroda, Eastern Montana College Library, Billings.*

Nos Ressources Humaines: la Clé d'un Bon Service. Personnel: Key to Successful Public Service. Textes des communications de départ pour les ateliers au 16e Congrès de la C.B.P.Q., du 23 au 26 Mai 1985 à l'Auberge du Mont Gabriel. Ed. by Réjean Savard. Montreal: Corporation des Bibliothécaires Professionnels du Québec, 1985. 168p. \$20 (Canada).

Reading this work conjures up images of a graduate school seminar course in which students distribute their term papers to one another for purposes of class discussion. The papers vary greatly in length, quality, readability (of both typeface and style), and depth of thought. Writes editor Réjean Savard in his preface, "We have sacrificed aesthetics for efficiency by printing the texts as they were submitted by contributors. We have done this to make the papers available *before* the conference" (p.xi). Such an arrangement makes sense for the conference attendees. And, given the notorious time lag associated with the publication of conference proceedings, it is a breath of fresh air to be able to read these contributions just a year after they were presented. Having said that, however, the lack of uniformity results in an inferior product, not only typographically but in other ways as well, evincing an acute lack of what one expects of careful editing. The lead article, for example, one of six French-language pieces (of fourteen contributions, not counting the preface, which appears in both English and French), is word processing with a justified right margin but printed on a low-resolution dot-matrix printer, offsetting for English-language readers on at least two counts.

Topics covered in the collection range from professional education to conflict resolution to team building and unionization. Of particular merit are contributions by Kathleen M. Heim, Les Pourciau,

and Diane Mittermeyer.

In a carefully written, upbeat article, Heim explores further one of her familiar research interests, gender stratification. Before tracing the historical context of women in libraries, she notes that "on the whole the library profession offers a far greater opportunity for balance between the sexes than do other professional arenas" (p.32). In her historical overview one is struck by the relative recency of the movement to expose the lack of parity between men and women in administrative library positions. In conclusion, Heim suggests ways in which sex discrimination can be ameliorated, noting that a victory in the comparable-worth battle will benefit librarians of both genders.

The application of one particular conflict resolution technique to resistance to change is the subject of Les Pourciau's paper. Granting that resistance to change is a natural reaction, Pourciau focuses on the use of the integrative decision-making technique to mitigate conflict between persons initiating change and those resisting it. Distinguishing among the various types of conflict, he reviews the traditional approaches of management to resolving conflict, rejecting separation, affiliation, annihilation, and regulation as inappropriate for the work milieu of libraries and settling on interaction as holding the most promise.

Diane Mittermeyer's interest is professionalism. She presents a number of models of professionalism, ranging from what she labels outmoded to all-inclusive. Mittermeyer notes that use of the trait model—in her view largely discredited—is still common among authors of library literature, though it is now used more critically. Other models, such as the field specific, are receiving more attention. Mittermeyer argues that whatever paradigm of professionalism is considered, librarians should pay increasing attention to their use of political power strategies as an important element of social recognition. Whether this strategy should be used to enhance power, as she suggests, is a matter of some debate.

Some of the other papers are marked by a lack of vibrancy and timeliness. The